

# Case Study

## Contact Center Customer CARE



### Executive Summary

Evolutio as an Advanced Consulting Partner of Amazon Web Service collaborates with the customer in the implementation of its Contact Centers and communications. Evolutio has implemented the Customer Care Contact Center at the customer.

### The challenge

The customer provides the Customer Service through a contact center it had with an outsourcing company. They made the decision to continue using this company for their agents, but they were the ones who provided the technology.

### Why AWS

The customer was looking for a CC solution with native integration with Salesforce, therefore we propose Service Cloud Voice with Amazon Connect, as it fits perfectly the customer requirements

### Why Evolutio

The customer chose Evolutio, because we are already providing services to them and also because of our experience in the Contact Center market and in Salesforce.

### Proposed solution

From Evolutio, we studied the environment they had that consisted of a Salesforce environment already assembled.

In addition to that contact center, they also needed another platform to a PCI payment gateway.

Seeing together with the customer the functional requirements they needed, we proposed the use of Salesforce Service Cloud voice, which uses the Amazon Connect solution so that they had a platform with all the necessary functionality and with a negative integration.

Also, for the payments platform, we use the Amazon Connect IVR which has a third-party application called Payshield that provides a PCI payment environment.

The customer is a financial company characterized by giving a personalized solution to its customers.



## Result and Benefits

Evolutio is in the process of implementing today the two platforms, both payments and customer service and seeing how we can expand the services to the rest of the Contact Centers of the group to be able to integrate all of them in a single Contact Center platform natively integrated with your CRM and reaching a level of automation that reduces the processes and service times of the agents.

## Next Steps

Evolutio is going to implement another contact center for the customer, a smaller one where they attend all their bank requests. Also, they are looking for a new CC in Portugal with Dynamics integration

## About Evolutio

We help you address digital challenges, harnessing the full potential of new technologies and the cloud. We drive our customers' digital innovation and maximize the value of their business, leveraging our expertise as a cloud service integrator, connecting, managing and protecting their data and applications.

