



AMAZON CONNECT WFM CAPABILITY OVERVIEW

MARCH 2023



AGENDA

01

Introduction to WFM

02

Introduction to
AWS WFM

03

AWS WFM Process
overview

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Forecasting

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Capacity Planning

06

Scheduling

07

Advantages &
Considerations



INTRODUCTION TO WORKFORCE MANAGEMENT

Workforce Management in Contact Center is a set of processes designed to achieve and maintain operational efficiency by ensuring that the right number of agents, with the right skill sets, are staffed at the right time.

1

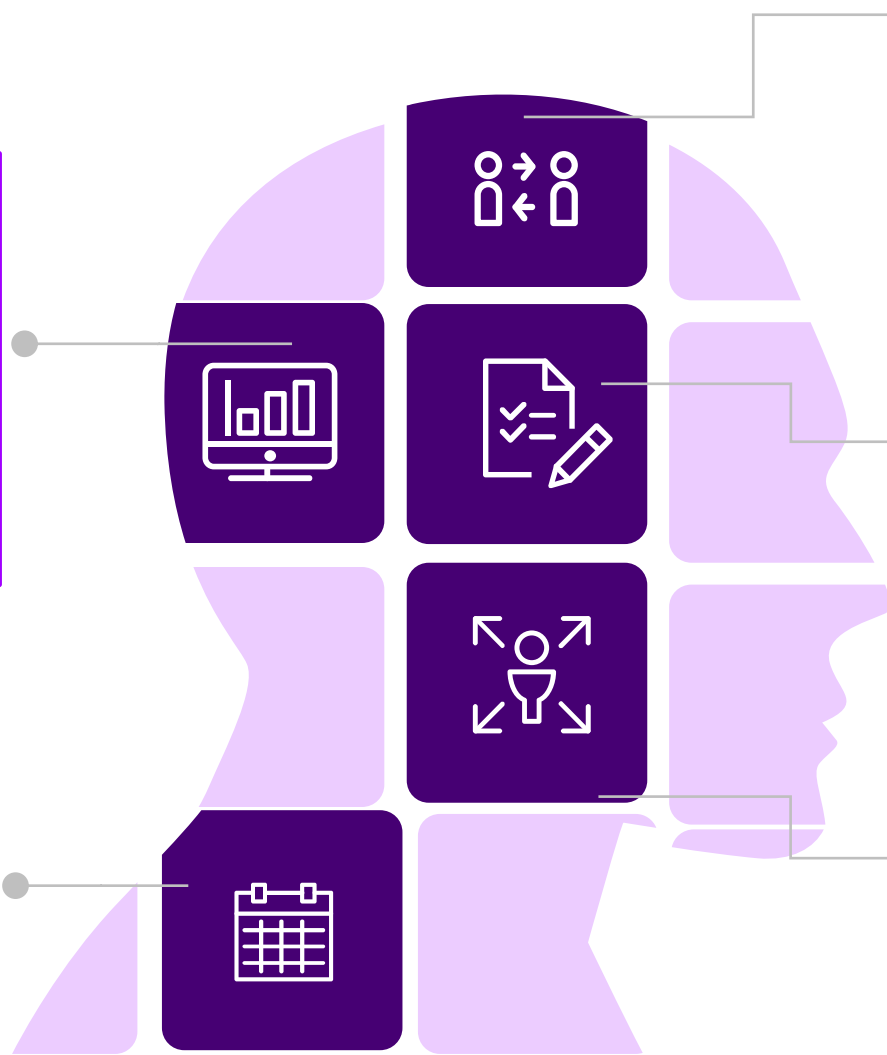
FORECASTING

Analyses interaction volumes in order to predict future trends. Effective and accurate forecasting allows an organization to plan and execute to plan more efficiently. Forecasting classification – short, medium and long-term

2

CAPACITY PLANNING

Provides a long-term view of capacity and is used to make strategic decisions required to maintain profitable business operations



3

SCHEDULING

Uses inputs from the forecasting process and operational departments to determine the demand requirement by time interval, the models then allocate resources to meet the required demand within the given constraints

4

INTRADAY OPERATIONS

Plays a key role in executing plans and strategies laid out during the planning and scheduling phase

5

REPORTING

Publish all critical WFM related KPIs using visualization dashboards and fine tune AI Models



INTRODUCTION TO AMAZON CONNECT WORKFORCE CAPABILITIES

Amazon connect launched their WFM base modules in Mar'22 and released the extended capabilities of WFM in Dec'22. That includes; Accurate ML - powered Forecasting, Efficient ML – powered capacity planning, agent scheduling, automate intraday agent request management capabilities. With one check of a box, get started with improving your demand planning.

CAPABILITIES



Forecasting: Use AI/ ML tailored for contact center business needs. Provide high accuracy forecast. Auto generate long term and short-term forecast



Capacity Planning: Available for Voice and Chat channels, long term forecast can be used to built the planners



Scheduling: Tool will provide the number of agents required for each shifts, flexibility to add various rules

CAPABILITIES AT A GLANCE

Onboarding (Admin)	Forecasting (Forecaster)	Capacity planning (Capacity planner)	Scheduling (Scheduler)	Schedule management (Supervisor, Agent)
<ul style="list-style-type: none">• Enable service• Set permissions	<ul style="list-style-type: none">• Set interval• Import historical data (optional)• Create forecast groups• Generate forecast• Override forecast (optional)• Publish forecast	<ul style="list-style-type: none">• Create scenarios• Upload shrinkage and available FTE data (optional)• Generate capacity plan• Override plans (optional)• Publish plan	<ul style="list-style-type: none">• Create shift activities• Create shift profiles• Create staffing group• Set staff rules• Generate schedule• Publish schedule	<ul style="list-style-type: none">• Supervisor schedule access• Agent schedule access• Historical and real-time schedule adherence• Overtime and VTO request management• Time off request management

AMAZON CONNECT

What is in Amazon Connect forecasting, capacity planning, and scheduling preview?

Forecasting

What will future demand look like?

Capacity planning

How many agents will we need to hire in the long run?

Scheduling

How many agents are needed in each shift? Which agent works on which slot?

