

# Education & EdTech

We migrate legacy contact center platforms to Amazon Connect and deploy Agentic AI that reduces cost, raises student satisfaction, and scales effortlessly across your institution.



<b>100%</b> Migration Success Rate	<b>\$500k+</b> Year-One Savings Higher Ed Client	<b>30 Days</b> Go-Live Guarantee	<b>140M</b> Students & Learners Supported	<b>Zero</b> Downtime Migrations
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CloudInteract is an **AWS Advanced Partner** specializing in migrations **to Amazon Connect**, integrations **to your systems**, and deployments of **Agentic AI** for colleges, universities, and EdTech platforms across the US. We replace rigid, costly legacy contact center platforms with a **consumption-based, AI-ready infrastructure** — so your institution can scale during enrollment peaks, reduce operational costs, and deliver instant, intelligent support to every student, faculty member, or learner.

<p><b>Migrate &amp; Integrate</b></p> <p>Zero-downtime migration from any legacy platform to Amazon Connect. Unified voice, chat, messaging, and email with your CRM and student information systems.</p>	<p><b>Accelerate with AI</b></p> <p>Deploy intelligent Voice and Digital Assistants that resolve inquiries 24/7 — from enrollment FAQs to financial aid queries — without adding headcount.</p>	<p><b>Managed &amp; Optimized</b></p> <p>Ongoing platform management, real-time analytics via Apollo, and continuous optimization — so your team stays focused on student outcomes.</p>
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CUSTOMER RESULTS

MIGRATE & INTEGRATE · HIGHER EDUCATION

**Global Higher Ed Publisher: \$500k+ Year-One Savings**

A global higher education publisher supporting 140 million students and learners was locked into a rigid legacy contact center with high per-seat costs and no AI capability. CloudInteract delivered a full migration to Amazon Connect — unifying voice, chat, and email, integrating CRM data, and deploying AI-powered bots for routine inquiries. Zero downtime. Immediate savings.

<b>\$500k+</b> Annual Savings	<b>\$7M</b> 3-Yr Projection	<b>50%</b> QA Time Reduction	<b>80M+</b> Interactions / Yr
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ACCELERATE AI · HEALTHCARE

**AI Agent Deployment: 24/7 Autonomous Contact Center**

A healthcare provider needed to handle surging inbound volumes — patient triage, appointment booking, insurance verification — without increasing headcount. CloudInteract deployed Agentic AI Voice and Digital Workers on Amazon Connect, integrated with EHR systems. The AI resolves complex queries end-to-end, with seamless live agent escalation when needed.

<b>24/7</b> AI Coverage	<b>&lt;1s</b> AI Response Time	<b>30%+</b> Cost Reduction	<b>30 Days</b> To Go-Live
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HOW WE WORK WITH YOU

- Discovery**  
Map your systems & quick wins
- Build & Migrate**  
Zero-downtime transition
- AI Deployment**  
AI Assistants live in 30 days
- Train & Go-Live**  
Full change management
- Optimize**  
Continuous improvement

Ready to transform your student & learner experience?

Talk to a US Higher Ed specialist. No obligation. Results in 30 days.

[Book a Free Consultation | Contact CloudInteract](#)