

Evolve into a modern, tailored contact center that drives transformative business results from day one.

We support clients in the following four areas through our professional services:

1

Strategic Planning & Deployment Design

- Plan end-to-end strategy and design for Amazon Connect deployments
- Assist with cloud migration planning from legacy platforms like NICE inContact, Avaya, and Genesys.
- Deliver architecture planning for scalable, secure, and flexible implementations.

2

Craft Intelligent Customer Experience

- Design advanced contact flows across all touchpoints
- Configure intelligent call routing and queue management
- Develop intelligent voice bots for specific use cases as needed

3

System Integration & Automation

- Enable integration with core business systems
- Create custom APIs that bring critical data into agent workflows
- Orchestrate seamless automation through Amazon-native tools (Amazon Lex, AWS Lambda, Amazon DynamoDB, Amazon EventBridge, Amazon Kinesis)

4

Launch & Support

- Provide SLA-based launch support and ongoing post-implementation assistance
- Build custom reporting dashboards and analytics solutions tailored to your needs
- Deliver comprehensive agent training, workflow documentation, and supervisor enablement tools

Why Pronetx Professional Services?

Laser-Focused Specialization

Amazon Connect is our sole focus. Our expertise in AWS and customer experience enables us to go deeper than traditional system integrators.

Customer-Centric Partnership

We serve as our customers' true partner and adopt a collaborative approach that builds long-term strategies for rapid and scalable growth.

Innovation with AI

From generative AI bots to real-time voice intelligence, we leverage cutting-edge technologies to redefine customer engagement.

Transformation Not Just Migration

We go beyond migrating systems; we modernize your operations to unlock long-term business value.

Craftsmanship Excellence

Deep expertise across the full Amazon Connect suite, proven through large-scale and advanced enterprise deployments.