Prague AWS User Group

IRENA - Intelligent Communication Platform

Deloitte. aws

Tomas Bubenik

AWS Alliance Manager CE

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+420 720 978 838

Deloitte is a Technology company, Global Alliances are a key driver of the firm's Global strategy

...by 2024, successful execution of Glabal Alliances will result in:

$20B+ in Alliance/MTR-related sales by FY24; >30% of total revenue

A fully integrated global model with **alignment across Alliances, Global Businesses & Industries**

A standardized global **methodology** for managing ecosystems and alliances

In partnership with our business teams, **a portfolio of differentiated alliance-based assets**

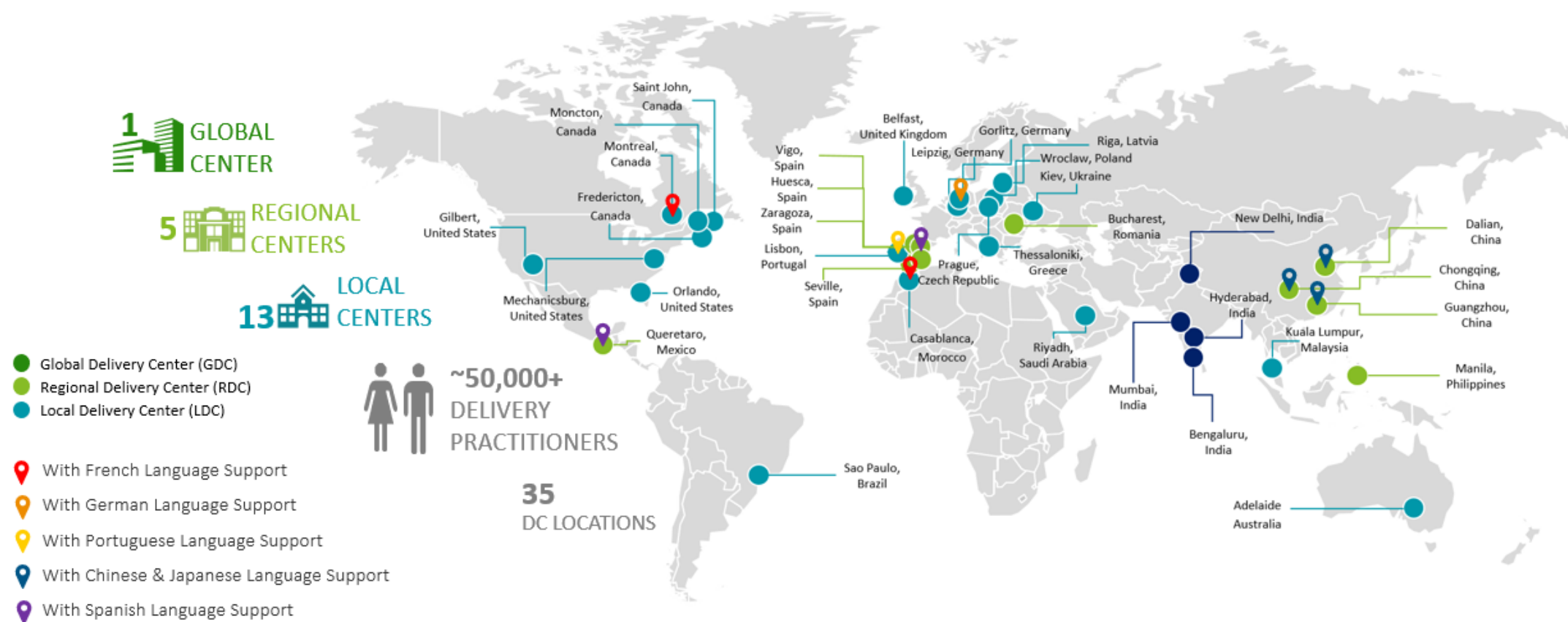Well-integrated **ecosystem plays** with proven track records in the global arena

The most **impactful relationships** with established and fast-growing technology enterprises

Deloitte
Global Alliances*

Globally Supported

Globally Designated

*MFST has not been included, but is a globally supported technology relationship though not a Global Alliance

Local and Global Delivery Centers

We are best positioned to support our clients due to close collaboration between technology and business experts together with extensive global experience

1 GLOBAL CENTER

5 REGIONAL CENTERS

13 LOCAL CENTERS

- ● Global Delivery Center (GDC)
- ● Regional Delivery Center (RDC)
- ● Local Delivery Center (LDC)

- 📍 With French Language Support
- 📍 With German Language Support
- 📍 With Portuguese Language Support
- 📍 With Chinese & Japanese Language Support
- 📍 With Spanish Language Support

~50,000+ DELIVERY PRACTITIONERS

35 DC LOCATIONS

Map locations:
- Saint John, Canada
- Moncton, Canada
- Montreal, Canada
- Fredericton, Canada
- Gilbert, United States
- Mechanicsburg, United States
- Orlando, United States
- Queretaro, Mexico
- Sao Paulo, Brazil
- Belfast, United Kingdom
- Vigo, Spain
- Huesca, Spain
- Zaragoza, Spain
- Lisbon, Portugal
- Seville, Spain
- Leipzig, Germany
- Gorlitz, Germany
- Wroclaw, Poland
- Kiev, Ukraine
- Riga, Latvia
- Prague, Czech Republic
- Thessaloniki, Greece
- Casablanca, Morocco
- Bucharest, Romania
- Riyadh, Saudi Arabia
- New Delhi, India
- Hyderabad, India
- Mumbai, India
- Bengaluru, India
- Kuala Lumpur, Malaysia
- Dalian, China
- Chongqing, China
- Guangzhou, China
- Manila, Philippines
- Adelaide, Australia

Deloitte and AWS relationship at a glance

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9000+

AWS ASSOCIATE CERTIFICATIONS
achieved across:

- AWS Certified Solutions Architect
- AWS Certified Developer
- AWS Certified SysOps Administrator

AWS PROFESSIONAL CERTIFICATIONS
achieved across:

- AWS Certified Solutions Architect
- AWS Certified DevOps Engineer

AWS SPECIALTY CERTIFICATIONS
achieved across:

- Advanced Networking Specialty
- Big Data Specialty
- Security Specialty
- Machine Learning Specialty
- Alexa Skill Builder Specialty

