

Plan your move to Amazon Connect, with the AI switched on.

The Amazon Connect Discovery Workshop is one day with your contact center team. You leave with a **target design**, the AI worth switching on first, and the cost of the move over one, three and five years.



What the day leaves you with

Morning

We map what you run today.

- ✓ **Platform map:** channels, queues, integrations, contract dates
- ✓ **Call flows,** read by FlowShift

Afternoon

We design the target.

- ✓ **Where AI helps** your people first: answers on the call, summaries after it
- ✓ **Compliance checks** from your rules

End of day

A phased roadmap.

- ✓ **The business case:** the cost over 1, 3 and 5 years
- ✓ **Move order,** queue by queue, and what changes for your people on day one

Ours, the architects who would build it

FlowShift ComplianceGen

Yours, the contact center team

CX Operations Technology

The value, in one request

A member needs to move tomorrow's appointment.

Example

What customers hear today

"Press 1 for billing." — "We'll call you back within three working days."

An AI agent on Amazon Connect, in your systems

Verify — **Find** — **Check** — **Move** — **Confirm**

Today

3 days and a callback

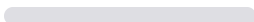
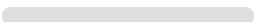
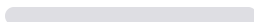
With us • **2 min 10 s** no queue

How we're different: already built, switched on from day one.

We design, build, integrate and run Amazon Connect: configuration, custom development, AI and migrations, **built around how your contact center works, not a template.** Voice, chat, email and your CRM in one view, so your people have the full picture before the conversation starts.

FlowShift	Moves stall on the call flows, not the platform. Rebuilds them on Amazon Connect; flags what needs a person.	
Compliant Connect Accelerator	A compliant contact center in your own AWS account. Your keys; no third party in the call path.	
VoiceBot	Deflection is the wrong number. Answers after hours and books the callback: a job finished.	
ComplianceGen	Compliance goes in first. The rule on screen during the call, with its clause.	
Sonic	Coaching starts from every call. Scores each one against your form; picks the ones worth coaching.	

What it has done for clients

A U.S. cinema chain 30% faster call handling, with AI that assists your people on the call, and call summaries Before  After 	Another Amazon Connect client 25% lower operating costs, with 89% customer satisfaction and 82% settled in the first contact Before  After 	The same client 30% faster email responses, on the same Amazon Connect rollout Before  After 
The same cinema chain 40,000+ calls a day	Our Amazon Connect estates 99.9% availability	A contact-center outsourcer \$0 to the client, AWS-funded

Book the Amazon Connect Discovery Workshop.

- ✓ **One day**, on exports: no recordings or customer data
- ✓ **Free**: AWS funding typically covers it
- ✓ Bring a **call-flow export** and a week of call numbers
- ✓ A **phased roadmap**, quick wins first, no cutover weekend



Scan to book
hello@armakuni.com
or ask your AWS account team