

Amazon Connect Call Centre for Switched on Housing

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ABSTRACT

This paper describes the Amazon Connect Call Centre Project for Switched on Housing, undertaken at the Switched on Group. The project is to take part in a key initiative of the Switched on Group Business and Digital Transformation Journey by working with the Switched on Group and their cloud solution vendor to develop a cloud-based call centre system.

Keywords: Amazon Connect, AWS, Call Centre, Cloud

1. INTRODUCTION

Switched On Group is the industry leader for service & delivery in the building and maintenance sector.

Switched on Housing is a sub-company of the Switched on Group focusing on maintaining Kāinga Ora Homes and Communities properties across New Zealand to help kiwi live in healthy and well-maintained homes.

The current issue they are facing is that due to the expansion of different services and businesses, they have many concerns with their current IT systems, and so Business and Digital Transformation Journey is taking place within the organisation which will change the technology, people, processes and overall experience to fundamentally improve the business, service and delivery performance

One current concern is their current phone system cannot be used to effectively communicate throughout the organisation, as well as to its clients and contractors.

So the project is to develop a new phone system to act as a central call centre for Switched on Housing to separate the old system to solve the current problem at hand. And moving forward to implement the same system for the rest of the business one step at a time until completely switched over.

This is done by using AWS Web Services including Amazon Connect and relevant services and following the System Development Life Cycle and Agile Methodologies and approaches.

I was responsible for testing, training, implementation, maintenance, and documentation of the system to ensure smooth delivery of the call centre system to its end users.

3. RESULTS

The solution was a fully functional call centre for Switched on Housing, that managers and Agents use providing superior customer service to its users.

It uses Amazon Connect as the main AWS service which handles calls and directs them using customized call flows to the appropriate Agents.

And Manager can access call recordings, analyse statistics, produce reports, manage users, configure call routing and more.

For AWS services, Lambda and DynamoDB are used for information retrieval, Kinesis and S3 Bucket is used for data storage including voicemails, Cognito for access control and Polly for text-to-speech used for interactive voice responses.

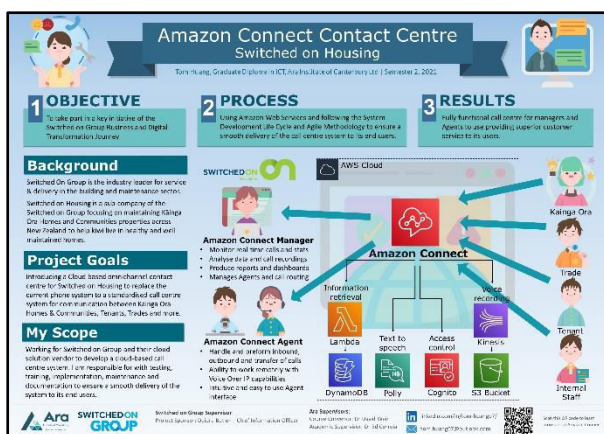


Figure 1 Amazon Connect Call Centre Poster

2. PROCESS

Developing a Cloud-based omnichannel contact centre for Switched on Housing to replace the current phone system with a standardised call centre system for communication between Kāinga Ora Homes & Communities, Tenants, Trades and more.

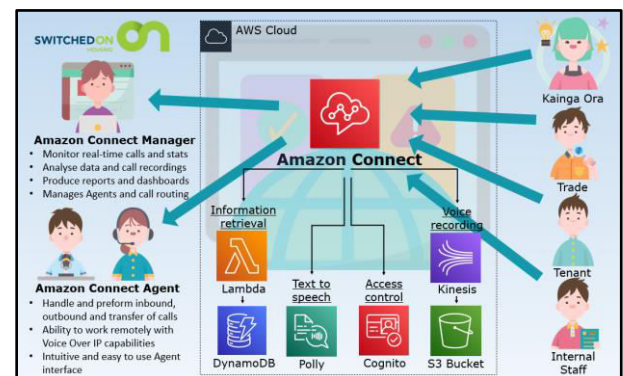


Figure 2 Amazon Connect and relevant services

4. REFERENCES

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