AWS FOUNDATIONAL CERTIFICATIONS
achieved across:

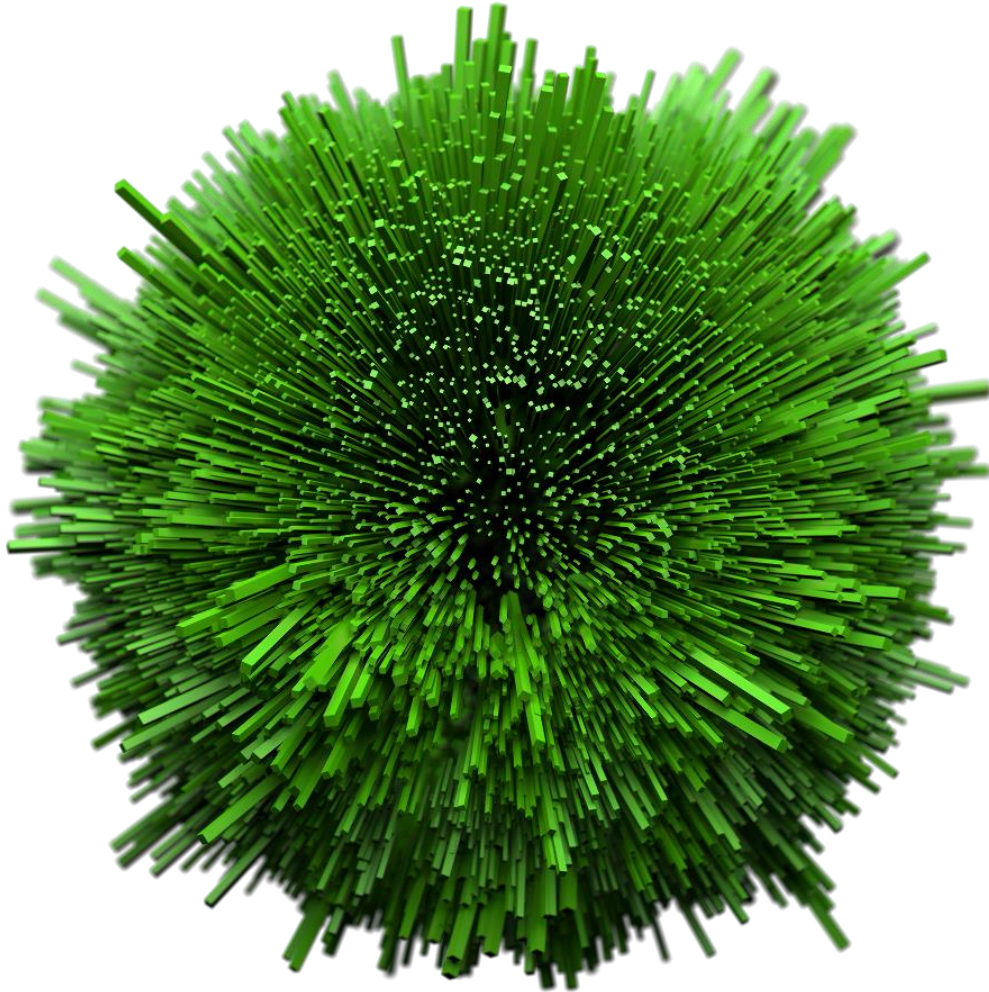- AWS Certified Cloud Practitioner

ACHIEVED COMPETENCIES

Government | Financial Services | Life sciences | Migration | Data and analytics | Industrial software | Machine learning | SAP | Security | Devops | IoT | Retail | Travel and hospitality | Mainframe Migration | MSSP | Healthcare | Networking

ACHIEVED DESIGNATIONS

DELIVERY DESIGNATIONS
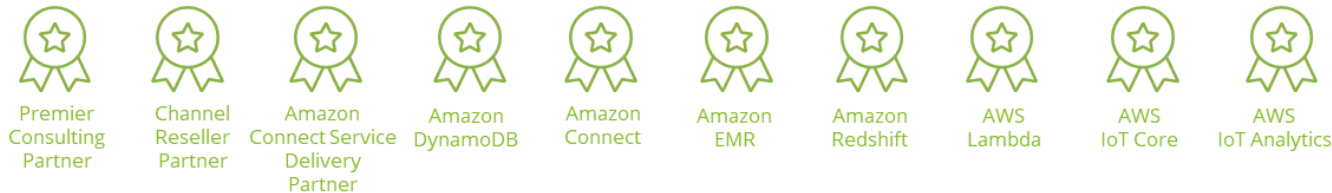
- Premier Consulting Partner
- Channel Reseller Partner
- Amazon Connect Service Delivery Partner
- Amazon DynamoDB
- Amazon Connect
- Amazon EMR
- Amazon Redshift
- AWS Lambda
- AWS IoT Core
- AWS IoT Analytics

SERVICE DESIGNATIONS

- Managed Service Provider
- Well Architected Partner
- Authorized Commercial and Government Reseller Partner
- AWS Public Sector Partner
- AWS GovCloud

Prague AWS User Group

IRENA - Intelligent Communication Platform

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Jan Hejtmanek

Director

Inteligent Automation

jhejtmanek@deloittece.com

Intelligent Contact Centers

Intelligent Contact Centers are one of the newest, cutting-edge creations of Deloitte's Intelligent Automation team. By combining virtual call centers, task management systems, and automated voicebots & chatbots, Deloitte can now create brand new contact center solutions from scratch or upscale any existing contact center in weeks.

Allow us to show you how **Intelligent Contact Centers** can and have been used to solve real-life scenarios.

