

Empowering Seamless Customer Engagement: Wanclouds Managed Services for AWS Connect Offerings

Innovative AWS Contact Center Solutions for Seamless Customer Engagement

At Wanclouds, we specialize in designing and delivering innovative cloud contact center solutions that elevate customer service experiences. Our deep expertise in Amazon Connect allows us to create fully tailored, scalable contact center environments that empower businesses to provide seamless, omnichannel customer interactions across voice, email, chat, SMS and CRM integrations, ensuring a fully optimized contact center tailored to your specific business needs.

As a trusted partner, Wanclouds goes beyond deployment by offering post-launch managed services to continuously optimize and support your AWS Contact Center. Our team of experts ensures that your contact center runs smoothly, driving improved operational efficiency, reduced costs, and enhanced customer experiences. Whether you're scaling your business or enhancing customer engagement, Wanclouds offers flexible, future-ready solutions designed to help you stay ahead in the ever-evolving digital landscape.

Key Value Proposition:

- **Expertise You Can Trust:** Powered by a team of certified specialists.
- **Customized Solutions:** Tailored to align with unique customer requirements.
- **Comprehensive Service Offering:** End-to-end support for seamless operations.
- **Standards-Compliant Configurations:** Ensuring adherence to industry benchmarks.
- **Seamless Integration:** Support for third-party systems and tools.
- **AWS Connect Support:** Dedicated team for specialized assistance.

Comprehensive Services Offering For Every Stage of Your AWS Connect Journey

Wanclouds offers a full spectrum of services tailored to meet the unique needs of customers at every stage of their AWS Connect deployment. Here's an overview of our key offerings:

Starter Package:

Designed for the foundational design and setup of the AWS Connect environment, ensuring a smooth and efficient launch.

Advanced Package:

Includes all features of the Starter Package, along with advanced capabilities like complex call routing, AI-powered chatbots, and seamless integration with Amazon Lex.

Enterprise Package:

Comprehensive coverage encompassing both Starter and Advanced Packages, scaled for large deployments and incorporating third-party CRM integrations.

	Starter Package	Advanced Package	Enterprise Package	Managed Service
Amazon Connect Instance Setup	✓	✓	✓	✓
Roles and Permissions	✓	✓	✓	✓
Routing Profile and Phone Number Setup	✓	✓	✓	✓
Basic IVR with simple call flows	✓	✓	✓	✓

	Starter Package	Advanced Package	Enterprise Package	Managed Service
Advanced IVR and complex call flows using Amazon Lex	✗	✓	✓	✓
Custom routing to optimise call Distributions	✗	✓	✓	✓
Chatbot setup and configurations	✗	✓	✓	✓
Analytics and monitoring Dashboard setup	✗	✓	✓	✓
Call recording and S3 integration	✗	✗	✓	✓
Integrate CRM Platforms like Salesforce	✗	✗	✓	✓
Operational readiness and handover	✓	✓	✓	✓
2-Weeks post setup support	✓	✓	✓	✓
24/7 on-going support	✗	✗	✗	✓
Designated engineers	✗	✗	✗	✓
Continuous optimization	✗	✗	✗	✓

Note: For Managed Services, the in-scope environment will be covered based on the above selected package.

Wanclouds Inc. is a leading Multi-Cloud SaaS solution and managed service provider. We take pride in helping enterprises with Migrations, Disaster Recovery, Cloud Cost Optimization, and Management.

We look forward to assisting you on your Cloud journey, you can read more about the [AWS Connect Solution here](#)

Contact us: sales@wanclouds.net or visit: www.wanclouds.net/pricing

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