Statement of Work 1 (SOW1) - Deliverables

Project Name: Amazon Connect Contact Center Implementation for Professional Services
Client Name: IT Consulting & GRC, Dallas, TX
Document Date: 01/17/2025

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1. Introduction and Purpose

This Statement of Work (SOW) defines the scope, deliverables, timeline, and roles for implementing a cloud-based contact center for IT Consulting & GRC using AWS services. The goal is to improve customer interaction, streamline communication, and enhance customer service by leveraging Amazon Connect, Amazon S3, Amazon DynamoDB, Amazon Lex, Amazon Polly, and AWS Lambda. This SOW is an agreement between IT Consulting & GRC and Leonard to deliver the specified tasks and objectives within the agreed timeframe.

2. Scope of Work

The scope involves setting up and configuring an AWS-based contact center with the following components:

- **Amazon Connect**: Configure the Amazon Connect instance for voice and chat capabilities.
- **Amazon S3**: Store call recordings, chat transcripts, and other relevant data.
- **Amazon DynamoDB**: Set up a database to manage contact center data, such as patient information and call history.
- **Amazon Lex**: Integrate a chatbot for self-service capabilities, such as scheduling appointments and answering FAQs.
- **Amazon Polly**: Provide text-to-speech services for personalized voice prompts.
- **AWS Lambda**: Integrate serverless functions for automated workflows, data processing, and system integrations.

3. Objectives

The project aims to achieve the following:

- **Objective 1**: Implement a cloud-based contact center solution for Medical City using Amazon Connect.
- **Objective 2**: Integrate Amazon Lex to provide intelligent self-service options for patients.
- **Objective 3**: Store and manage contact center data using Amazon S3 and Amazon DynamoDB.
- **Objective 4**: Personalize patient interactions with Amazon Polly and Lambda-based automation.

4. Deliverables

The project will produce the following deliverables:

- **Amazon Connect Instance Configuration**:
  - A fully configured Amazon Connect instance with voice and chat channels.
  - Customized contact flows for various services
- **Amazon Lex Chatbot Integration**:
  - Chatbot is set up to handle common inquiries and automate simple tasks.
  - Voice and chat interaction capabilities integrated into the contact center.
- **Amazon S3 and DynamoDB Configuration**:
  - S3 buckets configured to store call recordings and chat transcripts.
  - S3 buckets configured to archive objects after a duration of 1 month (s3 policy)
  - DynamoDB tables are set up for managing client call data.
- **Amazon Polly Integration**:
  - Text-to-speech prompts created for use in contact flows.

- **AWS Lambda Functions**:
    - Serverless functions implemented for automated workflows (e.g., patient information retrieval, call routing).
- **Documentation and Training**:
    - User manuals, configuration documentation, and training sessions for contact center administrators and agents.

5. Project Timeline

Provide a detailed schedule with key milestones:

Milestone	Completion Date
Project Kickoff	01/17/2025
Amazon Connect Instance Setup	01/17/2025
Lex Chatbot Development	01/17/2025
S3 and DynamoDB Configuration	01/17/2025
Polly and Lambda Integration	01/17/2025
Testing and Quality Assurance	01/17/2025
Training and User Acceptance	01/17/2025
Project Close-Out	01/20/2025

6. Roles and Responsibilities

Define the roles and responsibilities for the project stakeholders:

- **Client Responsibilities**:
    - Provide access to required customer data and existing systems.
    - Facilitate communication with IT staff and other stakeholders.
- **Service Provider Responsibilities**:
    - Configure the Amazon Connect instance and related AWS services.
    - Develop and test Amazon Lex chatbot functionalities.
    - Set up data storage and management with S3 and DynamoDB.
    - Create documentation and conduct training for staff.
    - Monitor and address any technical issues during implementation.

7. Acceptance Criteria

Acceptance criteria for project deliverables:

- Each delivery must meet the functional requirements as described in this SOW.
- Acceptance will be based on successful testing and approval by Medical City's project manager.
- Any deficiencies must be corrected prior to acceptance.

9. Assumptions and Constraints

Identify assumptions and constraints that apply to the project:

- **Assumptions**:
    - Access to customer data will be provided by the business in a timely manner.
    - Internet connectivity and AWS account credentials will be made available.
- **Constraints**:
    - Any third-party integrations will be handled by the client (e.g. Salesforce, ServiceNow, or Zendesk)

10. Risks and Mitigation

Potential risks and strategies for mitigation:

- **Risk 1**: Delay in AWS service configurations.
    - **Mitigation**: Ensure a buffer in the project timeline.
- **Risk 2**: Security (Data Security)
    - Enforcement of Data encryption in s3, DynamoDB to stay in-line with all compliance regulations.

11. Change Management

Outline the process for managing changes to the SOW:

- All changes must be documented and mutually agreed upon