



Amazon Connect AI-Powered Contact Center

Lower costs, smarter routing, and a contact center that turns conversations into actionable intelligence.



Turn your contact center into an AI-powered customer intelligence platform with a data-first Amazon Connect deployment built for intelligent operations from day one.

Most Amazon Connect deployments stop at platform migration. The contact center moves to the cloud, but the data stays siloed, the routing stays static, and the reporting stays shallow. New Math Data takes a different approach, treating Connect as a customer intelligence platform and building the AI and data capabilities that make it one.

- Current-state assessment and solution architecture covering your existing platform and workflows
- Configured Connect instance with intelligent routing, Amazon Lex automation, and Contact Lens analytics
- Customer data unification across CRM, ticketing, and interaction history
- Custom analytics surfacing business intelligence from contact center data
- AI-augmented workflows that reduce handle time and improve first-contact resolution

Timeline: 6 to 20+ weeks by tier.

Pricing: Scoped per engagement. Contact us.

Get Started Today

Contact us at sales@newmathdata.com to schedule an introduction.

Customer Commitment

- VP or Director of CX or IT for key decisions and milestone sign-off
- Operations subject matter experts during discovery and workflow design
- Agents and team leads for UAT and training
- Approximately 8 to 15 hours per week during discovery and design

Who Should Participate

- VP or Director of CX or IT
- Operations and workforce management leads
- Data and IT engineering leads

Benefits

- Estimated 30 to 60% cost reduction versus legacy contact center licensing
- Contact center data becomes a business intelligence asset
- AI-augmented workflows improve agent performance and customer experience

Deliverables

- Fully configured Amazon Connect instance with intelligent routing and IVR
- Amazon Lex chatbot and self-service automation
- Contact Lens for conversational analytics and compliance monitoring
- Customer data integration across CRM, ticketing, and interaction history
- Custom analytics and reporting dashboards