Available Regions: US West (Oregon), US East (N. Virginia)
English only | Supports voice and chat

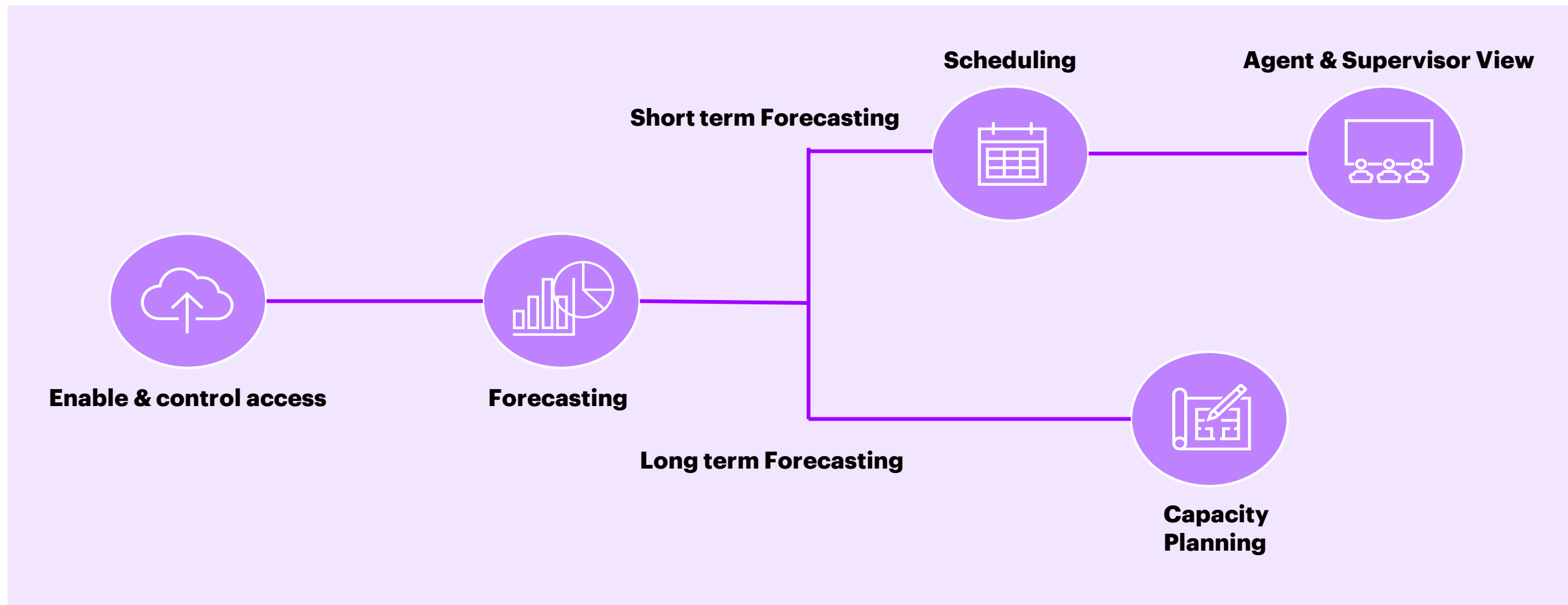
One click onboarding | Security profile access control

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END TO END PREVIEW OF AMAZON CONNECT WFM CAPABILITIES

WFM can be enabled by one click in Amazon connect. Once enabled access is to provided for below capabilities:



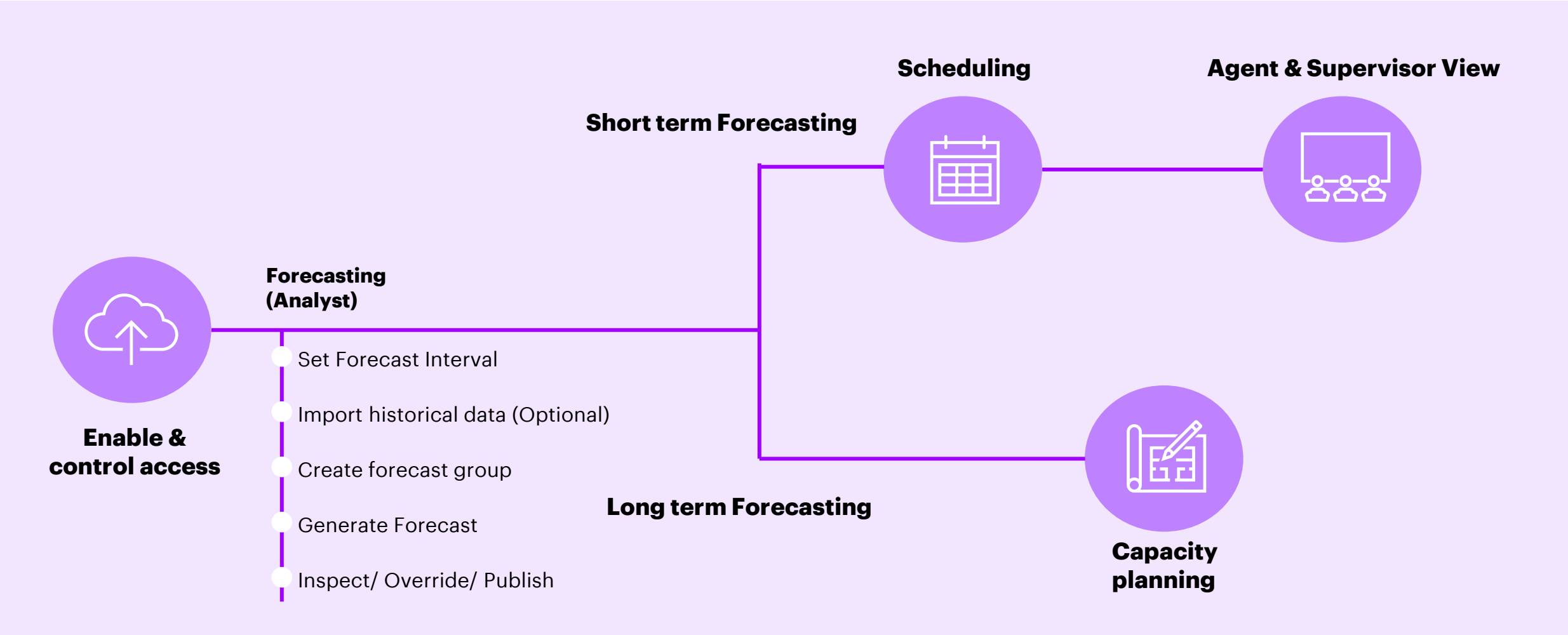
01

FORECASTING



FORECASTING OVERVIEW

The forecasting capability lets you forecast the contact volumes and AHT of all the contacts coming in and gives you an accurate projection for the next 12 to 18 months.



FORECASTING PROCESS - 1/2

Forecast Interval

- To generate a forecast, you first set the forecast interval, which is either 15 minutes or 30 minutes. If you set it to 15 minutes, it gives you more granular control, and if you want to reset it, you can always contact Amazon.

