

PROBLEMS WE SOLVE



- Modern Cloud Contact Center
Cut costs by 20%
- AI-Driven Solutions
Increase acquisition by 10% and retention by 20%
- Humanize Customer Experience
Increase CSAT by 20%

OUR SIGNATURE SERVICES



- Research & Insights
Leverage Amplify's **CX Lens Library**, an AI tool that continually assesses customer feedback, channel usage, and intent. As a result you get actionable insights.
- Implementation & Support
The Amplify team drives conversational experiences that deliver voice and digital conversational applications. We create automated experiences at scale that are unique to your needs.
- Technology and Managed Services
Day-to-day operations, continuous optimization, proactive support, strategic oversight of your environment. Additionally, tailored technology workloads and applications integrated with Amazon Connect to foster long-term agility.

AI-DRIVEN CONTACT CENTER EXCELLENCE WITH AMAZON CONNECT



OUR PARTNERSHIP



With Amazon Connect our team delivers:

- Quick time to market
- Most innovative, agentic AI solutions
- Native services and configuration
- Pay-as-you-go usage model

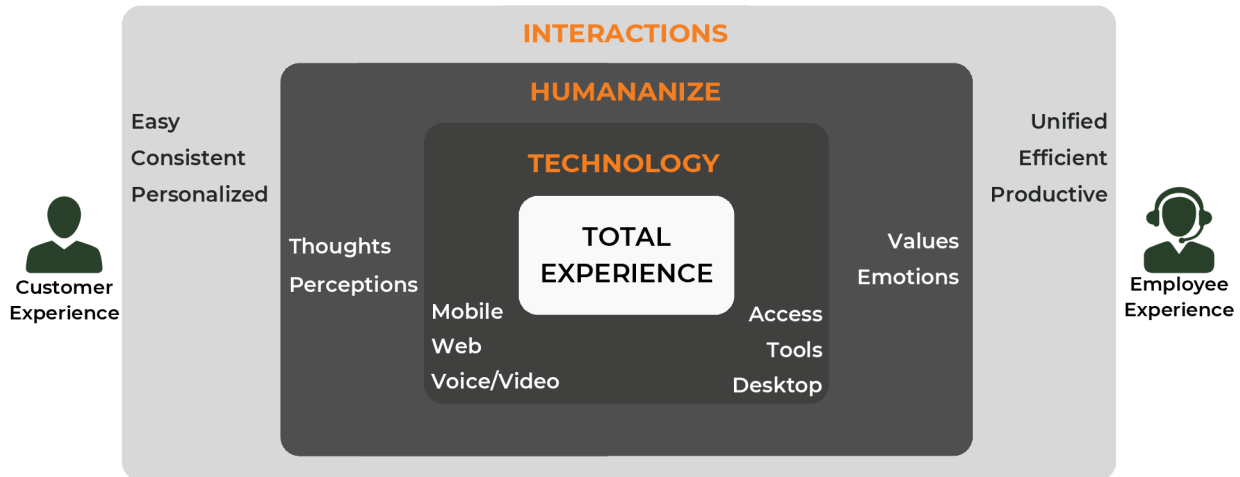
OUR CERTIFICATIONS



OUR *PROVEN* METHODOLOGY



OUTSIDE-IN APPROACH



Amplify excels at optimizing every aspect of customer and employee journeys. Our proven outside-in methodology delivers a Total Experience for your operations, grounded in data-driven insights and supported by a trusted partner. Amplify commits to equip your business with the tools and strategies necessary to maximize your business outcomes.

LET'S GET **STARTED**

Launch the Future of Your CX Offerings With One or Both Programs

① Quick Start Program to *Implement Amazon Connect*

- **4-weeks** to a fully operational Amazon Connect deployment.
- **Cost Effective** fixed price with modular services (configuration) and native integration
- **Innovative AI** use cases that drives an improved customer and agent experience
- **Minimal Commitment** required from your IT team

② *Customer Experience (CX) Lens Library POC Program*

- **AI Journey Mapping** for your digital transformation
- **Know Your Customer Preferences** based based on AI data analysis
- **Optimize Self-Service** options through proactive, community-based research
- **2-weeks or Less** to get actionable insights

Scan to
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