Deloitte CE Intelligent automation team introduction

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We are best positioned to support our clients due to close collaboration between technology and business experts together with extensive global experience

STRONG DELIVERY EXPERIENCE

Deloitte CE IA team has **8+ years of experience** from successful implementations across globe

300 + Projects Delivered

100 + Clients engaged

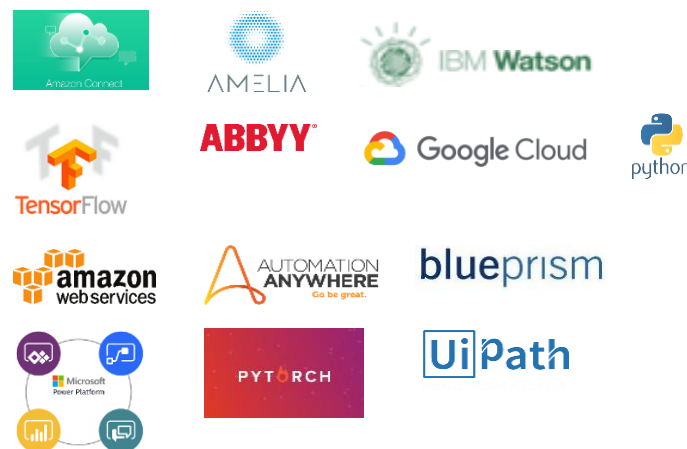**500 +** processes, optimized, digitalized , automated or connected
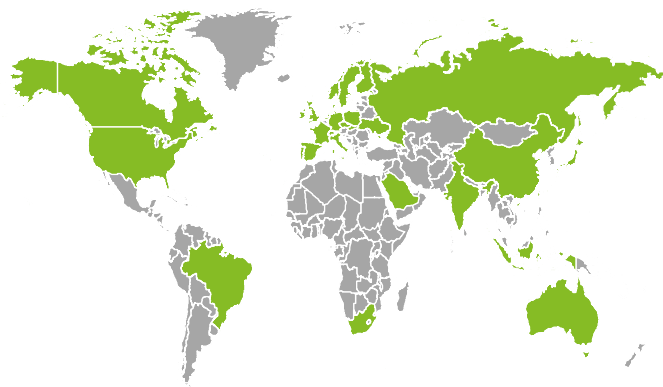
- Projects delivered by the Deloitte CE IA team

TECHNICAL EXPERTIZE

We provide **End-to-End solutions** using best in class technology and **Agile delivery** methodology

60 + IA Practitioners

300 + Trained persons

Technology agnostic team with broad software ecosystem

Amazon Connect

AMELIA

IBM Watson

ABBYY

Google Cloud

python

TensorFlow

amazon web services

AUTOMATION ANYWHERE
Go be great.

blueprism

Microsoft Power Platform

PYTORCH

UiPath

CROSS INDUSTRY KNOWLEDGE

We have a unique combination of technical expertize with **deep industry and functional knowledge**

2200 + Consultants in CE Regions

9737 + Professionals in CE Region

NGO
Banking   Energy
Finance   Call Center
Retail   Operations
Telco   Pharma
Risk   Audit
Automotive   Public
Procurement   Human resources
ICT

YTD impact of project IRENA

After **5 weeks** from the start of the project:

12 NGOs

onboarded

5 countries

In operations

(CZ, HU, PL, SK, RO)

170+ volunteers

/operators supporting
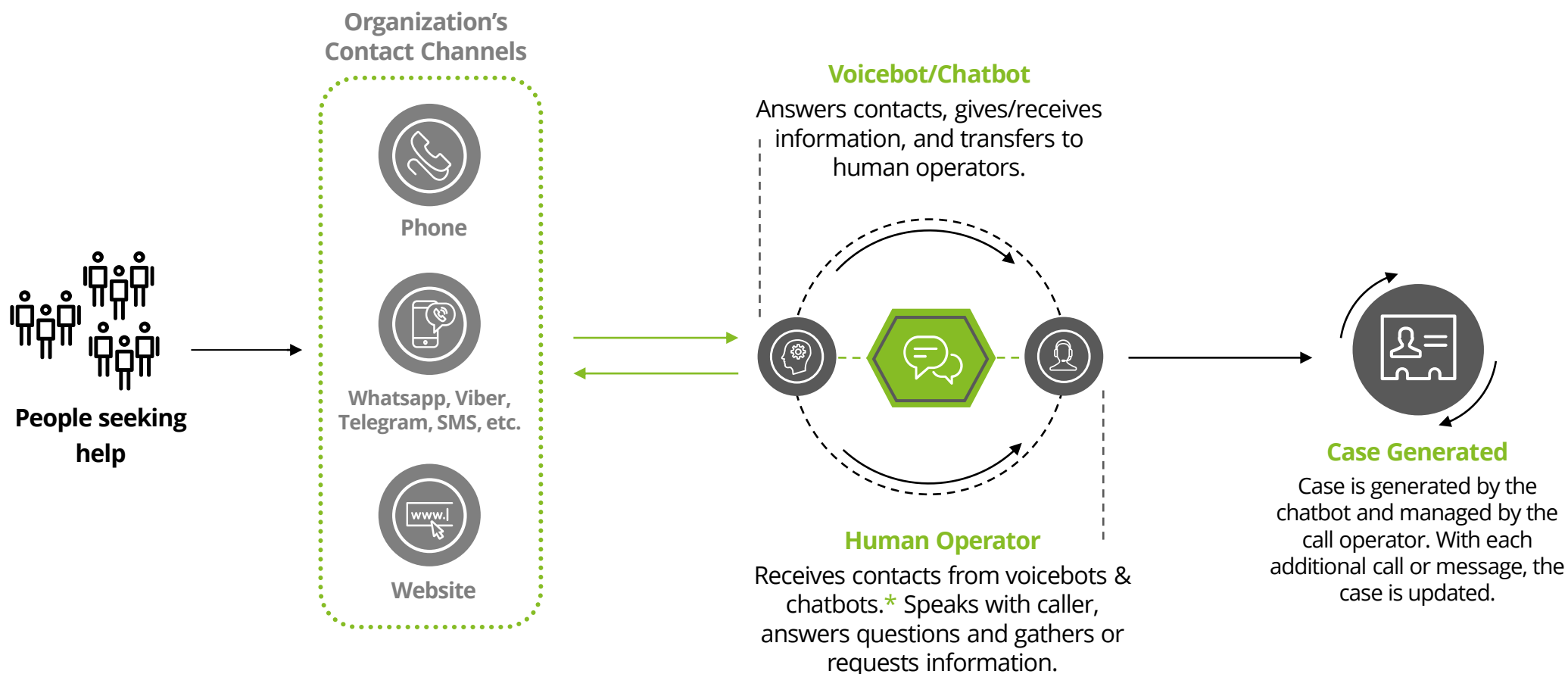
the affected population

