

Aetheria Systems LLC

Voice AI and integration between contact centers and systems of record.

UEI VSF4PWWBKME3 CAGE 17D21 NAICS 541512, 541511, 541519, 541611, 518210

SBA-certified Service-Disabled Veteran-Owned Small Business (SDVOSB) · SAM.gov registered and active

Aetheria Systems LLC designs, builds, and sustains the integration layer between contact center platforms and the systems that hold the data: Amazon Connect, Salesforce Service Cloud Voice, NICE CXone, ServiceNow, and legacy on-premises systems. Principal-led by a former state-agency CIO and CAO. Every engagement is delivered by the founder with specialists scaled to the project.

CORE COMPETENCIES

Conversational voice AI on Amazon Connect

AI agents that answer from live systems of record through deterministic tool layers (MCP over Lambda behind an AgentCore gateway). Fixed rules for escalation, routing, and safety-critical wording.

Contact center platform integration

Amazon Connect contact flows, Lambda integrations, CCP and agent-workspace customization, CTR processing; Salesforce Service Cloud Voice; NICE CXone Studio and APIs; Avaya and Cisco UCCE migrations.

Systems integration and automation

API and event-driven integration across cloud, hybrid, and on-premises systems. Salesforce (Apex, LWC, Service Cloud), ServiceNow and ITSM platforms, RPA and document extraction where no API exists.

Advisory and modernization sequencing

Contact center maturity assessment against the Contact Center Evolution Model (The Right Order). Investment sequencing, pre-RFP architecture, vendor evaluation from the buyer's side of the table, fractional CIO or CTO.

DIFFERENTIATORS

- Working public demonstrations, not slideware: a callable Salesforce voice agent on Amazon Connect, a production public-safety product (Civitae Voice), and a published methodology (The Right Order).
- Principal-led delivery. The founder, a 25-year enterprise technology executive, leads every engagement personally.
- Both sides of the table. Former CIO (\$33M budget, 150 staff) and state-agency Chief Administrative Officer; former technical strategist at Deloitte, TTEC Digital, and Slalom.
- Built for production. Designed for the operations team that gets paged at 2 a.m., with support contracts for what we build.

PAST PERFORMANCE

- State government: unemployment contact centers scaled from hundreds to thousands of agents during the pandemic surge; agency IT, security, HR, and procurement run under a single CAO.
- State government: security program rebuilt after a major data breach under congressional scrutiny.
- Public sector: contact center modernizations from Avaya and legacy IVR/ACD to Amazon Connect; Salesforce CRM implemented for case management under live operational load.
- Enterprise: Fortune 500 contact centers with 300 to 4,000+ agents across Amazon Connect, Salesforce, ServiceNow, NICE CXone, Cisco UCCE, and Avaya.
- Healthcare and insurance: integration delivery under regulated requirements.
- Client names available on request under NDA.

NAICS

541512	Computer Systems Design Services
541511	Custom Computer Programming Services
541519	Other Computer Related Services
541611	Administrative Management and General Management Consulting
518210	Computing Infrastructure Providers, Data Processing, Web Hosting

LIVE WORK YOU CAN OPEN OR CALL

Salesforce voice agent demo

<https://sfdemo.aetheria.systems>

Civitae Voice (AI dispatch for 911 non-emergency)

<https://civitae.io>

CX Advocate / The Right Order

<https://cxadvocate.com>