

Omnichannel Contact Center using Amazon Connect

SMX is reinventing call centers

Whether it's a seasonal spike or the aftermath of a crisis, government agencies are constantly navigating fluctuations in demand at their call centers. But at many agencies, on-premises infrastructure makes it impossible to scale to meet real-time demand – or to track critical metrics like call quality and client satisfaction. The SMX solution is a future-proof call center in the AWS Cloud using Amazon Connect. This omnichannel platform makes it easy to flex to meet the needs of clients while leveraging the power of AWS. SMX has a long-standing partnership with AWS, successfully helping agencies integrate their technologies and stay connected - without compromising on cost and security.



Benefits

✘ Simplified procurement

We hold contracts (including the NASPO Cloud Services contract, Mass RFR 16-21 Cloud Services, and South Carolina contracts) that make it easy for state and local governments to purchase our services without jumping through hoops. Plus, we help agencies adapt to consumption-based pricing models while optimizing their costs.

✘ Faster data integration

At SMX, security is built into our DNA. We are FedRAMP certified and have deep knowledge of the complex requirements highly regulated industries must follow when they move to the cloud.

✘ Self-service capabilities

As all-around cloud experts, we do more than just stand-up call centers. We offer cloud migration support, managed services solutions, and many more benefits. SMX is prepared to support your agency as you grow in the AWS Cloud.

Here's why state and local governments are relying on Amazon Connect to serve their customers:



Fast setup—agencies can get started in only a few weeks



Easy-to-use dashboards that allow stakeholders to run metrics in real-time



Instantly scale up or down to meet fluctuations in demand



Instant business optimization—most customers see immediate cost savings over their on-premises solutions



Advanced functionality, including chat, AI, and omnichannel support



Guaranteed 99.999% uptime, so you'll never miss a call

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Get started with Amazon Connect

Are you ready to take advantage of the cost savings and flexibility that come with Amazon Connect? Base-level call center deployment with SMX includes:

- Foundational services setup - including account setup, role-based access controls, and standard monitoring services
- 5 call flows
- ITSM/CRM integration
- SAML support
- Number porting
- 5 hours of user training
- Standard dashboard and reporting configuration, which can be integrated into an existing BI solution

Resources

- > [Amazon Connect](https://aws.amazon.com/pm/connect) - aws.amazon.com/pm/connect
- > [APN Partner Profile](https://partners.amazonaws.com/partners) - partners.amazonaws.com/partners
- > [AWS Marketplace](https://aws.amazon.com/marketplace) - aws.amazon.com/marketplace



Customer Spotlight: SMX, Amazon Connect and the State of West Virginia

When Covid hit, more than 16 million people filed for unemployment insurance in just three weeks. Many states couldn't keep up with the influx of applications and phone calls, and their systems crashed—leaving communities in the lurch. When the state of West Virginia struggled to keep up with call volumes, they turned to Amazon Connect. With the help of SMX, The West Virginia Department of Workforce set up their cloud-based call center on Amazon Connect in just 72 hours, and were able to quickly train students and National Guardsmen on the user-friendly interface. They were even able to leverage other Amazon tools, like Amazon Polly, to field calls in both English and Spanish. Since its launch, the call center has handled 600,000 calls—with only 10% requiring support from a live agent, thanks to Amazon's interactive voice response (IVR) system.

For more information, please contact our Digital Solutions Group: DigitalSolutions@smxtech.com

SMX harnesses the transformative power of technology to achieve mission success as a leader in digital and mission solutions, specializing in secure and advanced cloud, ISR, cyber, data analytics, engineering, space, and IT solutions. Operating in close proximity to our clients across the globe, the SMX team has a shared vision to deliver scalable and secure solutions to assure outcomes for the critical missions of our Government and commercial clients.