



# SynCall

Team #2 Campus Santa Fe





## Introduction

Presentation of the development plan of a web-app for the Amazon Connect problematic presented, as well as its respective solution.

## Scope

Improve the user experience of amazon connect trainees, giving them the chance to better understand agent calls and use them as training for future agents, by developing a complementary webapp to Amazon Connect Services that is capable of recording, storing and sorting agent calls within said app for future observation.

# What was planned?

☐ User authentication

☐ Video Merging

☐ Dashboard

☐ User Management

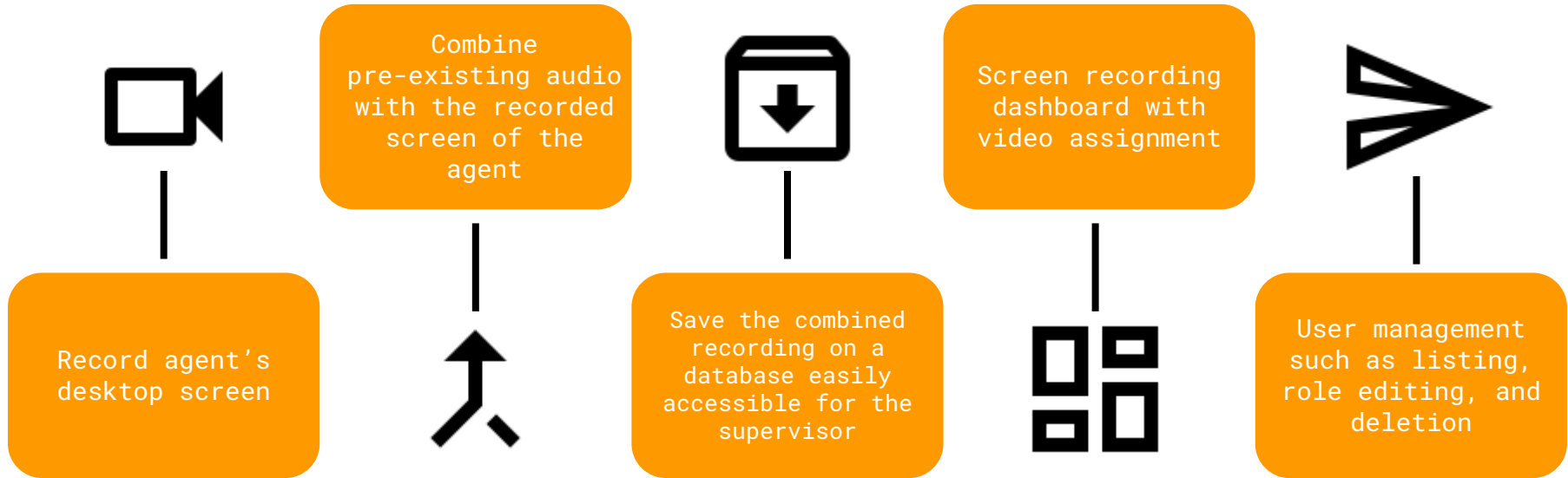
☐ Amazon Connect CCP


☐ User Edit

☐ Video Recording

☐ Tag Implementation