>10k+ calls

per day

4 core skills

- FAQs
- Translations
- Accommodation allocation
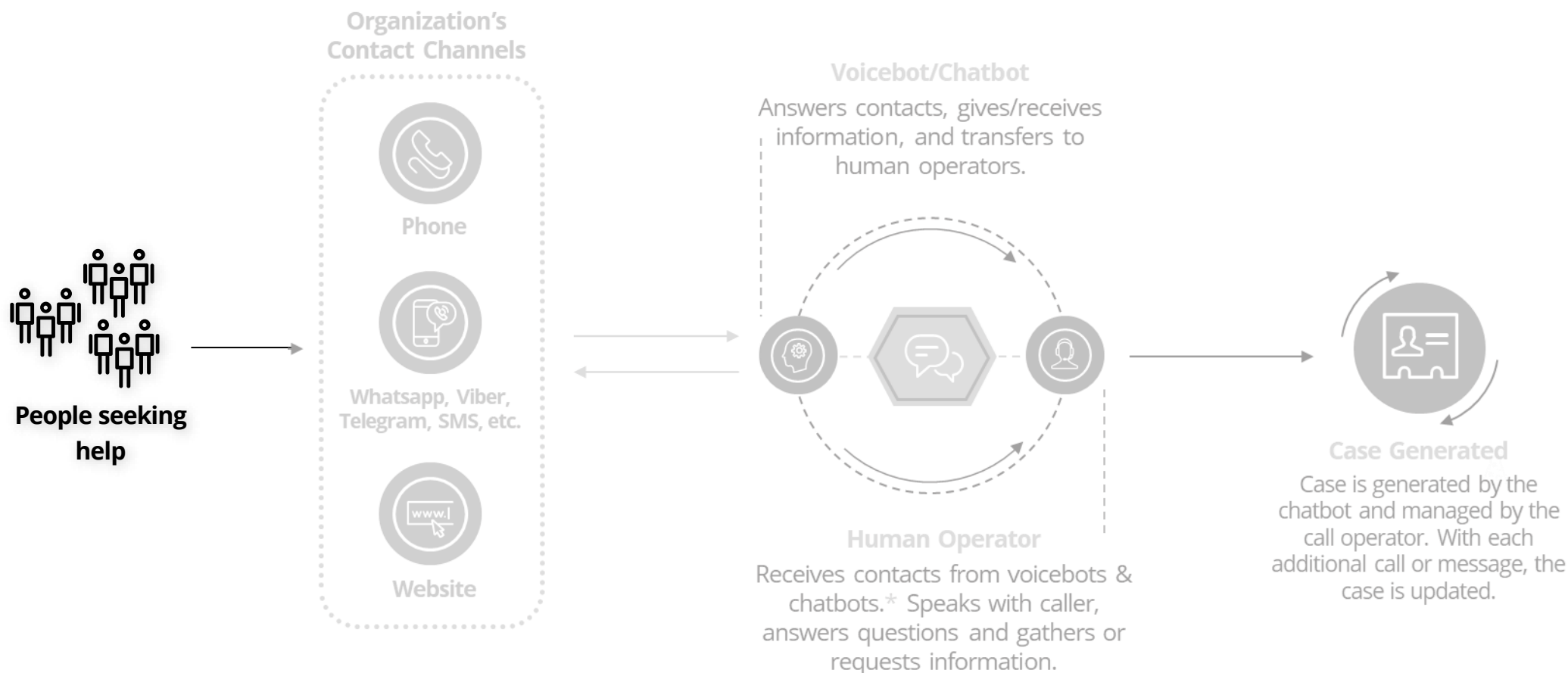- Legal support

How does **IRENA** work?
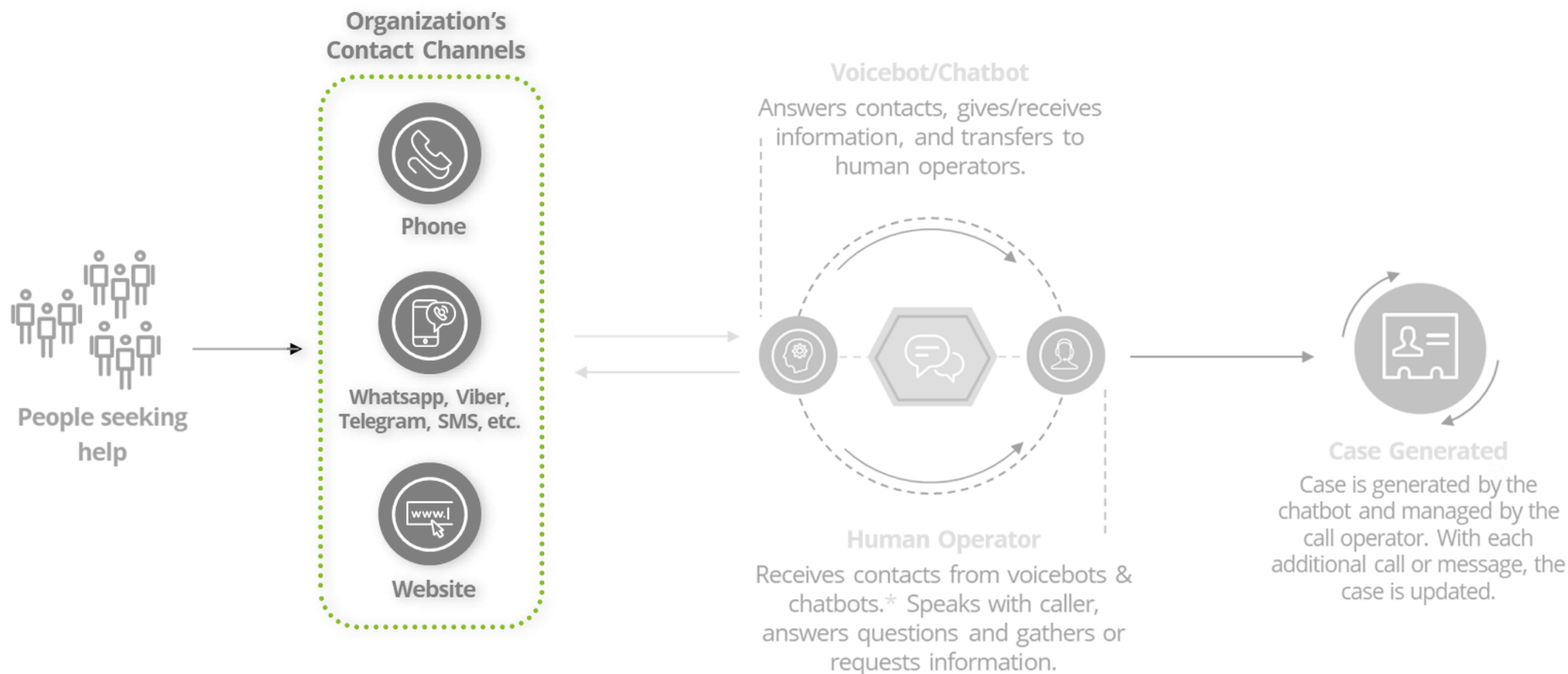
IRENA enables fast and secure connection between providers and recipients of information, support, and counsel.

