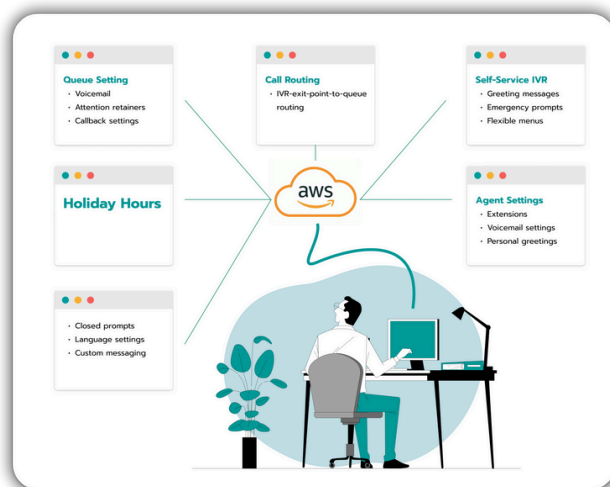


CREATE Realm Configuration Manager



Configuration Made Easy

Empower your Amazon Connect Contact Center with streamlined configuration management with Realm Configuration Manager. Manage all your IVR and ACD configurations from a single, user-friendly interface, configure and manage multiple Amazon Connect instances and environments seamlessly, then track, compare, and audit configuration changes with rollback and scheduling capabilities.

With USAN's Realm Configuration Manager, simplify daily operations, reduce errors, and take full control of your Amazon Connect contact center configuration.

Key Features



Centralized
Mangement



Change
Management



Version
Control

Get Started Today

A single Lambda deployment enables Configuration Manager functionality across all Amazon Connect environments. Users of Configuration Manager can safely build, test, and promote configurations in separate environments.

Schedule New Activation

Launch Now

Schedule Later

Start Date:

01/01 2026 6:01:00 a.m.

Jan Jul 2019 2024 4:00:00 a.m. 4:30:00 a.m. 5:00:00 a.m. 5:30:00 a.m. 6:01:00 a.m. 6:30:00 a.m. 7:00:00 a.m. 7:30:00 a.m. 8:00:00 a.m.

Feb Aug 2020 2025

March Sep 2021 2026

Apr Oct 2022 2027

May Nov 2023 2028

Jun Dec

Ok Cancel

Add Notes:

End Date (Optional):

00/00 0000 0:00:00

Jan Jul 2025 2030 4:00:00 a.m. 4:30:00 a.m. 5:00:00 a.m. 5:30:00 a.m. 6:00:00 a.m.

Feb Aug 2026 2031

March Sep 2027 2032

Version	Previous version	Created by	Deleted	Hidden	Last Modified Date
1	0	John Smith			03/29/2025
2	1	Jane Brown			04/12/2025
3	2	Taylor Martin			06/25/2025

Why Use Contact Suite to contain customers in self-service?



Time Savings



Enhanced Security



Real-Time Updates



Compliance & Auditing



Flexible Editing



"With USAN, we enhanced the customer experience end-to-end, delivering a dynamic, controlled caller journey in just 45 days from kickoff to UAT readiness."

Request a demo of Campaign Manager today at usan.com or speak to your USAN representative.

SCHEDULE A DEMO

