

Vibrant Emotional Health

Utilizing automatic scaling and flexibility in the work place

OVERVIEW

Vibrant has been providing quality service and support for people who need it for over 50 years, offering community wellness programs, education work and more to promote emotional wellness for everyone.

THE CHALLENGE

Vibrant Emotional Health identified a need to move to a cloud contact center to simplify overall operations and improve customer satisfaction. They wanted a solution that was flexible and scalable that would allow for them to not only better serve customers, but do it efficiently at a lower cost than their legacy solution.

ASPEN'S SOLUTION

Aspen provided a more scalable and flexible solution to help Vibrant better serve its customers. Amazon Connect was integrated with the client's current traditional premises-based call center technology where client identified calls were transferred between systems to provide analytics and surveys in connect. This enabled more complex routing, recording, survey solutions as well as to connect to further AWS services. Complex routing was set up to integrate with the client's current call center solution



THE OUTCOME

Vibrant now has a fully scalable contact center with omnichannel capabilities, a survey solution, recording, the ability to leverage more complex routing and much more.

In addition to the Cloud Contact Center being deployed Vibrant is working with researchers from Columbia University, who are using a POC started by Amazon and expanded by Aspen to carry out a research project. The project involved identifying frequent callers and then asking if they would opt in to a voluntary survey for research purposes. Inbound calls needed to be tracked both in Connect and when transferred out of and back too Connect from the clients other contact center.

WHY THEY CHOSE AWS

Amazon Connect is an industry leading SaaS contact center solution that is entirely based on usage and provides more capabilities than Vibrant's Legacy provider.

WHY THEY CHOSE ASPEN

AspenTGI offers innovative solutions that allow their customers to increase cloud adoption and have extended experience with Amazon Connect deployment and integrations