**BUSINESS USE CASE FOR INTERVISION CONTACT CENTER PRESENTED BY HILARY TASHI MBAPE**

InterVision’s story is one of evolution and technical innovation. In 1993, we opened our doors by providing CAD solutions and consulting services, then moved into datacenter and corporate IT networking, computing, and storage. And, we’ve never looked back—only forward.

To attract loyal customers and ​empower team members ​inspired to solve complex challenges ​by leveraging innovative technology ​and collaboration.

For this specific case study, we are going to have two principal departments;

1. **HELP DESK**
2. **HUMAN RESOURCE.**

Business Stories;

Each user story describes how InterVision is going to address specific customer needs.

1. **Acceptance Criteria**

* Callers should be routed to the best agent to serve them per their interaction through the IVR.
* The primary language of this Contact Center is English
* There should be an option for call back and if the number entered is not correct, the customer should be routed back to input their callback number.
* There should be the redaction of PII. Call recordings should automatically redact sensitive information such as social security numbers, addresses, or receipt numbers. The system should allow access to recordings without exposing any PII.
* The contact center should have both Customer and Agent whispers.
* The contact center should have both Customer and Agent Holds.
* There should be a customer queue that informs callers that they are in queue.
* There should be an option for recordings and analytics behavior to keep a transcript of what is happening within the call flow.
* There should be an option for logging for trouble shooting and review of logs within the contact center and its interaction with other AWS services via CloudWatch.

1. **Implementation Phase**

• Set up Amazon Connect instance.

• Create HOOPs (different HOOPS)

• Create queues

• Create routing Profile

• Create users

• Create Dynamic Prompts using DynamoDB table and creating lambda functions to handle those

prompts.

• Create initial contact flows, (agent whisper flows, customer whisper flow, hold flow for both agent and

customer, inbound whisper flow, create transfer to agent /queue flow, error handling modules,

customer queue flow with a callback options and.

• If we have different hours of operation, we need to create separate flows for those departments.

• Create our Main INBOUND FLOW while ensuring we Set up call logging behavior, recording and PII

redaction to Implement basic reporting and analytics.

• Claim a phone number

1. **Integration Phase**

* Create Lex Bots for self service
* Create DynamoDB tables for prompts management
* Create Lambda function and integrate it to our Amazon connect to pull our prompts from the Dynamo DB tables.

1. **Testing Phase**

* Conduct comprehensive testing of Contact flows, IVR, Bots and integrations.

1. **Deployment Phase**

* Go live with the new Amazon Connect-based Contact Flow.
* Monitor performance and gather information for feedback optimization.