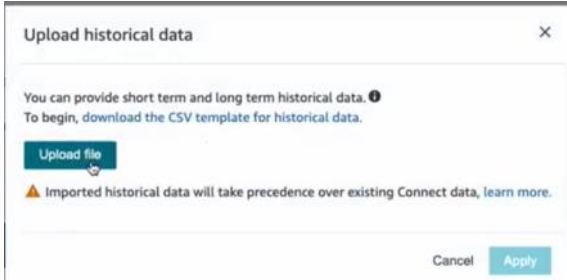


Importing Historical Data

- New customers can upload data from their existing solution by filling in the type of channel, timestamp, data about the handle time and contact volume, and applying it. Once that is done, you can create forecast.

A screenshot of the 'Forecasting' dashboard, 'Import Data' tab. It shows a table of uploaded CSV files. The table has columns: 'Uploaded CSV', 'Type', 'Interval', 'Date range', 'Status', and 'Date uploaded'. There are five rows of data, all with a status of 'Complete'.

Uploaded CSV	Type	Interval	Date range	Status	Date uploaded
<input type="checkbox"/> AmazonRefunds06_HistoricalData.csv	Historical data	15 minutes	Jan 1, 2021 - Dec 30, 2022	Complete	Nov 30, 2022
<input type="checkbox"/> AmazonRefunds-daily-LT.csv	Historical data	Daily	Jan 1, 2021 - Dec 30, 2022	Complete	Nov 30, 2022
<input type="checkbox"/> Amazon Refunds-15mins-DecUpload.csv	Historical data	15 minutes	Jan 1, 2021 - Dec 30, 2022	Complete	Nov 27, 2022
<input type="checkbox"/> Amazon Refunds-15mins.csv	Historical data	15 minutes	Jan 1, 2021 - Dec 30, 2022	Complete	Nov 26, 2022
<input type="checkbox"/> AmazonRefunds-daily-LT.csv	Historical data	Daily	Jan 1, 2021 - Dec 30, 2022	Complete	Nov 22, 2022



FORECASTING PROCESS - 2/2

Creating Forecast Groups

- Forecasts are built by grouping queues together into a **forecast group**.
- One queue can only be associated with one forecast group.

ForecastsForecast GroupsImport DataForecast and schedule interval

You can increase forecast accuracy by providing additional historical data.

Search

RemoveCreate forecast group

Group name	No. of queues	Date modified
<input type="checkbox"/> Amazon Refunds 3rd Forecast Group	2	Dec 1, 2022
<input type="checkbox"/> Amazon Refunds 2nd Forecast Group	1	Nov 30, 2022
<input type="checkbox"/> Amazon Refunds Forecast Group	1	Nov 22, 2022
<input type="checkbox"/> sampleFG	1	Nov 21, 2022
<input type="checkbox"/> Ruch-Test	2	Nov 20, 2022
<input type="checkbox"/> mikrolan	1	Oct 25, 2022
<input type="checkbox"/> Claims	1	Oct 14, 2022
<input type="checkbox"/> testing	3	Oct 13, 2022
<input type="checkbox"/> demo_DE	7	Oct 13, 2022

Forecasting: Forecast Groups > Create Forecast Groups

Create Forecast Groups

CancelSave

Name your forecast group and select queues that make up this group. A queue can only be associated with one forecast group.

Group name

Amazon Refunds Forecast Group

Drag queues here from the queues list...Total queues: 0 / 200

Add Forecast Group

Queues

Search

Select All/None

Amazon Refunds Queue3

Amazon Refunds Queue2

We can just drag and drop these queues into a forecast group, which is then used to create forecasts.

Forecast Generation

- You create forecasts by picking a forecast group, selecting the type of forecast, and saving it. The short-term forecast gets automatically delivered every day, and the long-term forecast gets delivered every week.
- The computer forecast looks at multiple aspects to generate a very accurate forecast, and adjusts for shrinkage, seasonality, etc. The actuals are compared with the computer forecast every day.

Forecasting: Forecasts > Create Forecasts

Create Forecast

CancelSave

Parameters

Forecast groups

Select forecast group(s) you want to generate a forecast for.

Amazon Refunds 3rd Forecast Group X

Metrics

The forecast(s) will be generated for contact volume and average handle time.

Forecast type

Select forecast duration(s).

Long term

The forecast(s) will be generated for 18 months at daily granularity

Short term

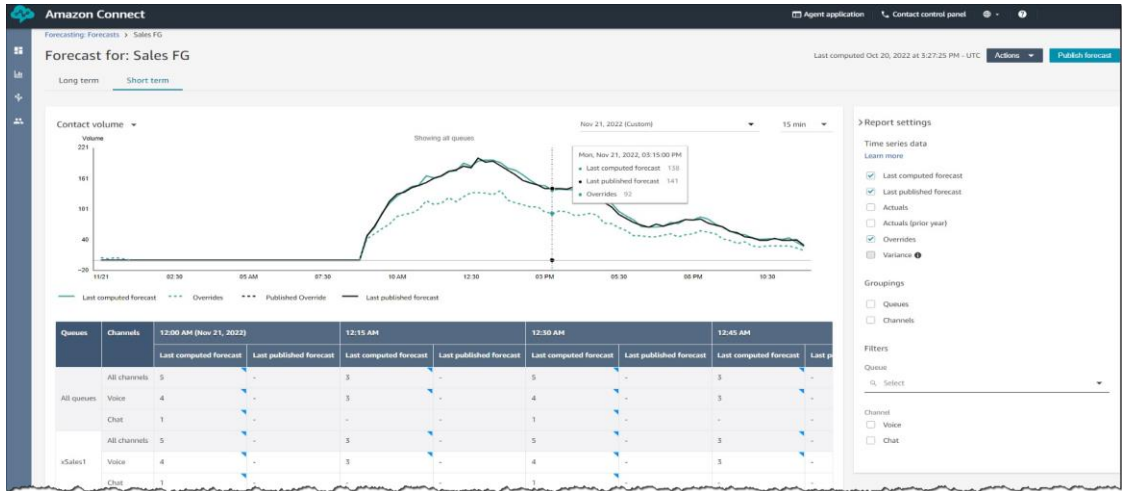
Forecast will be generated for 18 weeks at 15 minute interval granularity

- Choose the forecast type. Amazon Connect creates a forecast for each type you select.
- **Long term** forecasts are used for capacity planning. For example, how many Full Time Equivalent (FTE) agents you need to hire in the next few months, quarter, and year.
- **Short term** forecasts are used for scheduling agents and interval level agent headcount estimation.

