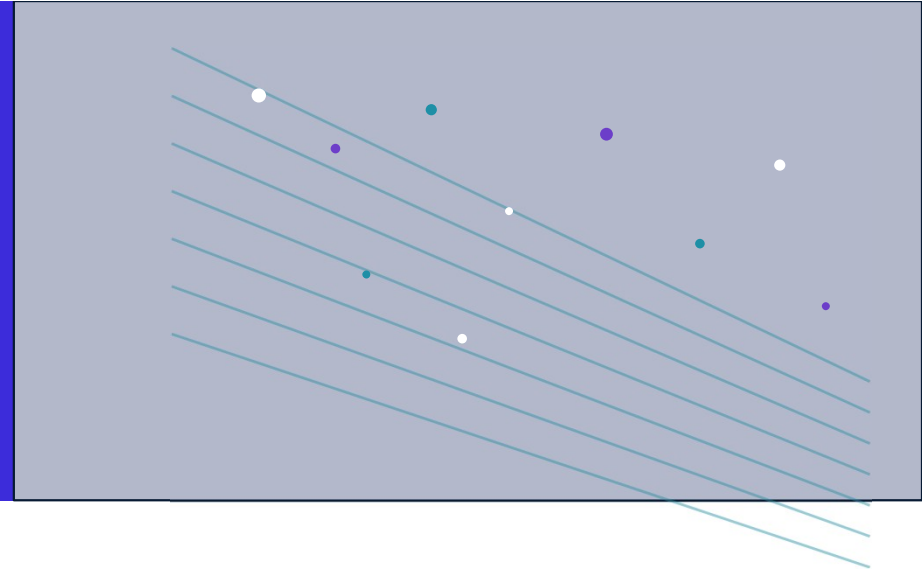


Future proof your customer experience by moving from Legacy Contact Center Platforms to Amazon Connect using Smart Migration

End-to-end contact center migration and modernization to Amazon Connect



Challenges with Legacy Contact Centre Platforms



Expensive to maintain & scale



Complex legacy IVR & routing logic



Fragmented integrations



High risk of migration disruption



Limited support for modern digital CX

Our Recommendations



Assess & design

Future-state Amazon Connect architecture



Migrate contact flows,

Telephony & integrations with minimal disruption



Validate, train, and

Support go-live with structured cutover