

Project Vision

Amazon Connect Supervisor Insights

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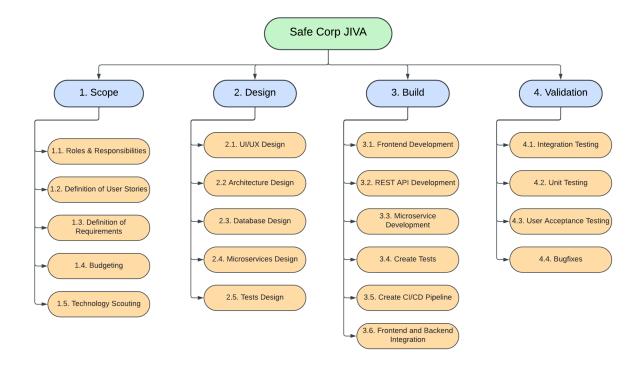
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Safe Corp Jiva

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



Cost Estimation

		Торіс	JIVA	AWS	BACK	FRONT	QA/SRE	FC/TM	Total No Contingency	Contingency Add MD	Total MD
		Role & Responsabilities	O	s	9 MD	5 MD	1 MD	FC •	15 MD	3 MD	18 MD
		Definition of User Stories	O	S	27 MD	15 MD	3 MD	FC •	45 MD	9 MD	54 MD
		Definition of Requirements	C	0	24 MD	13 MD	3 MD	FC •	40 MD	8 MD	48 MD
		Budgeting	O	S	24 MD	13 MD	3 MD	FC •	40 MD	8 MD	48 MD
Scoping	3 Weeks	Technology Scouting	O	S	24 MD	13 MD	3 MD	FC •	40 MD	8 MD	48 MD
		Architecture Design	C	0	18 MD	0 MD	2 MD	FC •	20 MD	4 MD	24 MD
		UI/UX Design	O	С	9 MD	35 MD	1 MD	FC •	45 MD	9 MD	54 MD
		Database Design	0	С	18 MD	0 MD	2 MD	FC •	20 MD	4 MD	24 MD
		Microservices and Interface Design	O	С	18 MD	0 MD	2 MD	FC •	20 MD	4 MD	24 MD
Design	2 Weeks	Tests Design	O	С	27 MD	15 MD	3 MD	FC •	45 MD	9 MD	54 MD
		Create Tests (TDD)	O	S	0 MD	0 MD	15 MD	FC •	15 MD	3 MD	18 MD
		Create CI/CD Pipeline	O	S	0 MD	0 MD	5 MD	FC •	5 MD	1 MD	6 MD
		Initial Frontend Development	O	S	0 MD	150 MD	0 MD	FC •	150 MD	30 MD	180 MD
		Initial REST API Development	0	S	135 MD	0 MD	5 MD	FC •	140 MD	28 MD	168 MD
		Microservice Development	0	S	135 MD	0 MD	5 MD	TM •	140 MD	0 MD	140 MD
Build	9 Weeks	Frontend and Backend Integration	0	S	135 MD	75 MD	15 MD	TM •	225 MD	0 MD	225 MD
		Unit Testing	O	S	5 MD	3 MD	1 MD	FC •	8 MD	2 MD	9 MD
		Integration Testing	O	S	5 MD	3 MD	1 MD	FC •	8 MD	2 MD	9 MD
		User Acceptance Testing	C	O	18 MD	10 MD	2 MD	FC •	30 MD	6 MD	36 MD
Validation	1 Weeks	Bugfixes	C	O	18 MD	10 MD	2 MD	FC •	30 MD	6 MD	36 MD

Assumptions					
MD = 5 hrs	Grand Total	1223 MD	Role	Salary (MXN/MD)	Employees
Vorking Hours: 5hrs daily	Infra Cost (USD	\$1,500.00	PM	\$1,250.00	1
			Backend Dev	\$1,000.00	9
			Frontend Dev	\$1,000.00	5
			QA/SRE	\$1,125.00	1

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, Joaquín 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	Joaquín 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	Joaquín 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	Joaquín 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