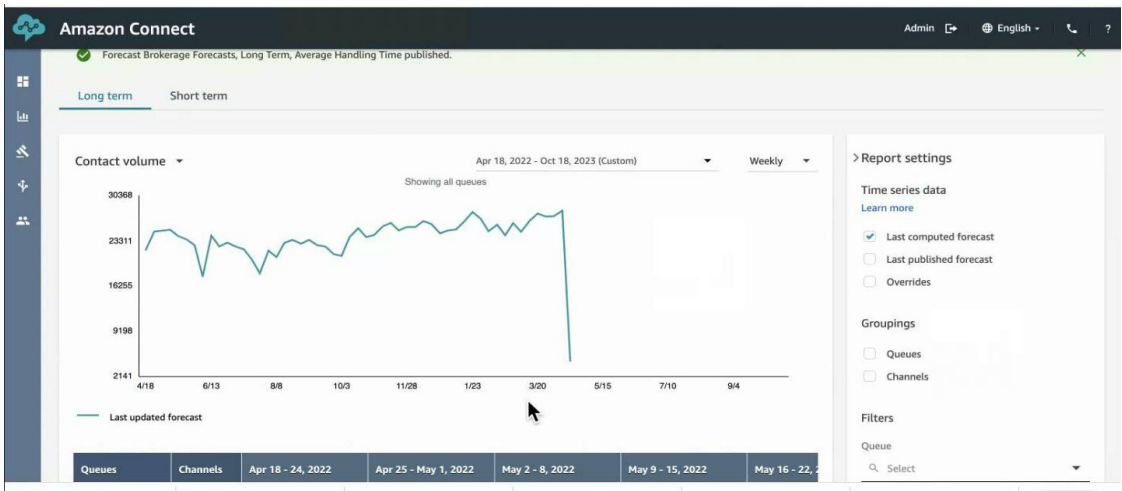


FORECASTING OUTPUT

Compare the published forecast with the actuals, look at the prior year, and look at the variance to make sure that you're building the right accurate forecast.



Long-term Forecast



Short-term Forecast



Interval level Forecast



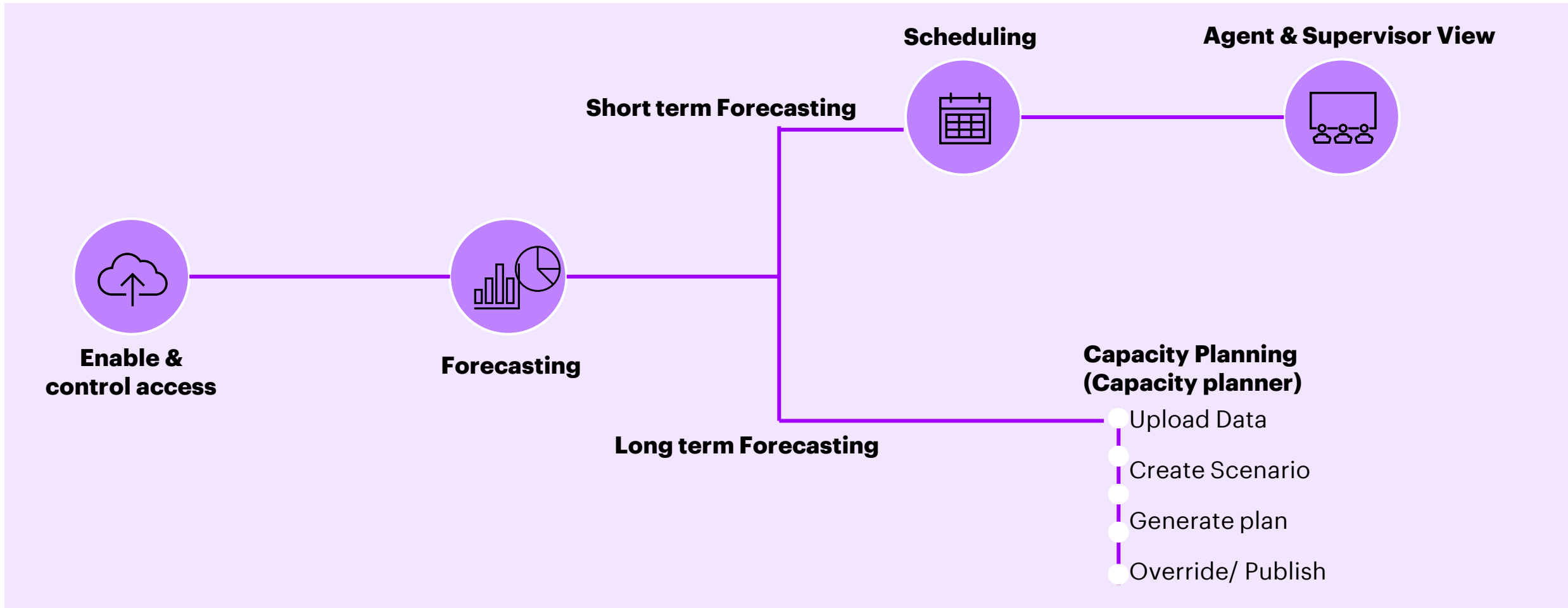
02

CAPACITY PLANNING



CAPACITY PLANNING OVERVIEW

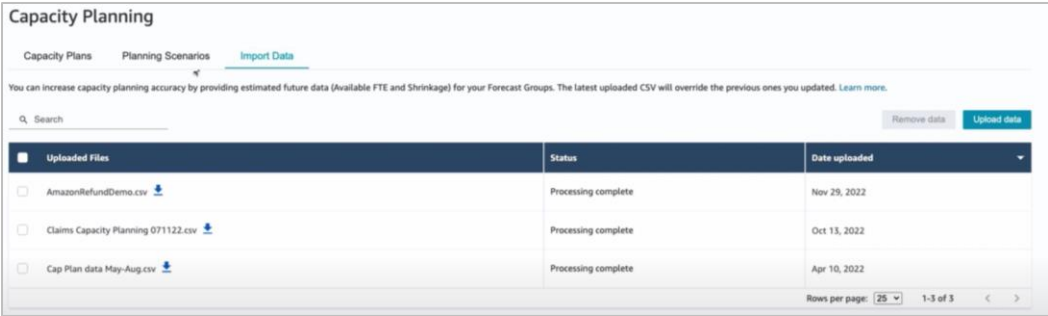
Capacity planning to estimate how many full-time equivalent (FTE) agents are needed to be hired to meet service level goals, based on long-term forecasts. Conduct “what if” analysis to improve service level targets, then share with HR, finance, and training to facilitate long-term strategic resource planning, thus automatically reducing operational overhead.



