Route 101 Amazon Connect Health Checks

The Route 101 Health Check for Amazon Connect blends the best practices of the AWS Well-Architected framework, with Amazon Connect specific lenses. Reviewing five of the well-architected pillars with questions specifically related to Amazon Connect deployments.

Data is collected through interviews, questionnaire and hands on-analysis of your current deployment to provide a comprehensive overview of your deployment.

3-Day Health Check:

1. **Thorough Data Collection and Investigation (2 days)**

- **In-depth analysis of your Amazon Connect setup with your AWS Account including**

- **Evaluation against AWS Well-Architected Framework for Amazon Connect Custom Lenses**

- **Comprehensive review of five pillars: Operational Excellence, Security, Reliability, Performance Efficiency and Cost Optimisation.**

2. **Expert Analysis and Customised Reporting (1 day)**

- **Skilled interpretation of collected data**

- **Identification of strengths and areas for improvement**

- **Creation of a detailed, actionable report**

Why Choose Our Health Check Service?

- **AWS Expertise:** We leverage the latest AWS Well-Architected Framework for Amazon Connect Custom Lenses to ensure your contact centre aligns with best practices.

- **Comprehensive Coverage:** Our service covers all aspects of your Amazon Connect deployment including operational readiness, contact flows, infrastructure and Amazon Lex.

- **Actionable Insights:** Receive recommendations to enhance your contact centre's performance, security, and cost-efficiency.

- **Time-Efficient:** Get an evaluation of your system in just 3 days.

- **Customised Approach:** Our analysis is tailored to focus on your specific Amazon Connect implementation and business needs.

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What You'll Gain:

- **A clear understanding of your contact centre's current state**

- **Identification of potential risks and areas for optimisation**

- **A roadmap for improving your Amazon Connect implementation**

- **Insights to help you make informed decisions about your contact centre strategy**

Our Sessions Include:

- **Operational Interview** - a 1 hour interview with the business to understand your priorities and challenges

- **System Design** - current architecture diagram covering your integrations

- **IT Assessments** - access to your IT team(s) who support the Amazon Connect instance, AWS and Networks

- **Systems Access** - Perform scripted and expert review of your environment and configurations.

Ideal for Organisations Who:

- **Lack confidence in the way their Amazon Connect instance has been set up:** Providing a review touches on many areas, from your AWS account to Operational Readiness, through to how the solution has been built.

- **Feel they aren't getting the most from Amazon Connect:** Many customers who have historic deployments may find there are new services and AI solutions available to them now that weren't previously - which could drive cost reduction and productivity improvements.

Amazon Connect