

We help your systems adapt as your needs grow, to achieve lasting success over time.

MONITORING & INCIDENT MANAGEMENT



- Real-time tracking of system health via AWS Health Dashboard
- Automated alerts in place for downtime or performance issues.
- Ongoing LLM monitoring, supported by quarterly prompt and intent tuning cycles
- Resolution for critical incidents with rapid SLA response and post-incident reporting.

COLLABORATIVE GUIDANCE



- Support services for config updates, user management, and other operational adjustments.
- Assistance with the management and optimization of call scripts.
- Deployment of new lines of business and contact flows
- Regular updates and refinement to system prompts

STRATEGIC PERFORMANCE REVIEWS



- Quarterly business and support reviews to assess performance and align on priorities
- Detailed analysis of system performance and support effectiveness
- Best practices guidelines and identification of opportunities for improvement
- Updates on upcoming features and roadmap features relevant to Amazon Connect and AWS services

Why Pronetx **Managed** services

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Partners like Pronetx who understand how to harness Amazon Connect innovations are helping companies transform their customer experience while increasing efficiency and enabling continuous contact center optimization.



Pasquale DeMaio,
Vice President of Amazon
Connect at AWS

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Stay proactive, not reactive

We act as an extension of your team to help you monitor, optimize and drive consistent CX improvements without adding to your workload.

Innovation that works for you

Our close partnership with the Amazon Connect Services team keeps you ahead of the curve, with early access to new features tailored to your business needs.



Partnership across Voice, Chat, Cases, Guides, Email (first global customer launch), Amazon Q in Connect (only launch partner)

Scale with confidence

Grow without limits. Your systems scale and evolve alongside your business, backed by strategies proven across industries.