

Top Financial Services Company's 3-Month Migration to Amazon Connect

A vehicle financing institution transitioned to Amazon Connect from initial planning to full implementation in just 3 short months by using USAN's Configuration Manager. Discover how this platform paves the way for them to continuously improve both the customer and representative experience, all at the same rapid pace as Amazon's innovation.



The Challenge: Omnichannel Contact Center Transformation

Moving from the existing legacy contact center solution to a next-generation contact center in the cloud is a challenge the FinServ company embraced. As a company that highly values the customer experience, they aim to provide customers with seamless, integrated experiences. Transitioning to Amazon Connect enables this goal, and allows continuous customer service transformation by easily and quickly implementing advanced capabilities.

The Solution: Configuration Manager

USAN's Configuration Manager makes it easy to deploy real-time contact center configuration changes without coding or technical IT expertise. This tool made it possible for this company to transition to Amazon Connect with 0 downtime, and allows them to innovate in their contact center faster than ever before.

In just 3-months, a top FinServ company migrated...



8

contact centers



250+

queues



1,500

agents

HOW CONFIGURATION MANAGER WORKS

Configuration Manager makes it easy for business users to manage, create, and launch interactive voice responses (IVR) and automatic call distributions (ACD), and multiple Amazon Connect environments from one, unified interface. Additionally, Configuration Manager allows you to...

- Schedule changes to deploy or roll-back on a known date/time
- Deploy on-demand event driven changes across multiple flows
- Modify contact center business logic
- Roll back changes instantly to prior state if needed
- View audit trails are created for analysis or audit documentation
- Test changes and edits before launch

Schedule New Activation

Launch Now

Schedule Later

Start Date:

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

End Date (Optional):

00/00 0000 0:00:00

Ok Cancel Ok Cancel

Add Notes:

Add Activation Cancel



“USAN’s experience within the contact center technology space and their learned knowledge of our business objectives aligned nicely with our goal for a smooth transition from our legacy solution to the next-generation solution while capitalizing on opportunities to improve both our customer and representative experience.”

Assistant Vice President, Top Financial Services Company



Ready to easily launch and manage your contact center configuration? Request a demo of Configuration Manager today at usan.com.