# What did we achieve?





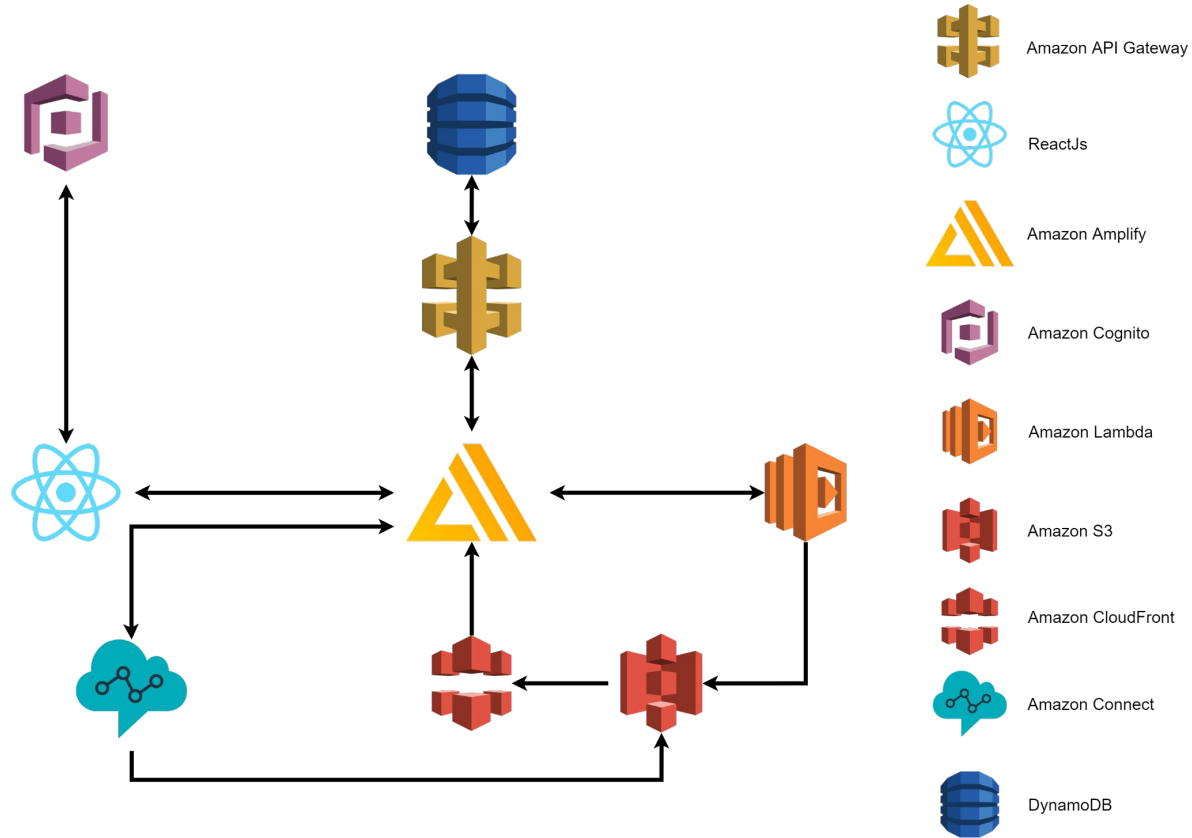
**How did we  
build the  
solution?**



# Back-End



# Architecture



# Amazon Connect

## Security Profiles / Roles

Agent → Agent  
CallCenterManager → Supervisor  
Admin → Admin

## Queues



Technical Support



Financial Support



Sales Information



**Phone Number:**

+52 656 740 0160



# Amazon Connect

## Amazon Connect Streams API

Embed CCP (Contact Control Panel)



**OnAccepted** → Start screen recording



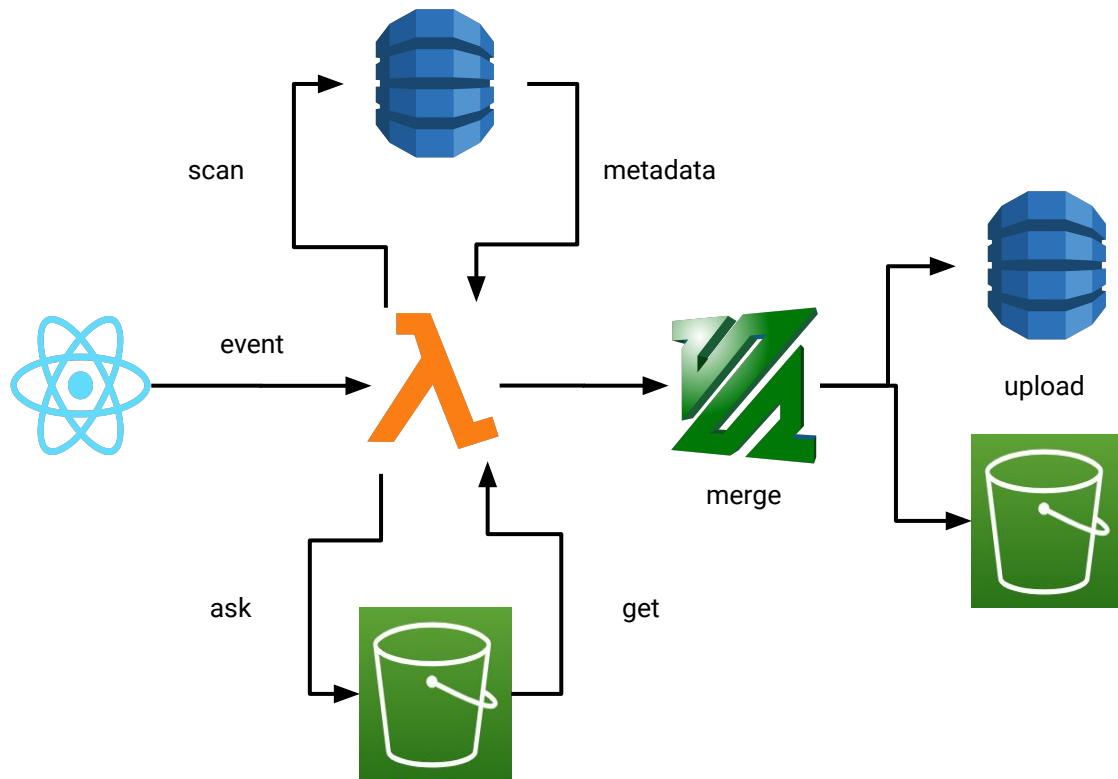
**OnEnded** → create audio entry (dynamoDB)

Close contact

**OnDestroy** →

- Stop screen recording
- create video entry (dynamoDB)
- upload video blob to S3
- invoke merge video and audio lambda.