CAPACITY PLANNING PROCESS – 1/2

Upload Data

- The capacity planning module helps to deliver long-term strategic capacity plans by looking at all the historical data, at the agent, shrinkage, time out of work, and even in-office shrinkage. Additional data can also be uploaded if needed.



Create Scenario

- Multiple scenarios can be created to try how much capacity is required to achieve the service level targets. So, optimization goals, service level targets, and average speed of answer can be setup.

A scenario has two parts –

- Scenario inputs** - The maximum occupancy, daily attrition, FTE hours per week. For example, the data can be entered with best-case scenarios (everyone is at work) or worst-case scenarios (many people are out sick)
- Optimization inputs**- The service level or average speed of answer (ASA). For example, 85% of calls are answered within 30 seconds of entering the queue.

Scenario Name: _____ Scenario Description: _____

Scenario Inputs

Max Occupancy (optional) %
Occupancy is the percentage time the staff spend to handle contacts compared to their logged-in time

Daily attrition %
The turnover percentage of the staff workforce

Full time equivalent (FTE) hours per week
The number of hours a full-time staff will work per week

Business operation days
Monday ☒ Tuesday ☒ Wednesday ☒
Thursday ☒ Friday ☒
Which days the contact center operates for the week

Outsourced contacts (optional) %
The percentage of the contacts that is outsourced to a third party

Optimization Inputs

☒ Service level
☐ Average speed of answer

85 % within 30 seconds of Voice

70 % within 30 seconds of Chat



CAPACITY PLANNING PROCESS – 2/2

Generate Plan

- After creating a scenario, a capacity plan can be created.
- Provide the plan name, description, forecast group (which has published long-term forecasts), start/end date, and plan scenario.
- Plan generation takes 5-10 minutes

Capacity Planning: Capacity Plans > Create a new plan

Generate Plan

Plan Inputs

Plan Settings Name
Capacity_Plan_0322_2022

Select Forecast Group
Forecast For Demo

Start Date
Mar 23, 2022

Global Capacity Plan Scenario
Test Scenario

Description
Capacity_Plan_0322_2022 (voice and chat)

End Date
Apr 19, 2022

Break rules (Optional)
Select and define rules to apply to be added or removed automatically when staff's shifts get extended by Overtime or shrunk by Voluntary time off acceptance.

Minimum break distance

☐ Place break or meal activities at least apart from each other.

Maximum break distance

☐ Place break or meal of minimum duration after of work.

Daily shift activities
Select daily activities that go into this schedule window, i.e. meeting, training, lunch, etc.

Break30minutes Type: Non-Productive Duration: 0 hrs 30 mins Adherence: Yes Paid: Yes

Include this activity from the and place it within the next

Capacity Planning

Capacity Plans Planning Scenarios Import Data

Search by capacity plan name

Plan Name	Status	Start Date	End Date	Forecast Group	Planning Scenario	Date Created	Last Computed
Capacity_Plan_0322_2022	In Progress	Mar 23, 2022	Apr 19, 2022	Forecast For Demo	Test Scenario	Mar 18, 2022	Mar 18, 2022

Override/Publish

- Upload a .csv file that overrides the Required FTEs (without Shrinkage) data in the Plan outputs section of a capacity plan. Re-run the plan with revised scenario or start/end date, override required FTEs, download plan output as CSV file and publish plan

Capacity Planning: Capacity Plans > Brokerage 35 April

Brokerage 35 April

Last computed: Mar 12, 2022

Cancel Actions Publish plan

Re-run plan

Upload plan override

Download last computed plan

Delete plan

Plan Inputs

Plan Settings Name
Brokerage 35 April

Select Forecast Group
Brokerage Forecast Groi

Start Date
Mar 31, 2022

Global Capacity Plan Scenario
Standard 70/0/35

Description
Brokerage 35 hr FTE for April

End Date
Apr 29, 2022

Apply override

To begin, download the CSV template file. After you edit "Required FTE without shrinkage," upload the CSV file to override.

Note: to override monthly results, please use Notepad to open the CSV file and edit the value, instead of Excel.

Cancel Override

	A	B	C	D
1 Metrics		Mar 5 - Mar 11, 2022	Mar 12 - Mar 18, 2022	Mar 19 - Mar 25, 2022
2 Available FTEs		102	124	126
3 Forecasted Average Handling Time (AHT)		173	173	173
4 Forecasted Contact Volume		51719.13403	54303.16284	53931.54199
5 Forecasted Occupancy %		64%	63%	62%
6 Required FTEs (without shrinkage)		99	103	103
7 Required FTEs (with shrinkage)		116	128	128
8 Required OT% (-VTO %)		14%	3%	2%
9 Gap between available FTEs and required FTEs		-14	-4	-2
10 Gap %		-14%	-3%	-2%



CAPACITY PLANNING OUTPUT

Using the published long-term forecasts together with planning scenarios and metrics such as maximum occupancy, daily attrition, and full-time equivalent (FTE) hours per week as the input, you can then use the capacity planning feature to predict how many agents are required to meet your service level target for a certain period. It creates a long-term capacity plan that you can share with stakeholders.

The output metrics include:

- Required FTEs with & without shrinkage
- Forecasted Occupancy
- Available FTEs
- Gap%,
- Required OT%
- Required VTO%

Plan Outputs									
Weekly									
Metric	Mar 4 - Mar 10, 2022	Mar 11 - Mar 17, 2022	Mar 19 - Mar 25, 2022	Mar 26 - Apr 1, 2022	Apr 2 - Apr 8, 2022	Apr 9 - Apr 15, 2022	Apr 16 - Apr 22, 2022	Apr 23 - Apr 29, 2022	Apr 30 - May 6, 2022
Forecasting Inputs ⓘ									
Forecasted Contact Volume ⓘ	51719	54303	53932	53228	52421	47114	51085	51124	
Forecasted Average Handling Time (AHT), seconds	173	173	173	174	173	174	175	176	
Outputs ⓘ									
Required FTEs (without Shrinkage)	99	103	103	102	100	91	99	99	
Forecasted Occupancy %	64%	63%	62%	63%	63%	62%	62%	63%	
Outputs with additional input ⓘ									
Required FTEs (with Shrinkage)	116	128	128	126	124	112	122	123	
Available FTEs	102	124	126	126	127	126	122	127	
Metrics calculated from available FTE input ⓘ									
Gap between available FTEs and required FTEs	-14	-4	-2	0	3	14	0	4	
Gap %	-14%	-3%	-2%	0%	2%	11%	0%	3%	
Required OT %	14%	3%	2%	0%	0%	0%	0%	0%	
Required VTO %	0%	0%	0%	0%	2%	11%	0%	3%	



