

Route 101 Experience Platform (REX)



Contact us to learn more

Pre-Configured Amazon Connect for your Contact Centre

Combining Amazon Connect's highly scalable, pay-as-you-go, advanced contact centre capabilities with sophisticated ticketing and customer support system, REX offers push-button deployment of a pre-configured instance – meaning you're free to focus on what matters: your customers.

Offering a fully managed service (build, hosting and support) and a complete pre-configured instance of Amazon Connect, REX can be deployed in as little as 30 minutes. Removing the need for dedicated developer resource, your team can get up and running with Amazon Connect and seamlessly integrated with your CRM or native Amazon Connect Workspace.

Unlock the full potential of Amazon Connect within your CRM to create, deliver, and tailor seamless experiences through both voice and digital channels.

Transform your customer service with an AI-powered cloud-based contact centre solution that combines your business data with Amazon Connect's advanced voice capabilities.

Supported Channels:

- VOICE
- VIDEO
- CHAT
- APPLE BUSINESS MESSAGING
- WHATSAPP
- SOCIAL
- EMAIL
- TASKS
- SMS
- OUTBOUND CAMPAIGNS (DIALLER)

Powered by Amazon Web Services (AWS), Amazon Connect puts your business' unique use cases at the heart of your tech stack.

Customers: Deliver personalised, self-service journeys: with AI-powered self-service, including Amazon Q in Connect, you can deliver natural, intuitive, multilingual experiences that improve efficiency and lower costs

Agents: Increase agent productivity with generative AI: Amazon Q in Connect, a generative AI-powered assistant, agents receive real-time responses and recommended actions, including step-by-step guides, personalised to the end-customers' needs.

Supervisors: Measure, track, and improve performance: with AI-powered analytics and optimisation capabilities. View real-time insights and trends from customer interactions, automatically evaluate agent performance, and provide tailored agent coaching to continuously improve customer satisfaction.

Supported Integrations

CRM	AI Powered Voice Self-Service	Payments	WEM	Data
zendesk	PolyAI	Sycurio	CALABRIO	Amazon Connect
salesforce	Amazon Lex		Amazon Connect	
aws				Amazon Connect Forecasting, Capacity Planning and Scheduling

*Custom CRMs are supported, with integrations delivered by our professional services team

Technical Support for REX:

Ensure peace of mind and focus on your core business with our premier support services for Amazon Connect.

Providing 24*7 support for the Amazon Connect platform, self-service applications, routing and integrations, our Premier Support Packages are here to enable you to focus on your core business.

We support the entire REX platform and will work with our specially selected integration partners as part of our fully managed service.

	Premier Support for REX
Complete REX platform	✓
Integrations (APIs and 3rd parties)	✓
Incident Management (24*7 on call support for P1/P2)	✓
Problem Management Reporting	✓
Change Management	✓
Proactive Platform Monitoring	✓
Maintenance Notifications	✓
Customer Support Document	✓
Request Fulfilment	✓
Configuration Service Requests	All inclusive
Account-led Quarterly Business Review	✓
Monthly reporting	✓
Professional and Development Services	Available as an add-on