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Sentinel and Amazon Connect - Better Together

Sentinel is proud to offer Amazon Connect, an easy to use, cloud-based contact center service that scales to support organizations of any size! Through our extensive experience with contact center consulting and the AWS services that power Amazon Connect, Sentinel is the perfect partner to help you modernize and transform your contact center.

Sentinel Landing Zones for Amazon Connect Overview

- Available for new or existing AWS customers
- Includes Sentinel's Contact Center Modernization Workshop
- Includes an overview of Amazon Connect and its feature functionality
- Tiered offering based on company size and scope of needs
- Add-Ons available for additional customization and features
- Provides a pay-as-you-go consumption model using DevOps principles
- Performed as a Sentinel professional services engagement

Key Features of Amazon Connect

- **Omnichannel contact handling**
- **Skills-based queue routing**
- **Voice and chat recording**
- **Real-time and historical analytics**
- **Machine learning powered sentiment analysis**
- **Leverages the power of other AWS services**

aws partner network

Advanced
Consulting
Partner

Immersion Day Partner
Public Sector Partner

The contact center landscape has changed

- On-premises contact centers will increasingly become technologically inferior compared to their cloud counterparts. The result is a negative 12.5% CAGR for on-premises contact center agents[1].

- AI/ML innovation will drive contact center agent automation, resulting in an 8% agent workload reduction by 2024, up from a 1% agent workload reduction in 2020[1].

- Approximately 88% of contact center end-user spend will be generated by cloud services versus premises-based contact center infrastructure (CCI) investments by 2024[1].

- 2024 is the first year where cloud contact center agents (56% market share) will exceed on-premises contact center agents (44% market share), a transition that will have taken two decades[1].

- Although contact center interaction volumes are projected to rise through the forecast period, interactions handled by agents will shrink by 1% through 2024 due to AI/ML automation[1].

[1] Gartner, Forecast Analysis: Contact Center, Daniel O'Connell, Megan Fernandez, 19 January 2021

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Sentinel Landing Zones for Amazon Connect Pricing Breakdown

The chart below provides a detailed breakdown of the features included in each Landing Zone tier and optional add-ons:

Standard Features	Express	Standard	Advanced
CC Strategy Workshop w/Connect Overview	✓	✓	✓
AWS Account + Basic Tenant Setup*	✓	✓	✓
Amazon Connect Instance(s)	3 (dev/test/prod)	3 (dev/test/prod)	3 (dev/test/prod)
Call Flows Included (Voice ACD/IVR + DID)	1	3	5
Skills-Based (Queue) Routing	✓	✓	✓
Natural Language Chatbot (TTS/STT)	1	2	3
Web & Mobile Chat Setup	N/A	✓	✓
Call Recording Setup	N/A	✓	✓
Basic DB Integration (Lambda + DynamoDB)	N/A	✓	✓
	$5,995	**$8,995**	**$16,995**
Optional Add-On Features			
Caller Voice Authentication (Voice ID)	**$4995**		
Speech Analytics & Sentiment Analysis (Contact Lens)	**$5495**		
CRM Integration (Salesforce CTI Adapter)	**$8995**		

NOTE: Sentinel will review the customer requirements to determine the appropriate Landing Zone tier and any necessary customization services. Actual delivered services may vary.

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