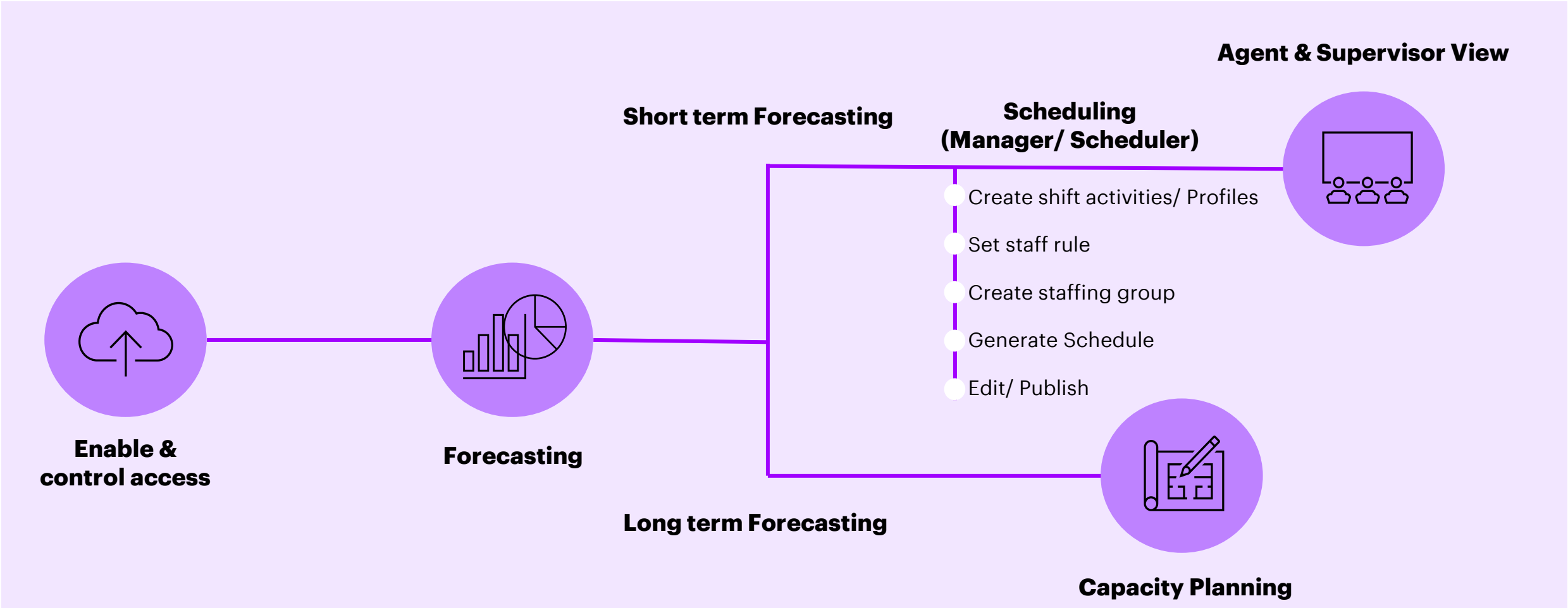
03

SCHEDULING



SCHEDULING OVERVIEW

Scheduling generates individual agents' schedules based on short-term forecasts, shift patterns, and schedule rules and policies. Schedules are visible to agents in the Amazon Connect agent workspace and accessible to supervisors to view and make schedule adjustments in real time.



SCHEDULING PROCESS - 1/2

Creating Shift Activities/Profiles

- To create a schedule, shift activities should be known, which are things that an agent does during a shift. There are three types activities: productive activities, nonproductive activities, and time-off activities.
- Track adherence by activity, so that tracking is not need for the whole shift. Whether an activity is paid or not can be tracked, so that total paid hours of the agent are known.
- In shift profiles define the structure of a shift, including the days of the week the agent would work, the time of the day the agent would work, and more.

Scheduling: Shift Activities

Add shift activities

Daily activities that staff do during the course of the shift, i.e. meetings, trainings, lunch, etc.

Activity name

Break30minutes

Description (optional)

Type

Non-Productive

Sub-type

Break or meal

Hours

00

Minutes

30

Adherence

Yes

Paid

Yes

Default duration

+ Add Activity

Scheduling: Shift profile

Add shift profile

The base structure of a shift, days of the week, open hours during days, and the shift activities that goes into it.

Shift profile name

New

Description (optional)

Schedule Window

Specify what days or nights schedules must be generated for and the earliest start and the latest end times for daily shifts in UTC.

Day

Start Time

End Time

☐ Sun

09 : 00 AM

05 : 00 PM

☐ Mon

09 : 00 AM

05 : 00 PM

☐ Tue

09 : 00 AM

05 : 00 PM

☐ Wed

09 : 00 AM

05 : 00 PM

☐ Thu

09 : 00 AM

05 : 00 PM

☐ Fri

09 : 00 AM

05 : 00 PM

Set Staffing Rules

- Use staff rules to specify details for individual agents and supervisors, such as their local time zone, start and end dates, and contract details.

Schedule manager

Published schedule calendar

Shift activities

Shift profiles

Staffing groups

Staff rules

Search by first name or last name

☐ Name

Username

☐ Tom Johnston

johnston@amazon.com

☐ Krupandhi Jay

jaykrupa@amazon.com

☐ Martha Rivera

xriveraM@amazon.com

☐ Prabhakar Rajasekar

rsprabha@amazon.com

☐ Andrey Ostapenko

ostapenk@amazon.com

☐ Ryak Kohler

rykohler@amazon.com

☐ Rony Jone

rjone@amazon.com

☐ Clyde Logue

loguecl@amazon.com

☐ Dan Manning

dmanning@amazon.com

☐ Ed Valdez

evaldez@amazon.com

☐ Murat Ilkdogan

milikdog@amazon.com

☐ Markus Gerber

margerbe@amazon.com

☐ Radovan Fikali

radovanf@amazon.com

Time zone

Staff start date

mm/dd/yyyy

Staff end date

mm/dd/yyyy

Min. working hours per d

Min. working minutes per d

Max. working hours per d

Max. working minutes per d

Min. working hours per w

Min. working minutes per w

Max. working hours per w

Max. working minutes per w

Min. consecutive working days

Max. consecutive working days

Min. time gap between shifts (hours)

Min. consecutive days off

Apply to Staff (0)



SCHEDULING PROCESS - 2/2

Creating Staffing Groups

- Staffing groups are based on LoBs and org structure, and multiple staffing groups can be combined to a forecast group. A shift profile can be assigned to a staffing group when a schedule is created.
- Set staffing rules for specific agents, for ex, labor rules, working hours, etc.

