

Loka's Amazon Connect Customer Readiness Assessment

Partner with Loka to define and operationalize your AI-enabled contact center on AWS, **fully-funded by AWS for qualified customers.**

Most contact centers aren't limited by strategy, they're constrained by platforms that haven't kept pace with how customers engage today. Disconnected voice systems, rigid workflows, and siloed AI initiatives make it difficult to deliver seamless customer experiences or adapt operations in real time.

At the same time, customer expectations are evolving faster than traditional platforms can support, with growing demand for real-time, omnichannel engagement and increasing pressure to deploy AI for self-service and agent productivity.

Loka's Amazon Connect Customer Readiness Assessment, fully funded by AWS, helps you define what that transformation looks like in your environment and how to get there with a clear, executable plan aligned to your systems, workflows and business goals.

How It Works

Phase 1: (1-2 weeks)
Current State & Opportunity Discovery

We assess your contact center operations, including channels, routing logic, agent workflows, and existing integrations, to identify inefficiencies and high-impact opportunities.

Phase 2: (2-3 weeks)
Architecture & Experience Design

We map your operations to Amazon Connect Customer, defining omnichannel routing, AI-driven self-service and agent assist and integration with CRM and data systems, aligned to your customer and agent experience goals.

Phase 3: (1 week)
Business Case & Migration Roadmap

We quantify the business impact, including cost, efficiency gains and AI opportunities and deliver a phased migration plan with timelines, dependencies and risk considerations.

What You Get

- ✓ Current state cost and performance baseline
- ✓ AI opportunity map with measurable impact
- ✓ Execution paths aligned to your priorities
- ✓ Amazon Connect Customer architecture tailored to your business
- ✓ Cost and ROI analysis on your current spend vs AWS's pay-as-you-go model
- ✓ Minimal lift required - a few focused working sessions with your team
- ✓ Migration roadmap to implementation with risks and dependencies defined

Who Is This For?

- 🏢 Organizations handling complex, multi-channel customer operations with legacy contact center constraints
- 👥 Businesses exploring AI but struggling to operationalize it within existing workflows and systems
- 🔧 Enterprises modernizing on AWS or approaching platform transformation, looking to unify and scale customer operations

Move from modernization planning to execution with Loka

Many organizations identify the need to modernize but lack a clear path to execution. Loka bridges the gap between strategy and delivery, helping you move from assessment to an operational, AI-enabled contact center on AWS.