Persistent

Migration Solution for Amazon Connect

Challenges: Manually migrating agent resources from legacy contact center platforms is time-consuming and error-prone

Migration Solution for Amazon Connect accelerates the process of migrating from Avaya, Cisco and Genesys. With its intelligent workflow engine, the solution automates migrations, making it easy to extract resources from legacy contact center platforms and quickly and accurately configures agents on Amazon Connect.

Migration Solution helps enterprises get agents up and running in a fraction of the time it takes to do manually, significantly reducing the operational costs and errors of migrating.

Migration Solution: Quickly and accurately configure agents on Amazon Connect

By automating the process for migrating contact center resources from legacy platforms to Amazon Connect, the solution enables a faster, easier, and more accurate migration.

Migration Solution extracts agent resources from Avaya, Cisco, or Genesys platforms to configure them quickly and accurately for Amazon Connect. Then the solution securely disables and de-provisions the necessary resources on the legacy source platform.

Benefits

Save time and money – and get better results – using Migration Solution

Easier

Automatically process migration workflows from Avaya, Cisco or Genesys platforms to Amazon Connect, and watch the process happen with the intuitive Migration Solution portal.

Cost-effective

The speed and consistency of Migration Solution saves time and money, significantly reducing the cost of your migration project.

Faster

Automation ensures you can migrate agents resources in a fraction of the time it would take to do manually.

More Accurate

Ensure you're accurately and 100% consistently mapping agent resources from the source platform to Amazon Connect.

Starfish Associates — Part of Persistent Systems on AWS

Migration Solution for Amazon Connect accelerates the process of migrating from Avaya, Cisco and Genesys. Using an intelligent workflow engine, the automation solution makes it easy to extract communication resources from the source system and quickly and accurately configure them on Amazon Connect.

Manually migrating communication resources is time-consuming and error-prone, but automated workflows will get agents up and running in a fraction of the time, ultimately reducing the operational costs of migrating to Amazon Connect.

Features

Proven Technology

Automatically process migration workflows from Avaya, Cisco or Genesys platforms to Amazon Connect, using the Automation Platform.

Intuitive User Interface and Extensive Auditing and Logging

Monitor the progress of your migration from a legacy platform to Amazon Connect, in real-time. Get a complete display of results for every workflow and task.

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,200 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the "Most Promising Company" of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. Persistent has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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