Generate Schedule

- Amazon Connect is designed to generate the least number of shifts for agents based on the forecasted demand pattern and configured constraints to hit the optimization goal.
- After you create shift activities, shift profiles, staffing groups and staffing group rules, you can generate a schedule.

The screenshot shows the 'Generate Schedule' form in the 'Scheduling: Schedule manager' section. It includes fields for 'Schedule name' and 'Description (Optional)'. Under 'Schedule input', there is a 'Select forecast group' dropdown, 'Start date' (11 / 01 / 2022), and 'End date' (11 / 30 / 2022). The 'Optimize schedule for' section has two radio buttons: 'Service level' (unselected) and 'Average speed of answer' (selected). Below this, there are input fields for '30 seconds within patience of 5 minutes of Voice', with a 'Select Channel' dropdown set to 'Voice'. A '+ Add another goal' link is at the bottom. 'Cancel' and 'Generate schedule' buttons are in the top right.

Edit/Publish

- Edit the schedule if needed
- Once satisfied with schedule, Publish it

The screenshot shows a 'Publish Schedules' dialog box. It contains the text: 'Publishing the schedule will notify all users and their supervisors. Are you sure you want to proceed?'. There are 'Cancel' and 'Proceed' buttons at the bottom right. A red arrow points from the 'Publish' button in the background interface to this dialog box. The background interface shows a timeline from 9 am to 1 pm with activity bars labeled 'B', 'Work', 'Lunch', and 'H.. Work'.

SCHEDULING OUTPUT

Using the short-term published forecasts together with shift profiles, staffing groups, human resources, and business rules, the new scheduling feature creates efficient schedules that are optimized for a service level or an average speed of answer target. Schedulers can review and, if needed, edit the schedules. Once they publish the schedules, Amazon Connect notifies supervisors and agents in the relevant staffing groups that a new schedule is available

Amazon Connect

Today

Day

< Mar 24, 2022

>

Staffing metrics: 3

Headcount

Occupancy (%)

Service Level (%) - Voice

Staffing group name

Day Shift - US (7)

Alejandro, Rosalez

Carlos, Salazar

Jane, Doe

Li, Juan

Mary, Major

Nikki, Wolf

Richard, Roe

Evening Shift - Manila (12)

Ana, Carolina Silva

Diego, Ramirez

Jorge, Souza

Thu 24

9 am

10 am

11 am

12 pm

1 pm

2 pm

3 pm

4 pm

Web Support

Lunch

Work

Meeting

Bre..

Work

Lunch

Work

Team huddle

Bre..

Work

Lun..

Work

1:1 with Ma..

Bre..

Work

Work - Phone

Lunch

Work - Chat

Bre..

Requests

OverTime

VTO

Time off

Search request by staff name or loginID

Work-Phone

3/14 accepted

Shirley, Rodriguez

Apr 18, 2022, 6PM - 8 PM

Work-Chat

2/19 accepted

Zhang Wei

Apr 17, 2022, 5PM - 7 PM

Productive activity label

Cancelled

Shirley, Rodriguez

Mar 30, 2022

Work-Phone

Expired

Zhang Wei

Mar 14, 2022, 6 PM - 8:30 PM

Amazon Connect

Forecasting, capacity planning, and scheduling are currently in preview. Learn more

Full

Set

09

00

AM

05

00

PM

09

00

AM

05

00

PM

Daily shift activities

Select daily activities that go into this schedule version, i.e. meeting, training, lunch, etc.

Break

Type: Non-Productive

Duration: 0 hrs 20 mins

Authoritative: Yes

Fixed: Yes

Include this activity

0%

0%

From the

Shift Start

and place it within the week

0%

0%

Lunch

Type: Non-Productive

Duration: 1 hrs 0 mins

Authoritative: Yes

Fixed: No

Include this activity

0%

0%

From the

Shift Start

and place it within the week

0%

0%

Amazon Connect

Forecasting, capacity planning, and scheduling are currently in preview. Learn more

Scheduling

Schedule Manager

Shift Activities

Shift Profiles

Staffing Groups

Staff Rules

Search by first name or last name

Name

Username

user1817 last1817

user1817

user3066 last3066

user3066

user2778 last2778

user2778

user670 last670

user670

user1028 last1028

user1028

user1753 last1753

user1753

user1071 last1071

user1071

user2729 last2729

user2729

user1608 last1608

user1608

user2006 last2006

user2006

Time zone

Start date

mm/dd/yyyy

End date

mm/dd/yyyy

Min. working hours per day

Max. working hours per day

Including non productive time like breaks

Including non productive time like breaks

Min. working hours per week

Max. working hours per week

Including non productive time like breaks

Including non productive time like breaks

Min. consecutive working days

Max. consecutive working days

Amazon Connect

Forecasting, capacity planning, and scheduling are currently in preview. Learn more

Scheduling

Schedule Manager

Shift Activities

Shift Profiles

Staffing Groups

Staff Rules

The base structure of a shift, days of the week, open hours during day, and the shift activities that goes into it.

