



THE CHALLENGE

- Required an agile call center solution to scale without fixed costs for agents throughout the year
- Increasing demands from faculty and student communication
- Lack of integration to legacy CRM and SIS systems
- Ease of use for agents and management

THE SOLUTION

- Support over 300+ seats with Amazon Connect and ConnectPath
- Ability to give agents and supervisors an exceptional experience
- Create an environment where students and faculty can find answers faster through interaction or self-service
- Agent activity with coaching and quality monitoring included

THE TIMELINE

- Less than 4 weeks from PoC to go-live

THE BENEFITS

- Enhanced student and faculty experience through self-service and new channels of communication
- Allows university to scale from 100 agents to 300 agents during peak times without any increased costs
- Amazon Connect and ConnectPath are services billed on a pay-as-you-use basis
- Ability to scale as the need for seasonality arises (e.g., admissions, enrollment, athletics, campaigns, and housing)
- New options for telefundraising