

# Project Vision

## *Amazon Connect Supervisor Insights*

<b>Version</b>	1.0.0
<b>Revision Status</b>	Pending
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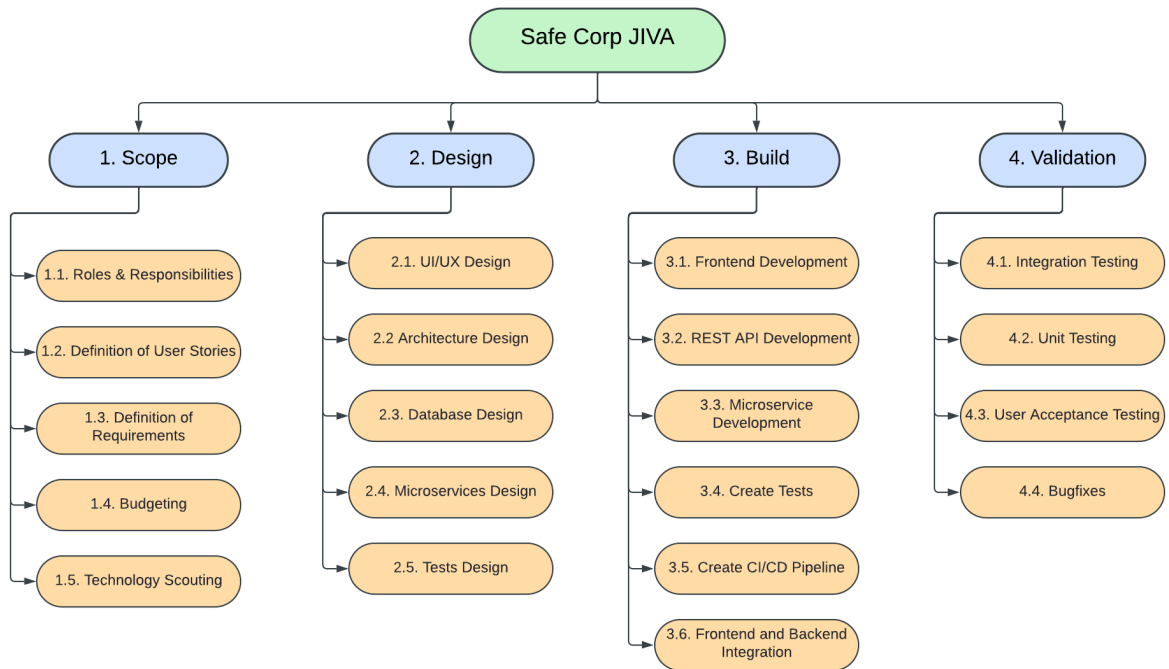
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**Safe Corp Jiva**

## **Project Vision**

The mission of the project is to provide a system with real-time insights regarding the travel industry. In today's dynamic world, from a business perspective, customer service stands as a cornerstone of success. The purpose of the platform is to empower contact center agents and supervisors and to increase operational efficiency. This leads to an enhanced customer experience, where a new standard for excellence in service delivery is set. Our Amazon Connect Agent Supervisor Insights platform endeavors to revolutionize contact center operations with the help of a seamless, data-driven platform.

# Work Breakdown Structure





# Communication Plan

Events to communicate	Message Frequency	Communication Channel	Audience	Assignee
Progress Reports among Leaders	Every 2 days	Whatsapp	Leaders, Team Members	Iker, Andrés, Joaquin, Rodrigo
Technical Questions	As needed	Slack	Partnering Associates, Teachers	Amazon, Course Teachers
Progress Reports	Daily	Whatsapp	Entire Team	Sebastian Moncada, Rodrigo Núñez, Joaquin Badillo
Frontend Updates/Tasks	Daily	Whatsapp	Frontend Team	Iker García
Backend Updates/Tasks	Daily	Whatsapp	Backend Team	Andrés Tarazona
Advances/Coordination	Daily	Whatsapp	Leaders Team	Joaquin Badillo
Weekly Assignments	Monday	In-Person	Frontend Team	Iker García
Weekly Assignments	Monday	In-Person	Backend Team	Andrés Tarazona
Week Planning	Monday	In-Person	Leaders Team	Joaquin Badillo
Code Reviews	Friday	Zoom	Backend Team	Andrés Tarazona
Progress Reports	Every 3 weeks	Zoom	Partnering Associates, Teachers	Rodrigo Núñez
User or Client Feedback	Before Amazon progress report	In-Person	Leaders Team	Joaquin Badillo
Change of Roles or Personnel	As needed	Whatsapp	Leaders Team	Rodrigo Núñez
Q&A Sessions	Friday	In-Person	Leaders, Team Members	Iker, Andrés, Joaquin