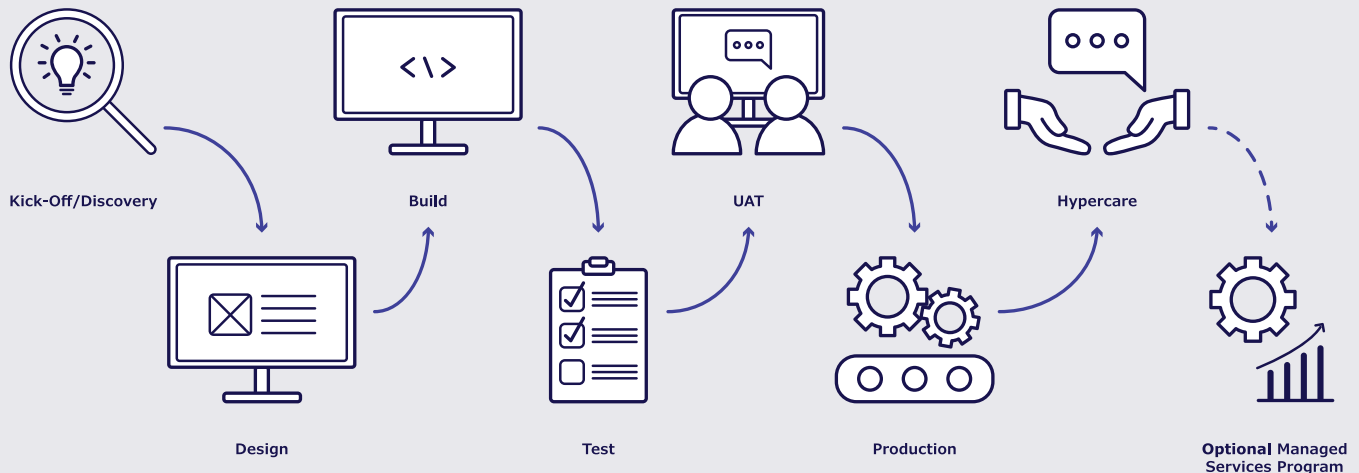# ScaleCapacity + Amazon Connect Services

Are you ready to transform your contact center and elevate your CX? Let ScaleCapacity help you on your CX journey.

AWS Connect

Kick-Off/Discovery — Design — Build — Test — UAT — Production — Hypercare — **Optional** Managed Services Program

Service Highlights

- Easy set-up and maintenance
- Omni-channel CX personalization
- Single pane of glass for agents
- Shorter handle times, first call resolution with GenAI
- Pay-as-you-go model
- Integrates with Salesforce, ServiceNow, etc.

Proven Successes:

- Successfully migrated 25+ contact centers to Amazon Connect and saved customers thousands of dollars in tech spend and labor hours.
- Developed custom solutions without the high price tag of other software vendors.
- Built reusable components/building blocks easily configurable to fit customer needs.
- Accelerated technology implementation with proven delivery methodologies for IT organizations to have flexibility, adaptability, and agility.
- ScaleCapacity has over 100 AWS certifications and growing.
- Expertise in helping public and nonprofit agencies acquire AWS funding for IT initiatives.
- Trusted brand for innovation and creativity.

ScaleCapacity helps customers scale up and optimize. As a one-stop shop for building and deploying cloud-based solutions, ScaleCapacity has helped 150+ customers migrate to the cloud, build custom apps, modernize contact center technology, and enable Generative AI and ML solutions.

As a public assessor, many rely on you for accurate property valuations while managing large volumes of data, dealing with appeals, and adapting to technological changes. With critical decisions hinging on your valuations, maintaining credibility and legitimacy are critical.

ScaleCapacity understands these challenges and with proven expertise in building value-driven technology, partnering with ScaleCapacity will help you enhance the accuracy, efficiency, and transparency of the assessment process while ensuring you are more than ready to optimize your future.

ScaleCapacity + Amazon Connect Services

Assessors have embraced AI with tools like Geospatial AI, Change Detection, and Automated Valuation Models (AVMs). Given the large volumes of data to process and to support many customers, there's an opportunity to leverage ScaleCapacity's Intelligent Document Processing (IDP), AI-driven Chatbot and AWS Connect services (complementary tool suite or standalone services):

- IDP: save thousands of manual labor hours to do higher value work.
- AI-driven Chatbot: drastically improve engagement/interactions on your website.
- Amazon Connect: reach more citizens and serve more customers while improving CX.

Engagement Options	Small $	Medium $$	Large $$$
Number of Agents	0 - 50	51 - 250	251 - 500
Enviornments	1	3	3
Languages	1	1	4
Contact Flows	7	8	17
Queues	7	36	71
Number of Chatbots	1	3	5
Number of Intents	5	15	20
Voice, Chat, SMS	✓	✓	✓
Call Recording	✓	✓	✓
Speech Analytics	✓	✓	✓
Screen Recording	✓	✓	✓
PM Support	✓	✓	✓
UAT	✓	✓	✓
Training	✓	✓	✓

*Extra large implementations (more than 501 agents) requires custom scoping.

Add-ons for any option above (a la carte pricing):

- Environment - $6,000
- Intent - $2,000
- Language - $2,500
- Chatbot - $2,000
- Contact Flow - $1,000
- Queue - $1,500