Shift Name

Associated activities & Rules

Date created

Date updated

Updated by

Enterprise Day Shift

1 activities, 1 rules

Mar 7, 2022

Apr 26, 2022

rajth

Enterprise Evening Shift

1 activities, 1 rules

Mar 7, 2022

Mar 7, 2022

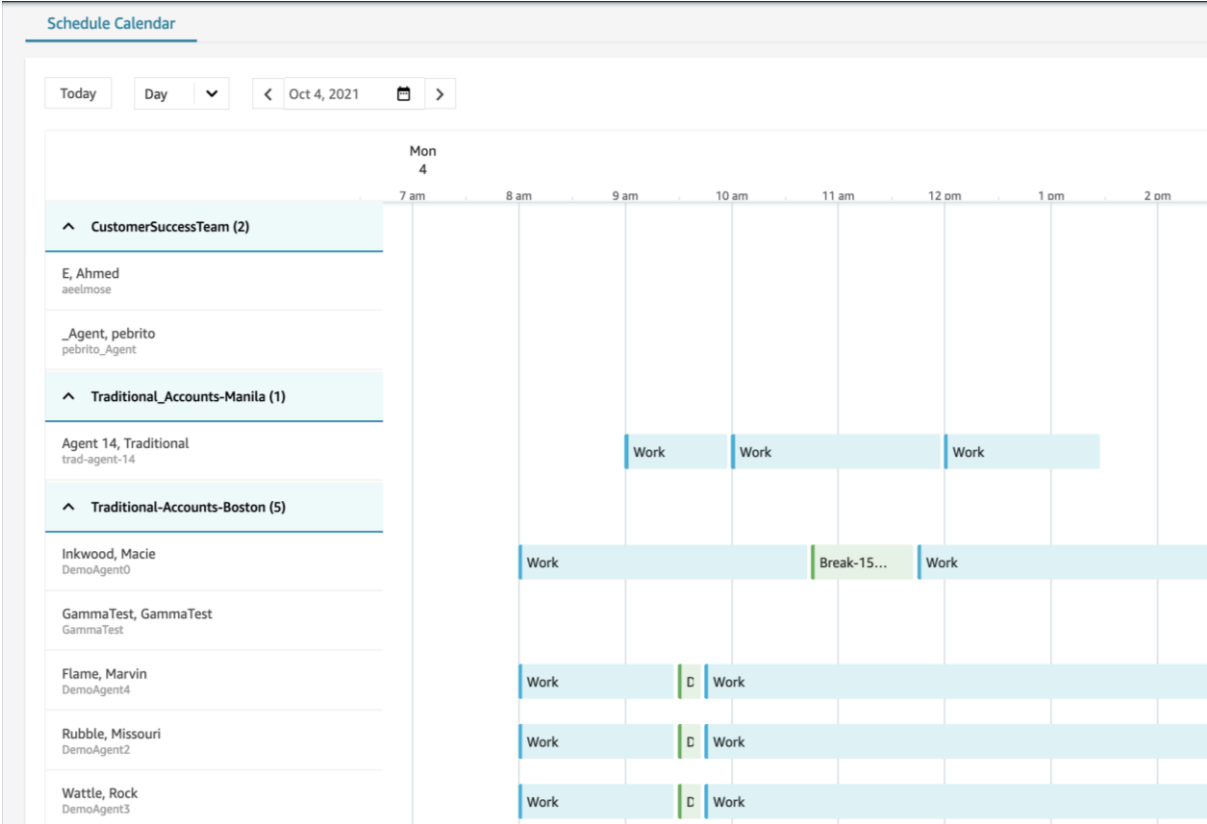
lakshmi



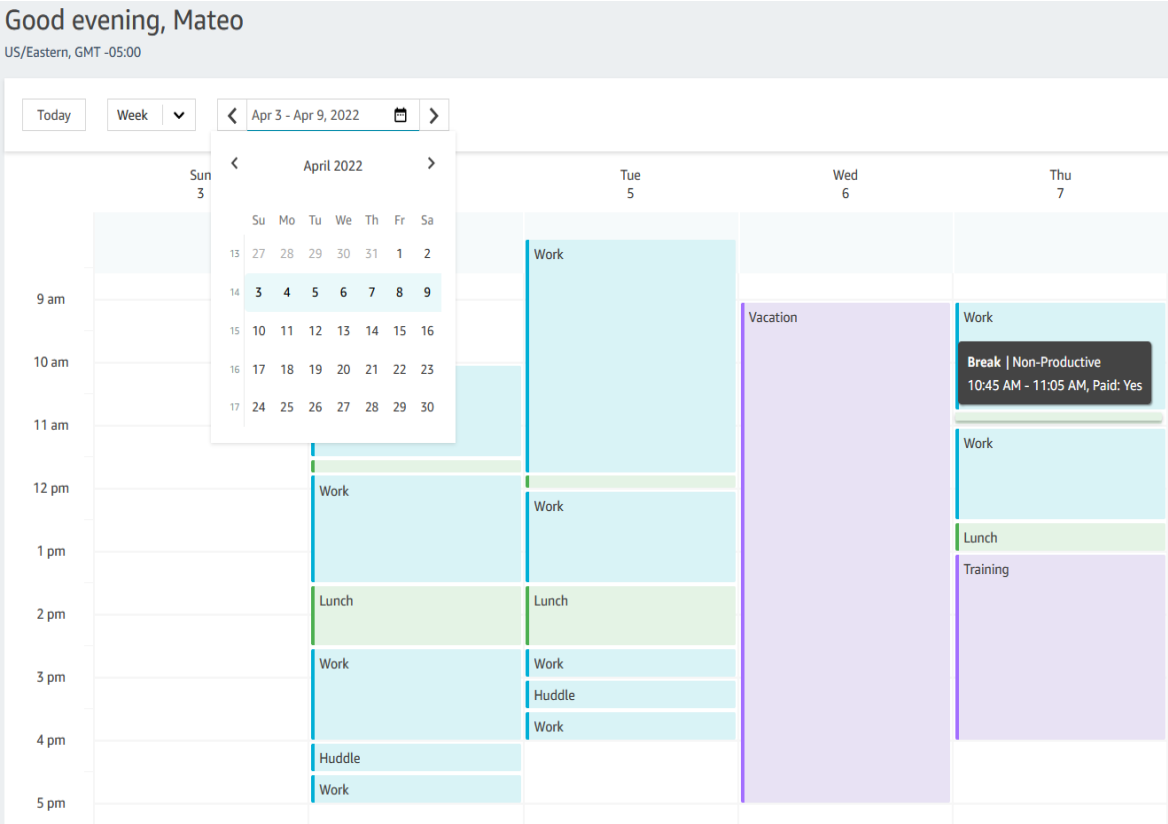
SCHEDULING VIEW

Scheduling now supports intraday agent request management, offering agents overtime or voluntary time off. When things need to change, Amazon Connect makes real-time schedule adjustments with the help of ML, following business and labor rules. Supervisor & agent can view schedules in Amazon Connect. Schedules are shown in local time zone set in the staff rule.

Supervisor View



Agent View



AMAZON CONNECT WFM CAPABILITIES - ADVANTAGES AND CONSIDERATIONS

ADVANTAGES



ML Based forecasting & Planning



Setup WFM Solution in just a few clicks



Easy to configure, implement, utilize



No minimum guarantee, long-term commitments, or upfront license charges. Pay only for what you use, start your POC

CONSIDERATIONS



Available for only Voice and chat



Concurrency isn't part of planning for chats



Abandon % KPI is unavailable to consider while planning



24 hours are required to import forecast

CAPABILITY NETWORK SONG – WFO CONTACTS



ARJUN BALARAMAN
Amazon Connect – Capability Lead
arjun.balaraman@accenture.com



SUBRAMONIAN KRISHNA
WFO- Capability Lead
subramonian.krishnan@accenture.com



KARTHICK KANNAN
WFO- Capability Lead
karthik.g.kannan@accenture.com

CN SONG Leadership Team – is organized around markets and nodes with a strong foundation of functional expertise



SANJAY DAWAR

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PRAJWAL RAMACHANDRA

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Thank You

