



Invest in Your Customer Experience to Unlock Competitive Advantages



ScaleCapacity helps customers scale up and optimize. As a one-stop shop for building and deploying cloud-based solutions, ScaleCapacity has helped 150+ customers migrate to the cloud, build custom apps, modernize contact center technology, and enable Generative AI and ML solutions.

ScaleCapacity is a preferred AWS partner and has migrated dozens of contact centers to Amazon Connect. With Amazon Connect, organizations can reduce spend, increase efficiency and provide best in class CX. Deployment is quick and maintenance is simple. Work with ScaleCapacity to accelerate your CX transformation.



Benefits:

- Amazon Connect provides omni-channel experience, allowing your customers to choose their preferred way to connect with you and get support.
- With easy set-up and maintenance and a pay as you go model, modernizing your contact center and elevating your CX has never been simpler.
- Keep pace with changing customer demands. Amazon Connect allows you to delight customers by solving their issues quickly and empowering agents with a unified workspace.

Transform your customer experience at scale

Amazon Connect allows organizations to scale in an instant to meet changing customer demands. Unlike many supposedly cloud-based contact centers, Amazon Connect gives you the true power of the cloud and Amazon Web Services (AWS). Setting up an Amazon Connect contact center can be done in just a few clicks, and it includes a fully managed, global telephony network. Your agents can begin handling contacts in minutes, from anywhere in the world. Amazon Connect automatically scales to meet any contact center workload, and you only pay for the resources you use.

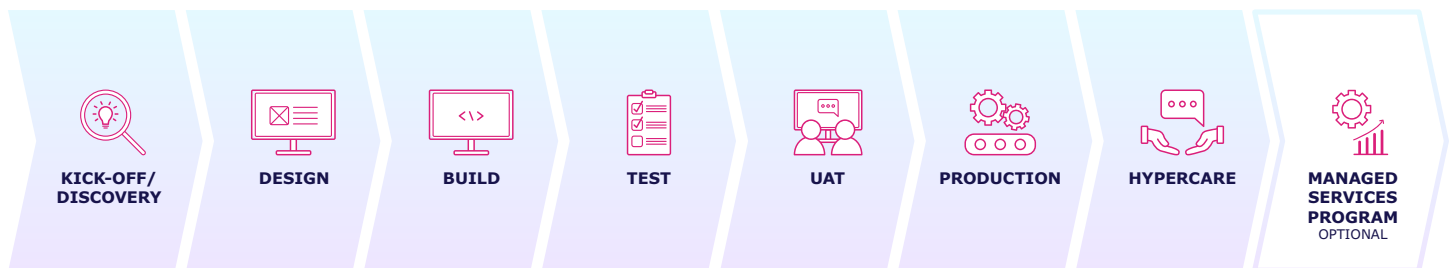


Provide superior customer service with Amazon Connect

Delight customers, empower agents, and improve the performance of your contact center with Amazon Connect from AWS. Whether it's over channels like voice, web, mobile chat, or email, Amazon Connect allows you to create, deliver, and tailor seamless experiences that improve customer satisfaction. Automated capabilities like chatbots unlock self-service opportunities so you can quickly resolve customer issues. Amazon Connect helps your agents deliver great customer outcomes — from day one — thanks to a unified workspace. Amazon Q in Connect allows agents to use generative artificial intelligence to respond to customers

and search connected knowledge sources. Amazon Connect includes a comprehensive set of capabilities that automatically determines a customer's issue, provides contextual customer information, and recommends personalized and accurate next-best actions for faster resolution. Plus, both non-technical business leaders and experienced contact center administrators can use real-time reporting and analytics to learn from customer interactions. With the right analytics, you can optimize customer experiences, improve agent performance, and reduce your total cost of ownership.

Implementing Amazon Connect



More on ScaleCapacity:

ScaleCapacity, an AWS Advanced Service Tier partner, is dedicated to helping customers scale efficiently and effectively. Leveraging Amazon Connect, we simplify the process of building and deploying customized contact center platforms that cater to a wide range of needs, from straightforward issue resolution to intricate conversational workflows. With deep expertise in customer experience (CX) challenges and a proven track record in delivering top-tier technology solutions, ScaleCapacity is the ideal partner to elevate your end-to-end CX delivery.

[Request a Demo](#)



State tax and revenue departments collect an average of \$29 billion annually and manage critical public services. ScaleCapacity recently helped the Wisconsin DOR migrate its contact center to AWS, cutting tech costs by 66%, eliminating outages, and reducing hold times by 60%—all in just four months. Similarly, ScaleCapacity supported the Oklahoma Tax Commission in moving to AWS, enabling secure, scalable service during peak demand.

By partnering with ScaleCapacity, easily address these common customer support challenges:

Seasonal Call Volume Surges: Call traffic can double or triple during peak season periods, overwhelming staff and systems that were never built to flex.

Long Wait Times and Delays: Extended hold times frustrate taxpayers and place extra pressure on agents who are already managing high volumes.

Disconnected Tools and Workflows: Agents often juggle multiple logins, screens, or systems that don't talk to each other—slowing down resolution and increasing errors.

Repetitive Questions, Inconsistent Answers: Without centralized data and streamline processes, it's difficult to provide clear, consistent service—especially when information lives in different systems.

Why ScaleCapacity?

- Cost-efficient turnkey AWS Connect implementation, tailored for tax and revenue agency specific needs.
- ScaleCapacity offers flexible support—from 'train the trainers' to full post-deployment management.
- Trusted by your peers in state and local tax and revenue agencies — proven customer satisfaction.

Meet with our team of experts

Amazon Connect Features

- **Seamlessly enable AI:** In one click, enable native AI across all channels and every customer/constituent interaction without having to integrate, patch together, and manage different tools.
- **Continuous optimization of CX:** AWS' deep and holistic analytics on every customer/constituent interaction enables continuous optimization for agents, supervisors and customers.
- **Always be innovating:** Future-proof your contact center with innovative features constantly being released and stay on the cutting edge.
- **Don't worry about cost-based compromises:** With unlimited use of Amazon Connect AI capabilities, you can confidently deliver AI-enhanced CX without tradeoffs for cost.
- **Scale Up or Down as Needed:** Increase or reduce system capacity at any time—only pay for what you use, with no wasted spend or overbuilt systems.

