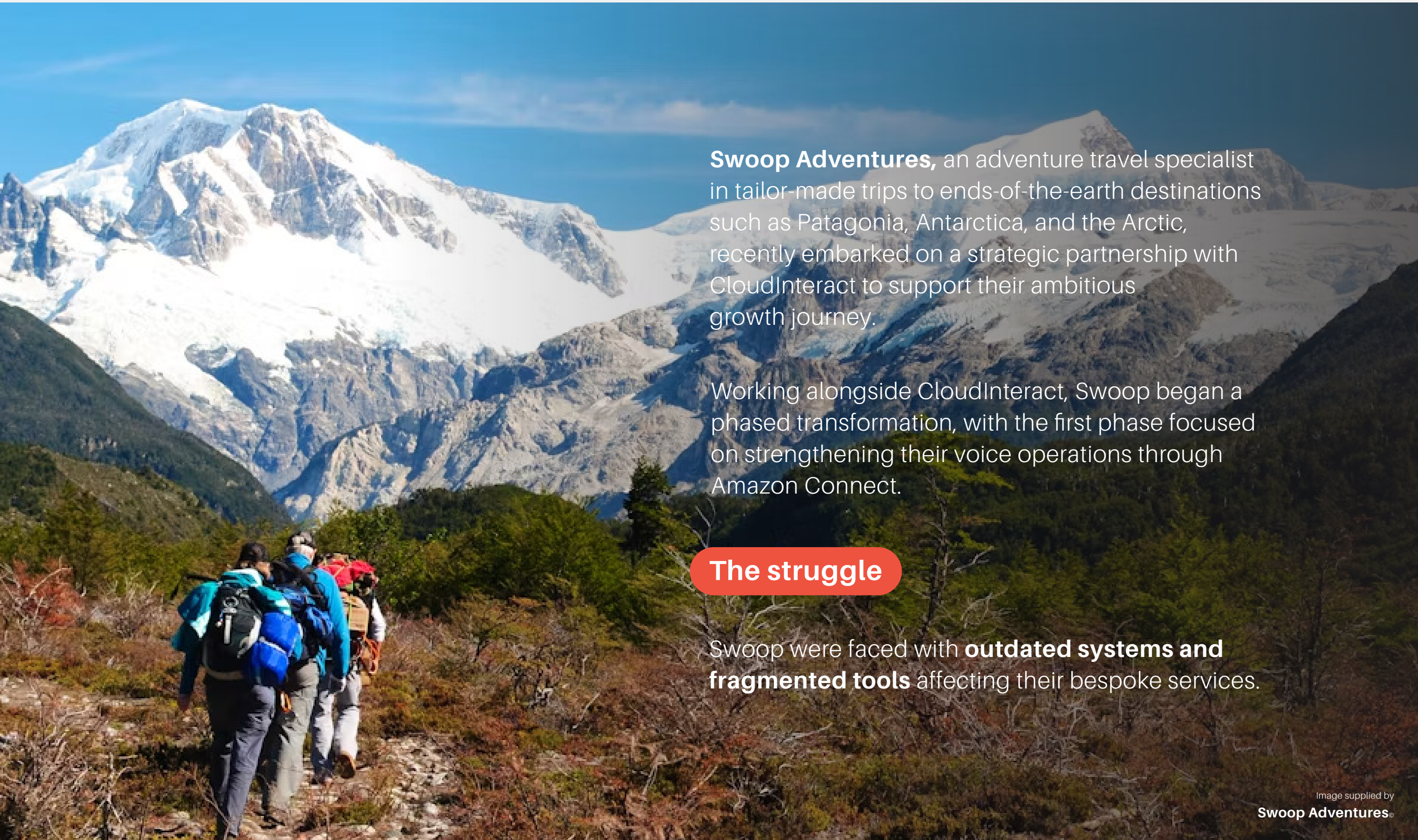


Phase 1

Success with Cutting-Edge Contact Centre Solutions



**Swoop Adventures**, an adventure travel specialist in tailor-made trips to ends-of-the-earth destinations such as Patagonia, Antarctica, and the Arctic, recently embarked on a strategic partnership with CloudInteract to support their ambitious growth journey.

Working alongside CloudInteract, Swoop began a phased transformation, with the first phase focused on strengthening their voice operations through Amazon Connect.

