

# Arystech Achieves AWS Service Delivery Designation for Amazon Connect

*Arystech is now an AWS Service Delivery Partner for Amazon Connect, transforming customer service with AI-powered solutions*

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-- Arystech has attained the AWS Service Delivery designation for Amazon Connect, reinforcing our expertise in delivering high-quality, scalable, intelligent cloud contact center solutions. This recognition signals to existing and future customers that Arystech is a trusted partner for modernizing and optimizing customer engagement through Amazon Connect.



"This achievement reflects our dedication to delivering best-in-class cloud contact center solutions," said Praveen Minumula, CEO and Founder of Arystech. "By enhancing Amazon Connect with our custom solutions, we help businesses create seamless customer experiences, empower agents, and improve efficiency."

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Our customers rely on us for seamless, scalable, and future-proof contact center solutions. With AI, automation, and smart routing, we simplify interactions and equip agents to resolve issues faster”

*Praveen Minumula*

## What This Means for Our Customers

For businesses looking to migrate, modernize, or enhance their contact centers, this designation assures them that Arystech brings proven experience, deep technical expertise, and a track record of successful implementations. Whether migrating from legacy systems or optimizing an existing Amazon Connect environment, we provide tailored solutions that drive efficiency, reduce

costs, and enhance customer satisfaction.

With decades of experience in telephony and cloud contact center solutions, Arystech has

helped organizations across industries reduce costs, improve efficiency, and enhance customer engagement. Our hands-on approach, deep technical knowledge, and ability to customize Amazon Connect ensure that businesses get a solution tailored to their needs—not just an out-of-the-box deployment.

"At Arystech, we're more than just an AWS Service Delivery Partner for Amazon Connect – we're your strategic ally in transforming customer and agent experiences (CX & AX). Our custom-built solutions and managed services are designed to deliver measurable outcomes, streamline operations, and drive growth. We take care of the complexities so you can focus on scaling your business, optimizing interactions, and unlocking new opportunities." – Rishi Rai, Sales Manager.

### Services That Ensure Success

Arystech doesn't just implement Amazon Connect; we help businesses strategically transition, optimize, and manage their contact center environments through:

- Contact Center Migration & Modernization – Seamlessly transition from legacy contact centers to a fully cloud-native Amazon Connect solution.
- Rapid Proof of Concept – Evaluate Amazon Connect capabilities through a structured pilot program, allowing businesses to validate ROI before full deployment. ([Learn More about Rapid Proof of Concept](#))
- Managed Services – Providing ongoing support, monitoring, and optimization of Amazon Connect environments, ensuring long-term success. ([Learn More about our Amazon Connect Managed Services](#))

### Arystech's Custom Amazon Connect Enhancements

Arystech has developed proprietary solutions that enhance Amazon Connect's capabilities, improving both agent productivity and customer experience:

- Amazon Connect Voicemail – A centralized voicemail system with instant notifications, persistent access, and seamless integration for enhanced response efficiency.
- Amazon Pinpoint SMS – Automated real-time SMS communication to reduce call volume and improve engagement with scheduled and two-way messaging.
- Agent Desktop – A tailored, intuitive interface that integrates Amazon Connect with CRM systems and real-time customer data for improved agent productivity.
- Voicemail Drop – Pre-recorded voicemail messages for outbound calls, ensuring consistency and reducing agent workload.

### Amazon Connect Features & Capabilities

In addition to our custom-built enhancements, Arystech leverages native Amazon Connect features to deliver best-in-class contact center solutions:

- Omnichannel Support – Unified voice, chat, SMS, email, video calling, and third-party messaging services like WhatsApp and Apple Messages.
- Conversational AI Bots – Automates inquiries, freeing up agents.
- Advanced Integrations – Connects seamlessly with Salesforce, ServiceNow, and third-party apps.

- Real-Time Analytics – AI-driven insights via Contact Lens, including sentiment analysis and performance monitoring.
- Outbound Campaigns – Automated dialing and engagement tools to boost sales and retention.
- Step-by-Step Agent Guidance – Dynamic workflows for consistent service.
- Amazon Q in Connect – A generative AI-powered assistant providing real-time, personalized responses and recommended actions for customers and agents.

"Our customers trust us to deliver seamless, scalable, and future-proof contact center solutions," Minumula added. "By integrating AI, automation, and smart routing, we simplify customer interactions and ensure that agents have the right tools to resolve issues faster and more effectively. Every deployment is designed to create a frictionless experience for both customers and support teams."

#### About Arystech

Arystech is a leading cloud solutions provider specializing in Amazon Connect implementations. As an AWS Advanced Tier Partner, we help businesses transform customer engagement through AI-driven automation, intelligent workflows, and seamless cloud migrations.

For more information about Arystech's Amazon Connect solutions, visit [Arystech Amazon Connect Services](#).

Praveen Minumula

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