

Red River Upgrades County's Contact Center Infrastructure with AWS Connect

An east coast county has become known as a central hub for data centers and a strategic national asset for the U.S. Those living in the county expect the best network infrastructure from its public agencies and its residents require a modern, scalable solution that can handle the needs of an expanding population.



CHALLENGE

County officials were struggling with the limitations of their legacy contact center. They needed to improve support for county employees and wanted to upgrade the platform to get better historical and real-time reporting.

Leaders knew they wanted to change the contact center and consider implementing AWS Connect but they had struggled to find contract vehicles for cloud-based contact centers and needed a partner who could both plan and implement infrastructure solutions and provide guidance at every step.



SOLUTION

As an AWS Advanced Consulting Partner, Red River experts gathered all the necessary requirements, identified the queues that were required and developed a plan in alignment with the county's contact center needs. The plan enabled integration with the active directory, use of local and remote agents, text-to-speech capabilities leveraging Natural Language Processing (NLP) and skill-based as well as time-of-day routing. To ensure the right fit solution and delivery model, Red River recommended **AWS Connect** and was able to implement it in just eight weeks. With the solution in place, county leaders can easily see all their agent call history and with Single Sign-On (SSO) functionality built in, the system integrated seamlessly with their other IT services.



RESULTS

Within a week, Red River had established base functionality with test calls and set up a Proof-of-Concept that integrated with the county's active directory so they could get comfortable with the solution early in the transition. With the completion of the project, Red River was able to provide the county with a cloud-based omni-channel contact center with access to in-app, web, and video calling, high-quality audio, and a drag-and-drop workflow. With Red River's Managed Services, the county has full access to expert resources and support for all their help desk and contact center needs. County leaders are currently starting another phase of integration with ServiceNow led by Red River and are looking to duplicate the new contact center model at other centers in its footprint.

For more information on Red River's AWS capabilities, contact cloud@redriver.com.

ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 25 years of experience and mission-critical expertise in AI, managed services, cybersecurity, modern infrastructure, collaboration and cloud solutions. Learn more at redriver.com.