

Starfish Migration Solution for Amazon Connect



Challenges: Manually migrating agent resources from legacy contact center platforms is time-consuming and error-prone

Starfish Migration Solution for Amazon Connect accelerates the process of migrating from Avaya, Cisco and Genesys. With its intelligent workflow engine, the Starfish solution automates migrations, making it easy to extract resources from legacy contact center platforms and quickly and accurately configures agents on Amazon Connect.

Starfish Migration Solution helps enterprises get agents up and running in a fraction of the time it takes to do manually, significantly reducing the operational costs and errors of migrating.



Starfish Migration Solution
Quickly and accurately configure agents on Amazon Connect

By automating the process for migrating contact center resources from legacy platforms to Amazon Connect, the Starfish solution enables a faster, easier, and more accurate migration.

Starfish Migration Solution extracts agent resources from Avaya, Cisco, or Genesys platforms to configure them quickly and accurately for Amazon Connect. Then the Starfish solution securely disables and de-provisions the necessary resources on the legacy source platform.

Benefits

Save time and money – and get better results – using Starfish Migration Solution



Easier

Automatically process migration workflows from Avaya, Cisco or Genesys platforms to Amazon Connect, and watch the process happen with the intuitive Starfish Migration Solution portal.



More Accurate

Ensure you're accurately and 100% consistently mapping agent resources from the source platform to Amazon Connect.



Faster

Automation ensures you can migrate agents resources in a fraction of the time it would take to do manually.



Cost-effective

The speed and consistency of Starfish Migration Solution saves time and money, significantly reducing the cost of your migration project.



Starfish Associates on AWS

Starfish Migration Solution for Amazon Connect accelerates the process of migrating from Avaya, Cisco and Genesys. Using an intelligent workflow engine, the Starfish automation solution makes it easy to extract communication resources from the source system and quickly and accurately configure them on Amazon Connect.

Manually migrating communication resources is time-consuming and error-prone, but automated workflows will get agents up and running in a fraction of the time, ultimately reducing the operational costs of migrating to Amazon Connect.

Features



Proven Technology

Automatically process migration workflows from Avaya, Cisco or Genesys platforms to Amazon Connect, using the Starfish Automation Platform.



Intuitive User Interface and Extensive Auditing and Logging

Monitor the progress of your migration from a legacy platform to Amazon Connect, in real-time. Get a complete display of results for every workflow and task.

Get started with Starfish Associates solutions on AWS

Visit AWS Marketplace or www.starfishassociates.com to purchase.

