

# Perficient Contact Center Integration for Customer Relationship Management Systems and Amazon Connect

Deliver an outstanding customer experience with Perficient



Perficient is an AWS Advanced Consulting Partner.

## Industry Trends & Challenges

The growing popularity of on-demand customer service technologies leave customers expecting more from organizations care centers and overall user experience. As this trend continues, it's becoming more and more important to deliver an outstanding customer experience and make customers the focal point of an organization's actions and improve how they respond to customer interactions. While most organizations have the tools in place to set up their initial contact center, they lack the domain knowledge and competency needed to build out a more robust solution that includes customer relationship management (CRM) integration.

## The Perficient Solution

To help overcome the challenges associated with building out an effective customer contact center, organizations look to solutions on Amazon Web Services (AWS), specifically Perficient, an AWS Partner Network (APN) Partner, which utilizes a team with over 10 years of experience in delivering customer care solutions. Their team has the skills to help organizations of all sizes design, build, migrate, and manage an Amazon Connect contact center. With a deep expertise in contact center implementation and AWS, organizations can be confident they are getting the best end-to-end solutions, including everything from hands-on technical assistance to managing organizational change.

## Benefits

With extensive experience around both on-premises and cloud-based contact centers, Perficient has the tools and expertise to help organizations deploy a self-service customer care center.



### Customer Care Focused

Build a self-service and cloud-based customer care contact center using Amazon Connect.



### AWS Optimized

Leverage the AWS ecosystem with Amazon Connect to build a modern, scalable contact center.



### Contact Center Experience

Access a team of experienced cloud experts for contact center implementation and managed services.



### Technically Skilled

Put Perficient's technical expertise and AWS integration capabilities to use to create and manage effective training materials.

# Solution Space

Discover cost-effective, scalable, and secure solutions that will empower you to achieve your business needs with Amazon Web Services (AWS) and AWS Partner Network (APN) Partners that have validated Amazon Connect capabilities. These solutions include architectures that have been validated by AWS, as well as a combination of AWS services and APN Partner technologies that can be deployed quickly through AWS Quick Starts or alternative deployment accelerators.

[Visit here for more information](#)

## Solution Overview



### The Perficient Solution

With Perficient, an APN Advanced Consulting Partner, organizations can work closely with a team that has over 10 years of experience in delivering customer care solutions. Perficient provides a wide range of services including customer development, integration services, and more. Through a combination of prepackaged tools and custom development processes, organizations can increase agent efficiency and create new opportunities for innovative customer care and engagement. With help from Perficient, customer care representatives can better leverage AWS offerings with Amazon Connect to build out your desired customer contact center.



### Perficient on AWS

Perficient works in conjunction with Amazon Connect to take a basic contact center and transform it into one tailored specifically to your organization and customer care goals. Amazon Connect is a scalable, pay as you go contact center solution that allows for highly customizable, flexible, and simple solutions, and because it's a cloud based AWS service, it is easy to leverage other AWS services like AWS Lambda, Amazon Lex, and Amazon DynamoDB to extend functionality beyond that of a traditional contact center system and establish a customer care center that is unique to your organization. Creating an Amazon Connect instance only takes a few minutes and once established, Perficient and their team of experts will help transform it into an ideal contact center.

## How it works

Users can either choose from pre-built toolkits for integrating Amazon Connect with several CRM systems, including Salesforce and Dynamics 365, or they can work closely with Perficient to build a customized integration plan. For organizations looking for a more customized solution, Perficient will perform a comprehensive review of your business needs, CRM, and current contact center setup through conversations with IT and contact center staff and provide a proposed integration plan. The proposal includes cost and timeline estimates and since fees are issued on a time and material basis, you only pay for the service hours you use. Perficient recommends splitting up the work into phases to ensure organizations are satisfied with each step before proceeding to the next.

## Getting started

Perficient has pre-built toolkits for integrating Amazon Connect with several CRM systems, including Salesforce and Dynamics 365 which makes implementation easy. For those interested in a more customized integration plan, Perficient will work directly with you and your organization to begin the process of building out a new customer care contact center.

[Contact AWS and Perficient](#)  
[Perficient offering on Solution Space](#)



About AWS: For 10 years, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud platform. AWS offers over 100 services for compute, storage, databases, analytics, mobile, Internet of Things (IoT) and enterprise applications from 49 Availability Zones (AZs) across 18 geographic regions in the United States, Canada, Europe, Asia, Australia and South America. AWS services are trusted by more than a million active customers around the world – including the fastest growing startups, largest enterprises, and leading government agencies – to power their infrastructure, make them more agile, and lower costs. To learn more about AWS, visit <http://aws.amazon.com>.

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