

# Telefónica Tech and Amazon Connect

**In a world where competition is just a click away, it is key to offer a more agile and closer service to your customers, thus improving their experience with your company (cx).**

Contact Center solutions have developed to become an ally that gives you a competitive advantage, offering a consistent experience for your customers, regardless of the channel chosen to communicate with you (voice, whatsapp, social networks, email). Providing more agile responses thanks to the automation of responses (bots) and integration with your corporate tools, and also providing greater control of your business.

The Cloud increases the levels of flexibility and cost efficiency, ensuring a constant update of the service. Telefónica Tech can provide you with the CCaaS and omnichannel solution that best suits your needs, regardless of the size of your business, based on [Amazon Connect](#) technology. We have more than 20 years of experience implementing and managing these services, and many satisfied customers. We offer you an end-to-end service, guaranteeing maximum availability.

## About Telefónica Tech

Telefónica Tech is the leading company in digital transformation. The company has a wide range of services and integrated technological solutions for Cyber Security, Cloud, IoT, Big Data or Blockchain.

<https://telefonicatech.com/en>