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Organization's Contact Channels

Phone

Whatsapp, Viber, Telegram, SMS, etc.

Website

People seeking help

Voicebot/Chatbot
Answers contacts, gives/receives information, and transfers to human operators.

Human Operator
Receives contacts from voicebots & chatbots.* Speaks with caller, answers questions and gathers or requests information.

Case Generated
Case is generated by the chatbot and managed by the call operator. With each additional call or message, the case is updated.
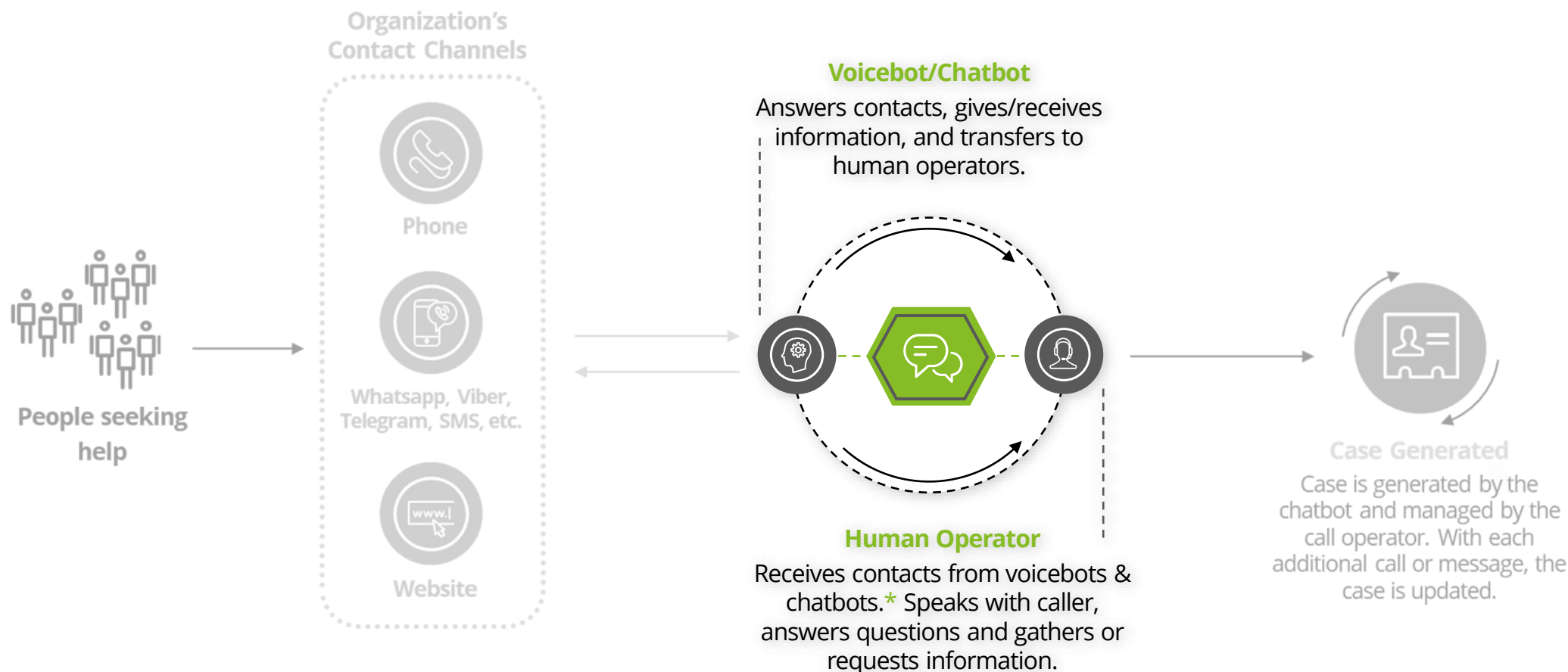
*Calls can be directly routed to an operator as well.

