

# Servion for Amazon Connect

Amazon Connect and Amazon Web Services (AWS) have grown into a powerful solution for companies looking at moving their contact center to the cloud, leveraging artificial intelligence (AI), or creating personalized customer experiences (CX).

Servion brings its 25 years of experience implementing contact centers and expertise pioneering cloud deployments to help you assemble an Amazon Connect solution and make the most of all the available AWS cloud services. Servion allows you to:

- **Quickly deploy** your initial contact center or voice application
- **Set-up your virtual assistant** using Amazon Lex
- **Enable omnichannel** customer interactions
- **Create personalized experiences** for your customers

## Get started fast

Servion deployment services let you start quickly with Amazon Connect. Servion offers a packaged voice and chat solution including ready-to-use agent desktop, real-time dashboard, and historical reports.

Servion has expertise across all the layers of the stack, from networks to applications. Servion crafts solutions that ensure compliance and an impeccable voice quality.

Servion creates voice self-service applications using Amazon Lex and Polly to provide a modern speech experience and Amazon Lambda to integrate with your back-end systems and applications.

## Assemble a complete omnichannel solution

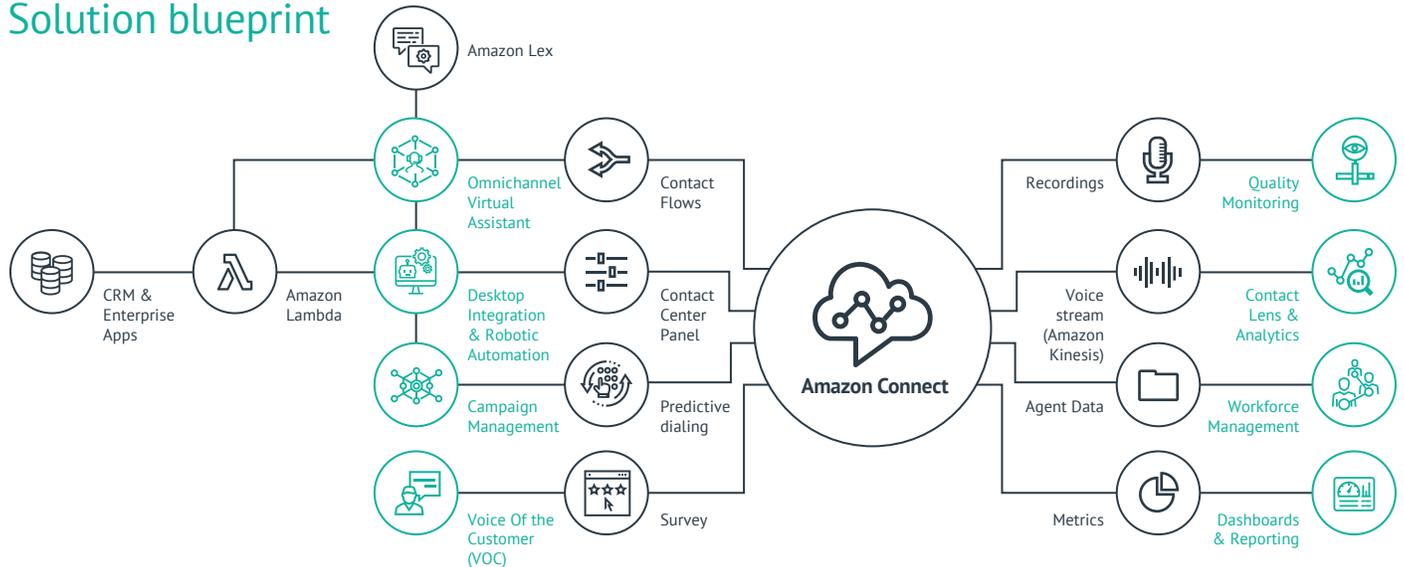
Servion builds on its strategic alliances with several Amazon Connect Technology Partners to deliver complete omnichannel contact center solutions including:

- Workforce management and optimization
- Speech and interaction analytics
- Biometrics
- Campaign management and proactive engagement
- Deep integration with CRM and your other enterprise applications

Servion proprietary IP includes building blocks to create powerful desktop applications that drive agent productivity and employee satisfaction.

Servion helps you harness the cloud and Amazon Connect pay-as-you-go model to handle seasonal spikes and business continuity.

## Solution blueprint



## AI-enable your contact center

Amazon Connect gives you access to AWS industry-leading AI services. Servion helps you activate them:

- Create omnichannel Virtual Customer Assistants leveraging Amazon Lex. Servion uses its proprietary orchestration technology to enable a seamless escalation of interactions to agents along with their context.
- Uncover insights from voice calls using speech analytics and Amazon Contact Lens<sup>1</sup>.
- Automate your customer service using robotic automation, workflows, and bots.

<sup>1</sup> Currently in Beta

## Migrate to Amazon Connect

Servion has perfected its methodology over 600 contact center projects to help you move to the cloud.

- Servion has experience migrating sophisticated workflows, data, and desktops without impacting the customer experience. It leverages a library of accelerators to convert your configuration and application logic.
- Servion can architect the network and cloud infrastructure required to deliver a flawless service globally.
- Servion helps you build a safe transition path for your overall customer service stack.

## Managed Services

Servion can provide managed services. It leverages its expertise to operate, automate, and optimize your operations:

- With over 150 contact centers managed, Servion provides industry-best-in-class practices to manage your technology stack.
- Servion continuously assesses and automates day-to-day activities to enable faster changes and improve operational efficiency.
- Servion customer success methodology includes regular solution audits to propose optimizations that improve your customer service Key Performance Indicators (KPIs).

## Servion is your partner for Amazon Connect

- Rapidly deploy Amazon Connect
- Assemble a complete solution
- AI-enable your contact center
- Migrate safely to the cloud
- Managed Services option



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For more than 20 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.

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