CONTACT CENTER AS A SERVICE

Amazon Connect powered by Ascend Technologies.

EXPERT CONFIGURATION

Phone number provisioning, call routing & queue management

ADMINISTRATIVE SUPPORT

User provisioning, integration support & AWS management

DEVELOPMENT SUPPORT

The latest upgrades & new features, including serverless function support

Reduce annual costs by an average of ↓**31%**
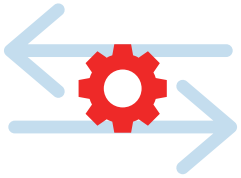
60% Decrease time spent on system administration tasks by up to 60%

Reduce your average handling time (AHT) by ↓**15%**

Seamless Amazon Connect deployment with expert configuration & support.
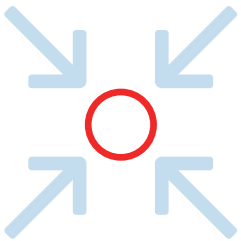
Ascend TECHNOLOGIES

Omnichannel customer service made easy.

CRM COMPATIBILITY
Fully integrated with Salesforce Service Cloud Voice, plus API integration to popular CRM tools and business applications.

CLOUD-LEVEL FLEXIBILITY & SCALABILITY
Scale your contact center up or down to any size without the hassle. With an open platform that easily integrates with any system your contact center relies on, you can support your customers from anywhere in a secure, reliable, and highly scalable way.

USAGE-BASED COST
With a pay-as-you-go approach and no per-agent costs, you can easily scale up (or down) based on your business needs.

INTUITIVE & INTELLIGENT FEATURES
Built-in AI capabilities allow you to automate interactions and improve customer experience. Take advantage of the same powerful technology that powers Amazon Alexa across voice and chat, easing the handoff between agents with context.
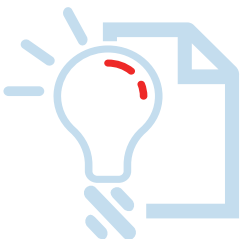
TEST IT, TRY IT, LOVE IT
Quickly configure a proof of concept (POC) and begin taking live calls right away. See the increase in efficiencies and benefits of service management in your environment before you decide.

Don't take our word for it. *Test it yourself.*