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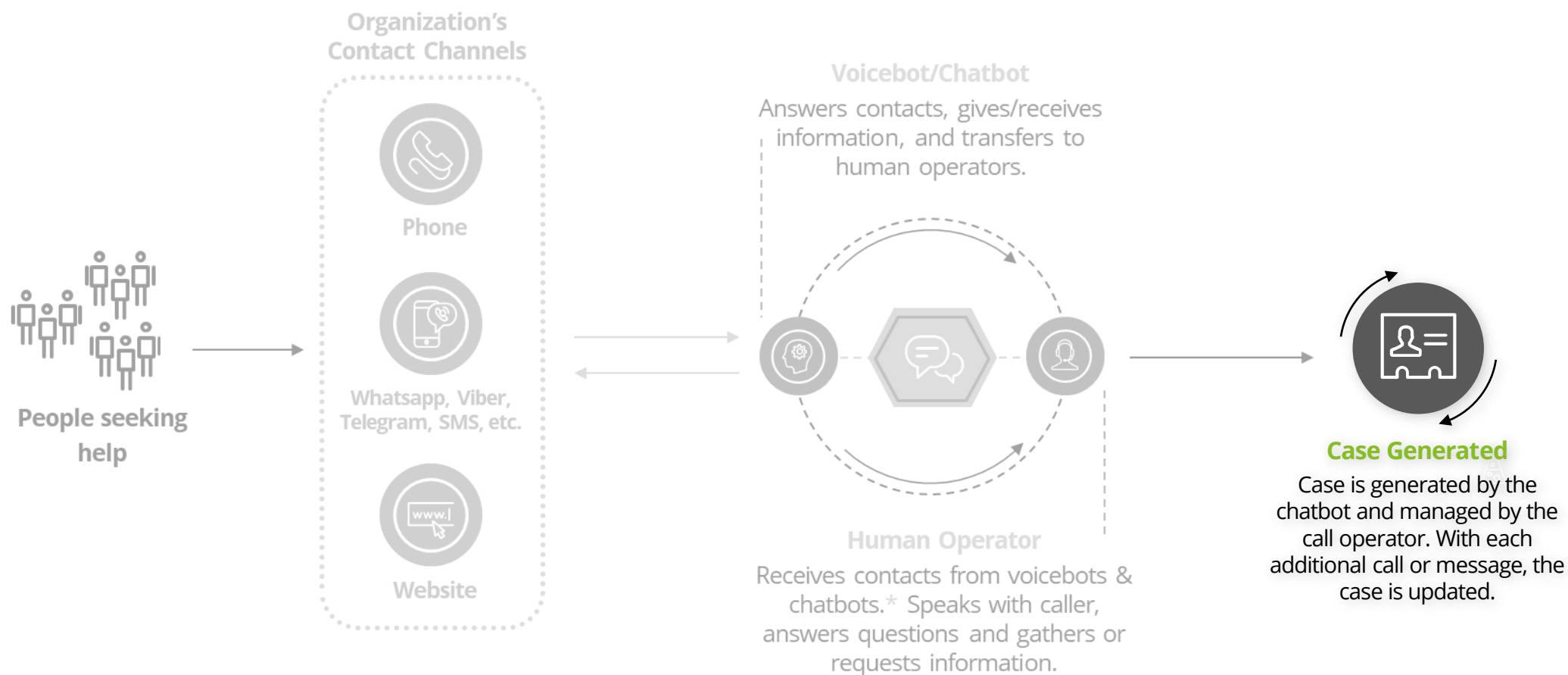
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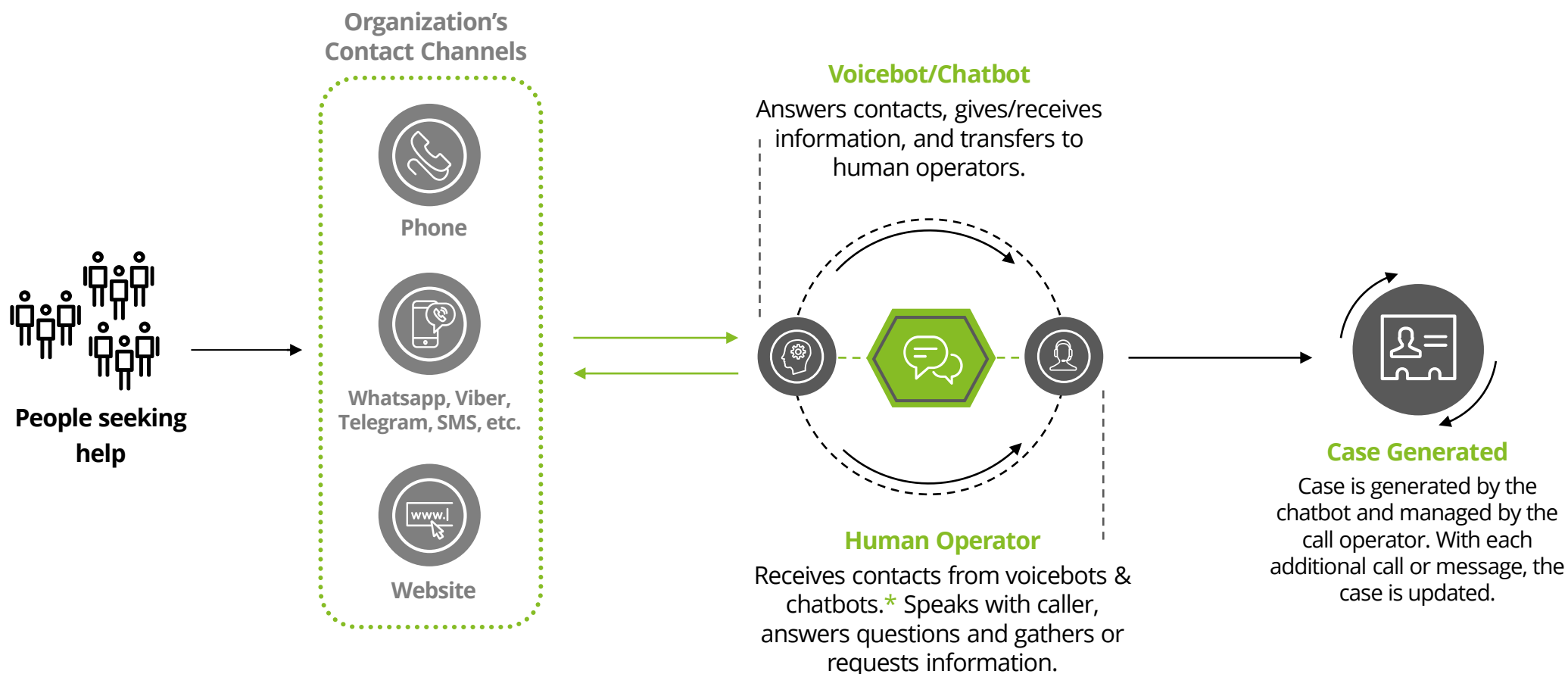
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What are IRENA's **capabilities**?

An overview of the Intelligent Contact Center's key features that will be available for you.