The struggle

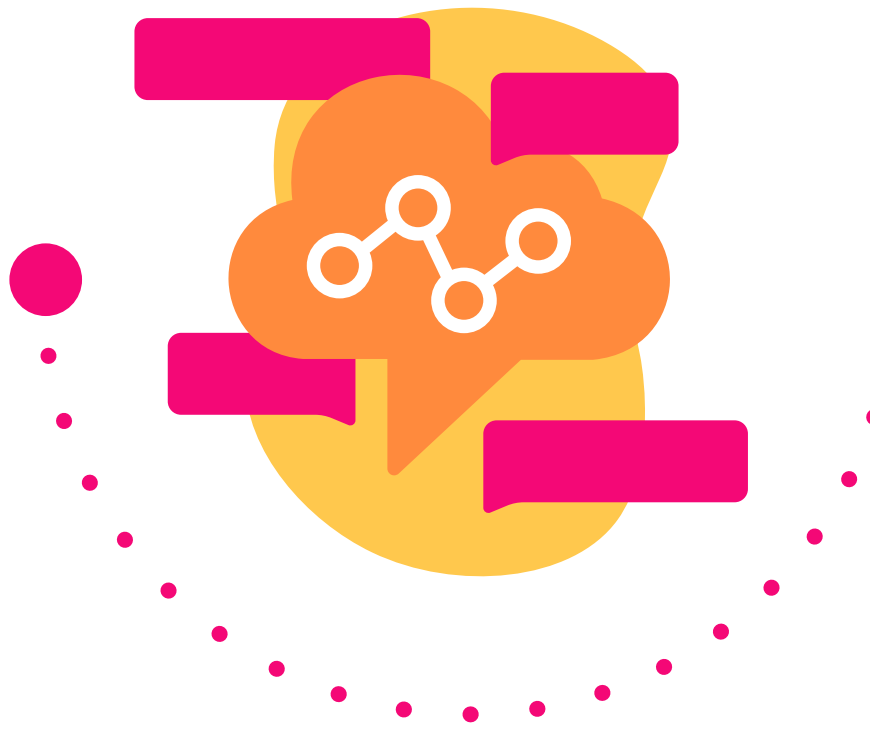
Swoop were faced with **outdated systems and fragmented tools** affecting their bespoke services.

Image supplied by  
Swoop Adventures.

Phase 1: Achievements Overview

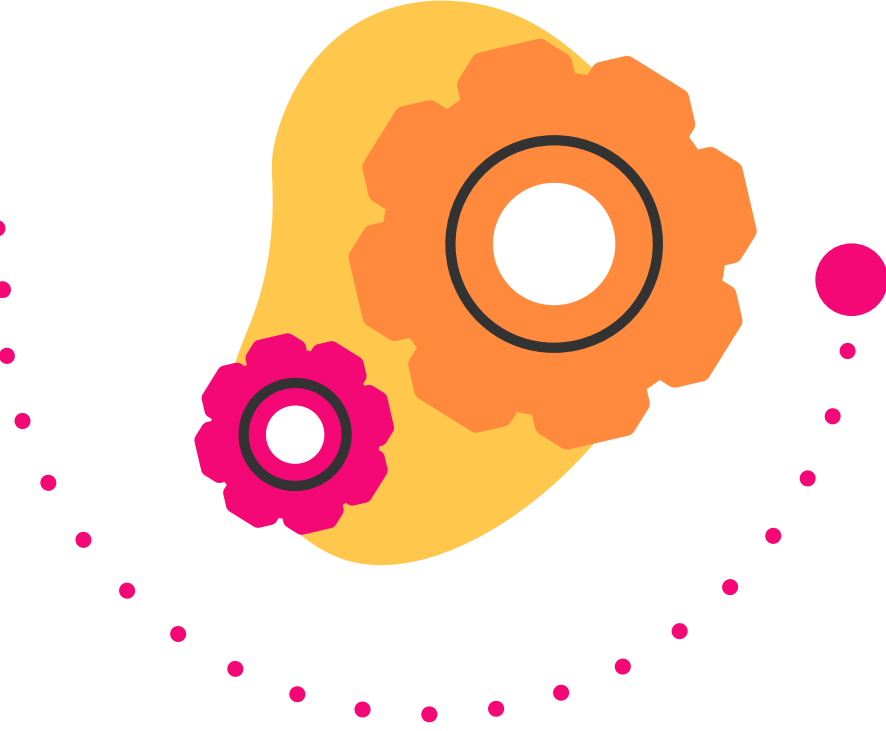
Centralised Communications

Unified voice operations with Amazon Connect. Enhanced scalability and operational efficiency.



Operational Scalability

Flexibility to support growth without frequent overhauls.



Real-Time Insights

Improved visibility into customer interactions.



*“Partnering with CloudInteract has truly transformed our approach at Swoop. With a unified communication platform and real-time insights, we’re actively exceeding customer expectations.”*

Hayley Chambers

COO  
Swoop Adventures



Image supplied by  
Swoop Adventures.

Future Vision



Planned integrations of chat and video functionality into Amazon Connect

Goal to build a true omnichannel experience tailored to customer needs

Commitment to phased, scalable growth while preserving their signature service.

Is your business ready for supercharged transformative growth? Discover what CloudInteract can do for you!

Click here now!

contactus@cloudinteract.io  
www.cloudinteract.io

Image supplied by  
Swoop Adventures.