

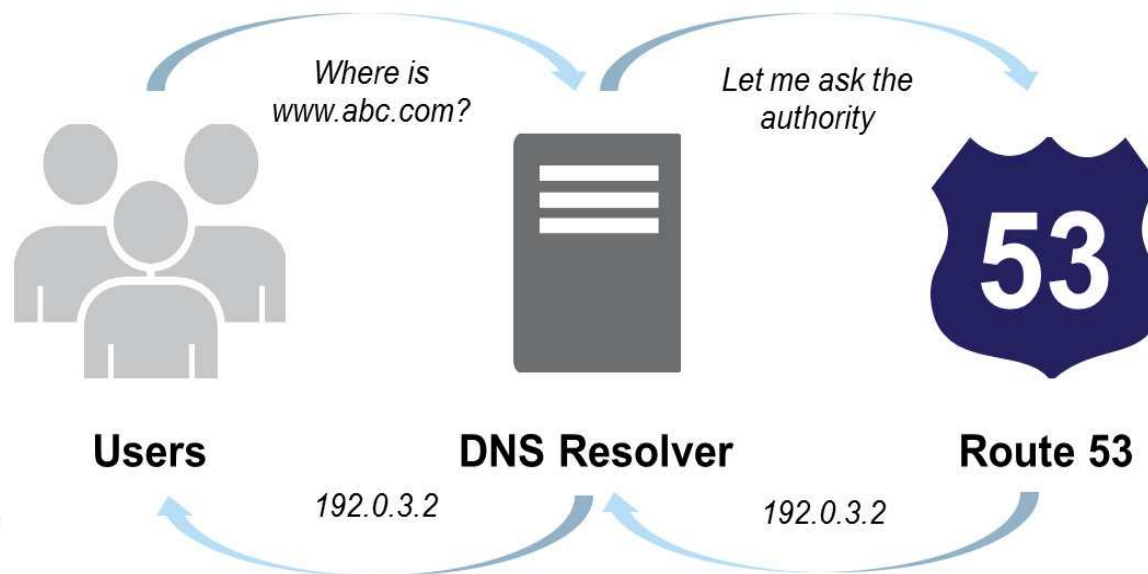
Call Center Management Services (CCMS3) and Amazon Route 53

Outsourcers you can Trust

Amazon Route 53 Cloud Service

As of today, your company is routed through the Amazon Route 53 Domain Name System (DNS). Amazon Route 53 is a global network of DNS servers that routes requests for CCMS3 to the nearest DNS server of the user, delivering the best possible performance for inquiries.

How it Works



Source : AWS

Amazon Route 53 Guarantees

100% Service Level Agreement with Amazon guarantees that every request by CCMS3 will be serviced.

Built-in support for DNS Failover detects outages and redirects users to alternate locations where CCMS3 is operating properly.

Latency-based routing helps our customers with a global footprint by routing users to a data center that guarantees the lowest latency.

Elasticity Powered by Amazon Cloud

The infrastructure behind CCMS3 Contact Center is powered by Amazon and was designed with high availability, scalability, and reliability in mind. Our Virtual Private Cloud (VPC) environment ensures that segments of Amazon's infrastructure-as-a-service is reserved for running CCMS3 Contact Center. Elastic Compute Cloud (EC2) with Elastic Load Balancing (ELB) and built-in auto-scaling is also used to service all Web services of CCMS3 Contact Center. The combination of EC2 and ELB with auto scaling means that contact centers can grow almost instantly overnight and the core servers behind CCMS3 Contact Center will automatically expand or contract to meet usage demands – all without human intervention.

Elasticity Powered by Amazon Cloud

Managed Relational Database Service (RDS) stores the core data required to keep CCMS3 Contact Center humming along. Our RDS configuration consists of redundant databases with automatic failover across separate Availability Zones in addition to read replicas used to reduce the number of reporting queries executed on our primary data stores. To further reduce the number of queries against our core databases, ElastiCache is used to store common data sets in memory throughout the entire CCMS3 Contact Center ecosystem. This helps keep the CCMS3 Contact Center software very responsive to user interactions.

Elasticity Powered by Amazon Cloud

Simple Storage Service (S3), Amazon's *Storage for the Internet*, is used to support infinite storage of certain information in CCMS3 Contact Center. S3 allows us to securely store data such as call recordings indefinitely thereby ensuring that past calls are always available in CCMS3 Contact Center in perpetuity.

This storage capability is a contract option.