Virtual Call Center

- Single User Interface
- Omni-channel Communication (Mobile, Landline, WhatsApp, Viber, Telegram, etc.)
- Pay-as-you-go Commercial Model
- Quick Agent Onboarding

Support System

- Case Management
- Knowledge Base
- Recording & Reporting
- Ticketing & Communication

Automated Interaction

- Coordinated Call Scripts
- Adaptive Call Flows
- Voice & Text Compatibility
- Outbound Communication, Feedback & SMS

Cross-Component Features

- Scalability
- Data & Analytics
- Fully Integrated
- Fully Automated
- Security & Licensing

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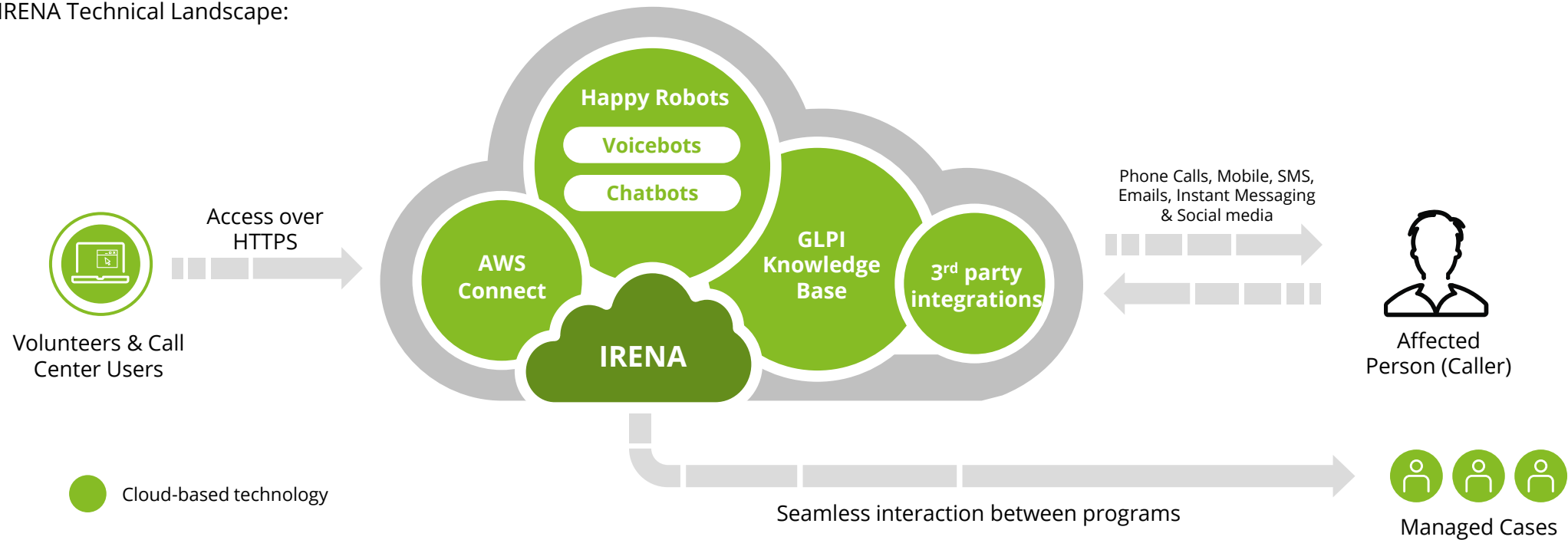- Data & Analytics
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Enabling Organizations

IRENA Technical Landscape:

Happy Robots
Voicebots
Chatbots

AWS Connect

IRENA

GLPI Knowledge Base

3rd party integrations

Access over HTTPS

Volunteers & Call Center Users

Phone Calls, Mobile, SMS, Emails, Instant Messaging & Social media

Affected Person (Caller)

Seamless interaction between programs

Managed Cases

Cloud-based technology

Technical Means

- Organizations and its volunteers require access to the IRENA platform via internet.

- All applications in the IRENA platform are web-based.

- Volunteers need to have a computer with microphone and speakers (or headset) to be able to make and accept calls.

Users & Accesses

- Organizations will provide list of users needed to access; users will be onboarded .

- Organizations can potentially add users and adjust the callcenter routing themselves (if requested).

Deloitte Commitment

- Users will be added without delays.

- Onboarding of a new Organization takes no more then an hour.

- Customization of the voicebot and the call center overnight.

AWS Stack Used
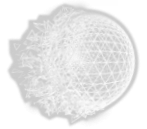
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aws
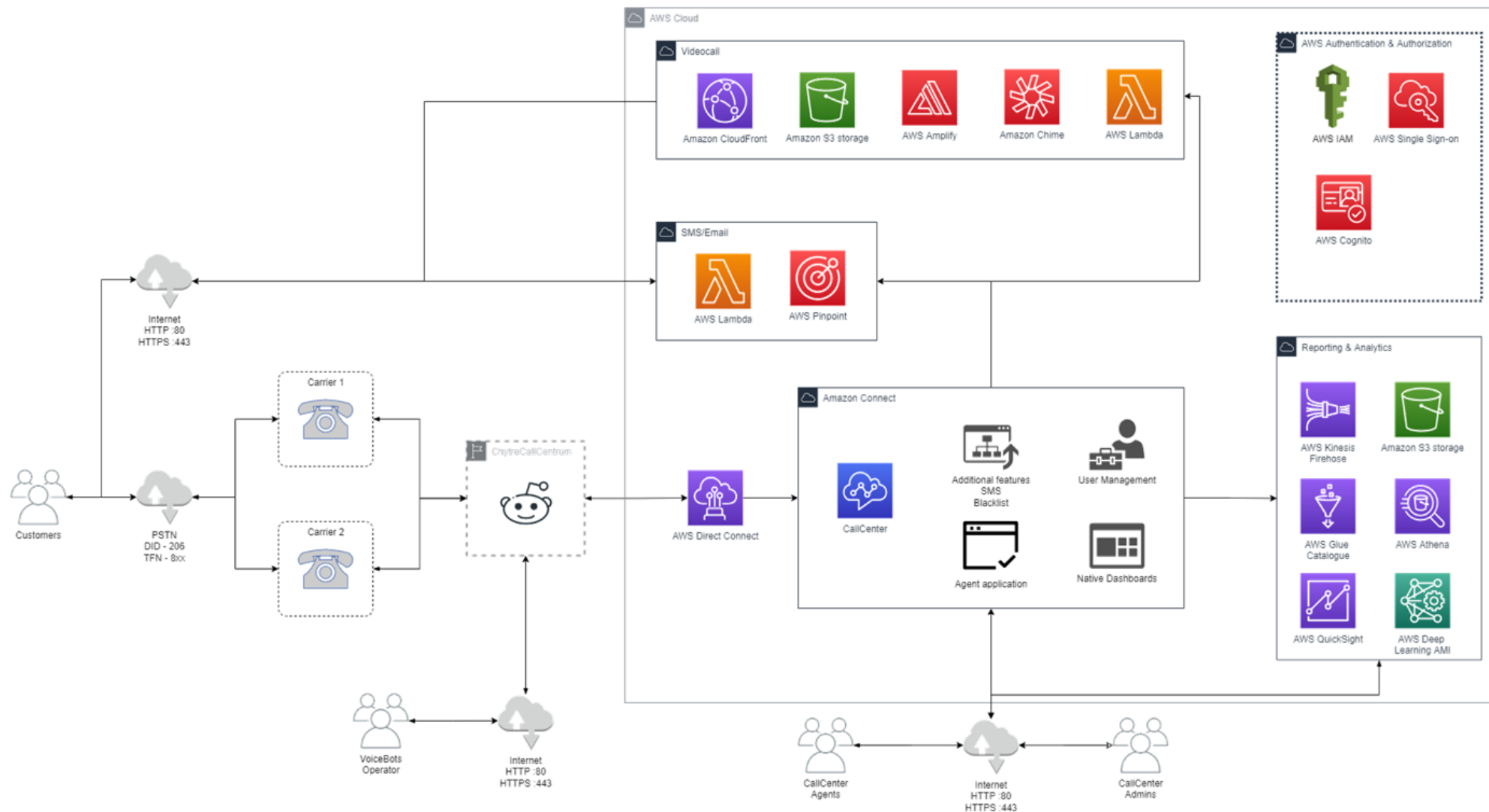
Use Cases

