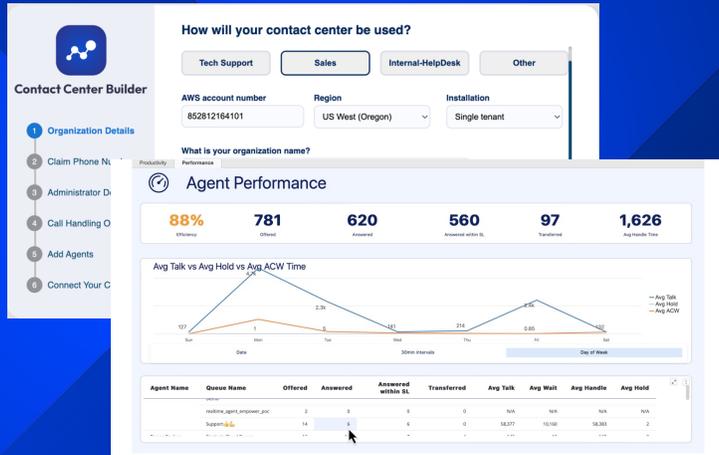




# Contact Center Builder

Rapid out of the box deployment of a full contact center solution



## Solution Overview

Create a Contact Center Builder in hours without the need for expensive technical resources or complex technical scaffolding. With Contact Center Builder:

- Setup quickly with a simple web browser-based wizard
- Interactive voice response system (IVR) and interactive virtual agent (IVA) chat bot for prompting callers and assessing intent
- Configure automatic call distribution (ACD) feature for directing calls to the right agent queue, plus a complete instance of Amazon Connect for handling calls
- Access comprehensive reporting and dashboards to track the calls and measure agent performance
- Connect the contact center to major customer relationship management (CRM) systems such as Salesforce and Zendesk, enabling connection of your customer records to your contact center interactions

## Key Features and Functionality

Includes everything needed for an out of the box call center solution

### Simple Wizard to Gather Requirements

Define all of your parameters including business hours, agent details, queues, and more, in our non-technical wizard.

### Professional Services for Customization

Included in the startup package is 40 hours of professional services to customize for your specific use case.

### Modern Call Handling Technology

Technology used is the latest and greatest Amazon and SuccessKPI technology – built for enterprise, accessible for SMB.

### Managed Services to Keep it Running

Helpdesk support and 10 hours of professional services per month keeps your solution running smoothly.

## Benefits

Save up to 70% of the typical time and cost to setup a contact center solution.

### No Technical Expertise Needed

We handle the technical setup behind the scenes, so you don't have to worry. You can be taking phone calls in an hour – no engineers needed.

### Created By Industry Veterans

ConnectGen and SuccessKPI have decades of contact center experience ranging from small implementations to the largest enterprise clients.

### A Robust Solution For Future Growth

This solution scales – it contains all the same technologies used in large enterprise businesses and can grow with your business.

