

PERSPECTA

Reliability, Security and Optimization

OVERVIEW

Perspecta works to transform and innovate the U.S Government (civilian, defense, health, intelligence and state and local markets) by solving some of the country's most complex problems and providing solutions that work. With a team of 14,000 Engineers, Analysts, investigators and architects, they strive for one thing in every area of their work. Success. They help customers transform their business and modernize their operations through technology.

THE CHALLENGE

Perspecta identified the need to move to a cloud contact center to simplify and improve overall operations while also improving their customer experience. They wanted a more scalable and flexible solution and the ability to have a call answered on a separate end point from the PC, that could comply with their security requirements for sensitive data.

ASPEN'S SOLUTION

Aspen deployed Contact Lens for Amazon Connect to analyze post-call metrics, sentiment, and trends to understand customers better and utilize natural language understanding.



THE OUTCOME

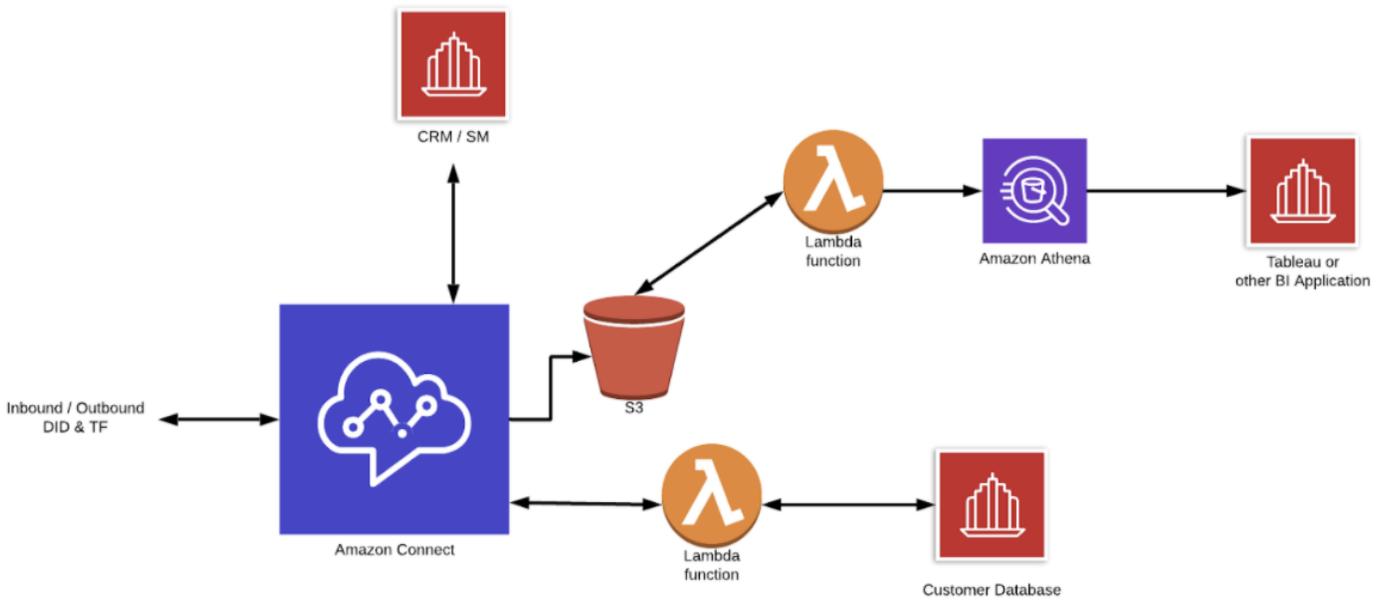
Perspecta now has the ability to analyze post call metrics, sentiment analysis and trends among their callers so they can better understand their customers and give more accurate and helpful responses. Calls can also be answered on a separate end point from the PC giving them more flexibility within their call center operations.

WHY THEY CHOSE AWS

Over 6500 government agencies have already adopted AWS solutions and with security being a top priority at AWS, they were the perfect fit for Perspecta

WHY THEY CHOSE ASPEN

Aspen creates Cloud based solutions tailored to help government agencies meet their goals while delivering the best experience to their clients – at lower costs



"The Amazon Connect contact center solution provides a robust backbone that supports our customers' missions. We use Contact Lens for Amazon Connect to analyze post-call metrics, sentiment, and trends to understand our customer better and provide superior, proactive service. "

Mike Kirkland, Senior Vice President of Offerings - Perspecta

Providing seamless integration across platforms. Save time and be more productive while AspenTGI works to deploy the solutions that has been designed. We offer solutions to automate basic processes and tasks that help you create more efficient workflows. Time is a non renewable resource. Stop wasting it on things that are easily replicable with automation and AI solutions. Our experts will have your new solution up and running in weeks, not months and years.