The only end-to-end solution for upscaling your call capabilities in minutes to meet high call volumes, or easily manage your communication capabilities.

Healthcare ---- Onboarding
Pre-Medical ---- Onboard patients, complete pre-medical paperwork, and manage client information securely.
Medical Exam

Crisis Management ---- Initial Assistance
Medical & Mental Help ---- Manage calls when a crisis hits.
Acclimation

Government Support ---- Scheduling
Subsidy Info ---- Assist citizens with appointments, updates, and information without long hours on hold.
Status Updates

Disaster Recovery ---- Blackouts
Flood Management ---- Respond to residents when utilities fail.
Water Failure

Outreach Campaigns ---- Marketing Campaigns
Emergency Alerts ---- Automate interactive communication to send alerts, reminders, and promotions..
Reminders

21 |

Live DEMO

The only end-to-end solution for upscaling your call capabilities in minutes to meet high call volumes, or easily manage your communication capabilities.

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Disaster Recovery	Blackouts Flood Management Water Failure	Respond to residents when utilities fail.	
Outreach Campaigns	Marketing Campaigns Emergency Alerts Reminders	Automate interactive communication to send alerts, reminders, and promotions..	
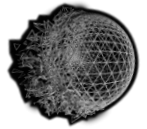
Healthcare

Onboarding

Pre-Medical

Medical Exam

Use Case

After a patient is onboarded, it is important to understand his or her potential chronical problems, allergies, past vaccinations and immediate problems. These are standard questions, but they can be problematic to understand in a language that is not native. They can also be time consuming to cover.

Deloitte's Solution

Our solution allows for pre-medical self-assessment using voicebots and chatbots. Bots will go through a standardized series of questions and when further detail is required, they can ask follow up questions. All answers are recorded into the medical facility's system so that no manual work is required.

Before	After
In-office questionnaires	**Pre-medical checks on the phone**
Confidentiality risks	**GDPR-approved data collection**
Translation difficulties	**Real-time translation in 60+ languages**
Manual data input	**Bots input data directly to medical system**

Healthcare DEMO

The best way to showcase the solution is to experience it. The demo consist of a real-life use case when an immigrant is seeking medical help. Upon being connected with a voicebot, the callers is asked for some basic information and is redirected to human agent. In the meantime, the caller receives a summarizing SMS and is informed about a feedback survey at the end of the call. After call transfer, human agent updates customer profile and provides the caller with additional information about hospital options. After the call, caller is asked rating questions.

Caller → Voicebot → Customer Card → Call Center Agent → Customer Card → Feedback Survey

(Voicebot → sms)
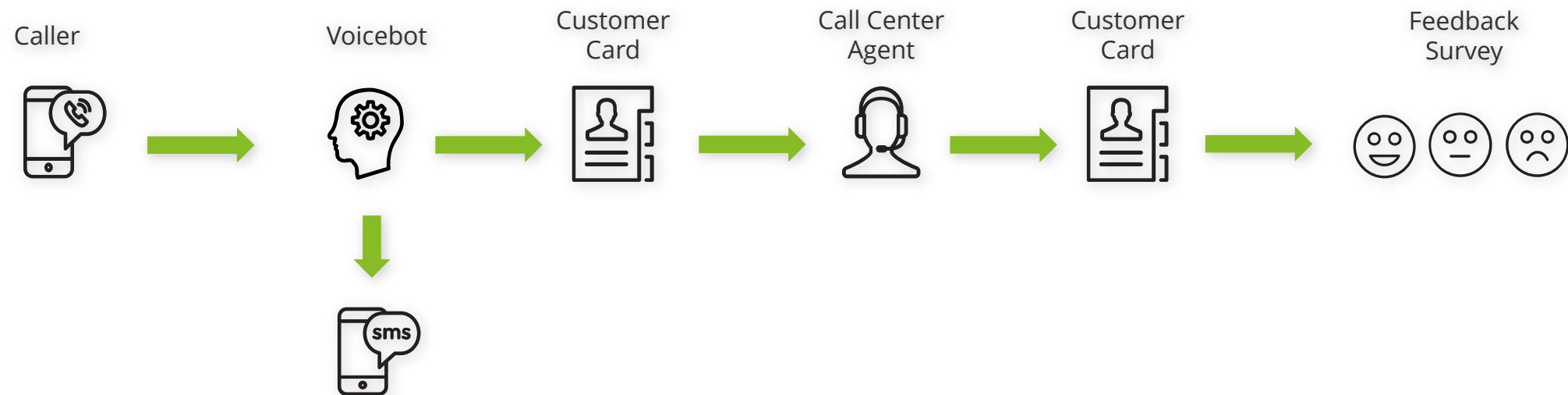
Contacts

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Asset Owner**

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AWS Alliance Manager CE

**Account Management | Business
development**

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Business enablement | Demos

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