CloudInteract.io

EDUCATION & EDTECH

AWS ADVANCED PARTNER · AMAZON CONNECT SPECIALISTS

Education & EdTech

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

aws PARTNER Amazon Connect Delivery

100%	$500k+	30 Days	140M	Zero
Migration Success Rate	Year-One Savings Education Client	Go-Live Guarantee	Learners & Customers Served	Downtime Migrations

CloudInteract is an **AWS Advanced Partner** specialising in migrations **to Amazon Connect**, integrations **to your systems**, and deployments of **Agentic AI** for education providers, universities, and EdTech platforms. We replace rigid, expensive legacy contact centre platforms with a **consumption-based, AI-ready infrastructure** — so your institution can scale during enrolment peaks, reduce operational costs, and deliver instant, intelligent support to every student, learner, or customer.

Migrate & Integrate

Zero-downtime migration from any legacy platform to Amazon Connect. Unified voice, chat, messaging and email with your CRM and student data systems.

Accelerate with AI

Deploy intelligent Voice and Digital Assistants that resolve enquiries 24/7 — from enrolment FAQs to finance queries — without adding headcount.

Managed & Optimised

Ongoing platform management, real-time analytics via Apollo, and continuous improvement — so your team stays focused on learner outcomes.

CUSTOMER RESULTS

MIGRATE & INTEGRATE · EDUCATION & PUBLISHING

Global Education Leader: $500k+ Year-One Savings

A global education publisher serving 140 million customers was locked into a rigid legacy contact centre 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 enquiries. Zero downtime. Immediate savings.

$500k+	$7M	50%	80M+
Annual Savings	3-Year Projection	QA Time Reduction	Calls / Year

ACCELERATE AI · HEALTHCARE

AI Agent Deployment: 24/7 Autonomous Contact Centre

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.

24/7	<1s	30%+	30 Days
AI Coverage	AI Response Time	Cost Reduction	To Go-Live

HOW WE WORK WITH YOU

1	2	3	4	5
Discovery	**Build & Migrate**	**AI Deployment**	**Train & Go-Live**	**Optimise**
Map your estate & quick wins	Zero-downtime transition	Agents live in 30 days	Full change management	Continuous improvement

Ready to transform your student & learner experience?

Talk to an Education specialist. No obligation. Results in 30 days.

Book a Free Consultation | Contact CloudInteract