**BUSINESS USE CASE FOR A CONTACT CENTER FOR INTERVISION PRESENTED BY**

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***Phase 1***

For this business use case or case study I have formulated two hypothetical departments.

1. HELPDESK
2. HUMAN RESOURCE

2 hypothetical users

1. Tashi Hilary
2. Imma Ndo

2 Queues

1. HELPDESK
2. HUMAN RESOURCE

4 Quick connects

1. Tashi Hilary
2. Imma Ndo
3. Helpdesk
4. Human Resource

2 Routing Profiles

1. Routing profile for Helpdesk
2. Routing profile for Human Resource

1 hour of operation

4 Agent status

Claimed a phone number for the contact center.

***Phase 2***

**External Resources**

1. Build 2 DynamoDB tables for prompts management (one for general prompts and the other for my holiday prompts management)
2. Developed two lambda functions to call the prompts from my DynamoDB tables to my contact flows.
3. Build two Amazon Lex Bots (one for Helpdesk and the other for Human Resource)

***Phase 3***

**Building my flows**

1. Build sub flows

* Customer queue flow with call back option
* Sub flow for help desk
* Sub flow for Human Resource
* Whisper Flows (Customer and Agent)
* Hold Flows (Agent and Customer)

1. Build modules for error handling
2. Build the main flow and call all my sub flows and modules to for the call center.

***Phase 4***

Testing the Contact Center for proper functioning and correction of errors.