# Audio and Video Merge Flow

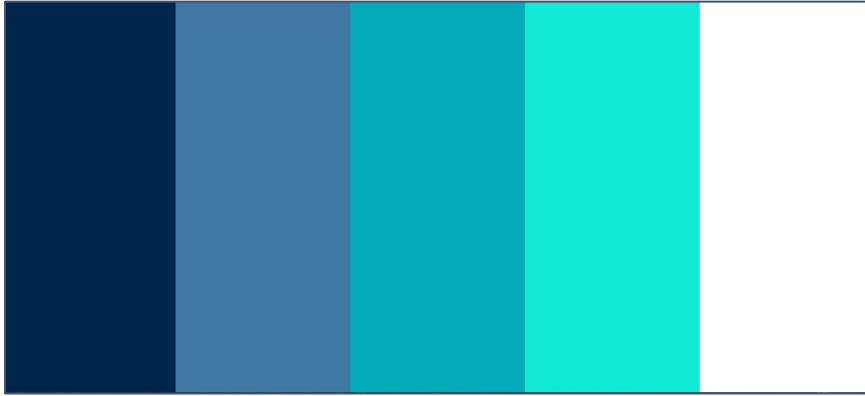






# Front-End





# Design and color scheme





Buttons: 00abba 


Icons: 00abba 

Card: 4078a3 


Search Bar: white 

Main Background: 6084A0 

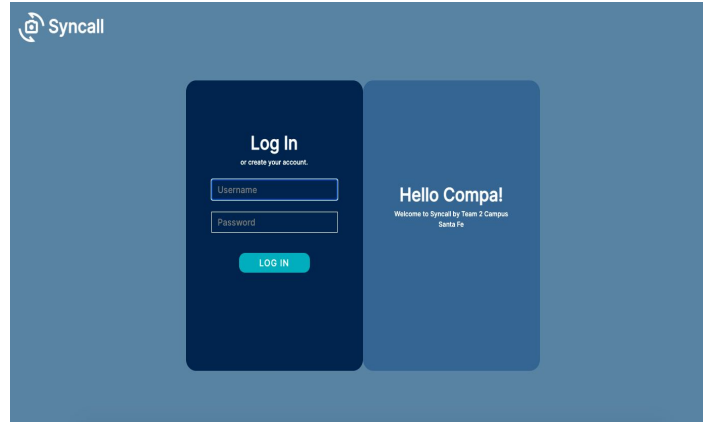
SideBar Background: 00274b 

Other: 3E688F 

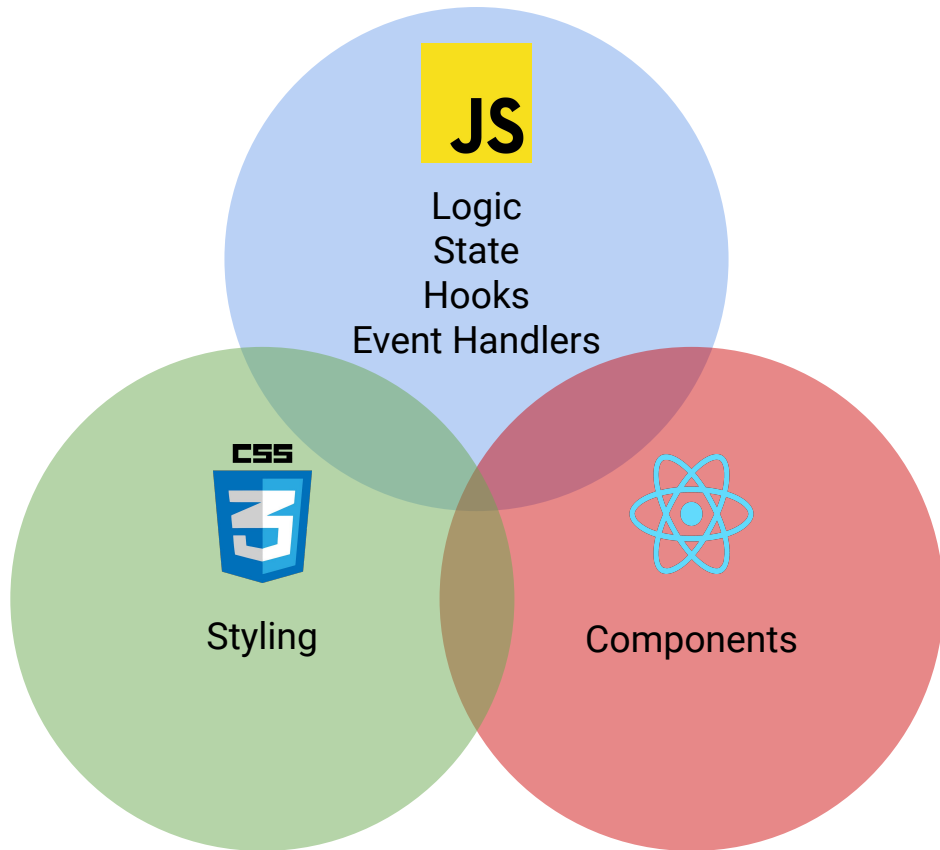
Text: White 

Hover: 00abba 

- Minimalist
- Round elements
- Color Palette manual
- Wireframes in Figma

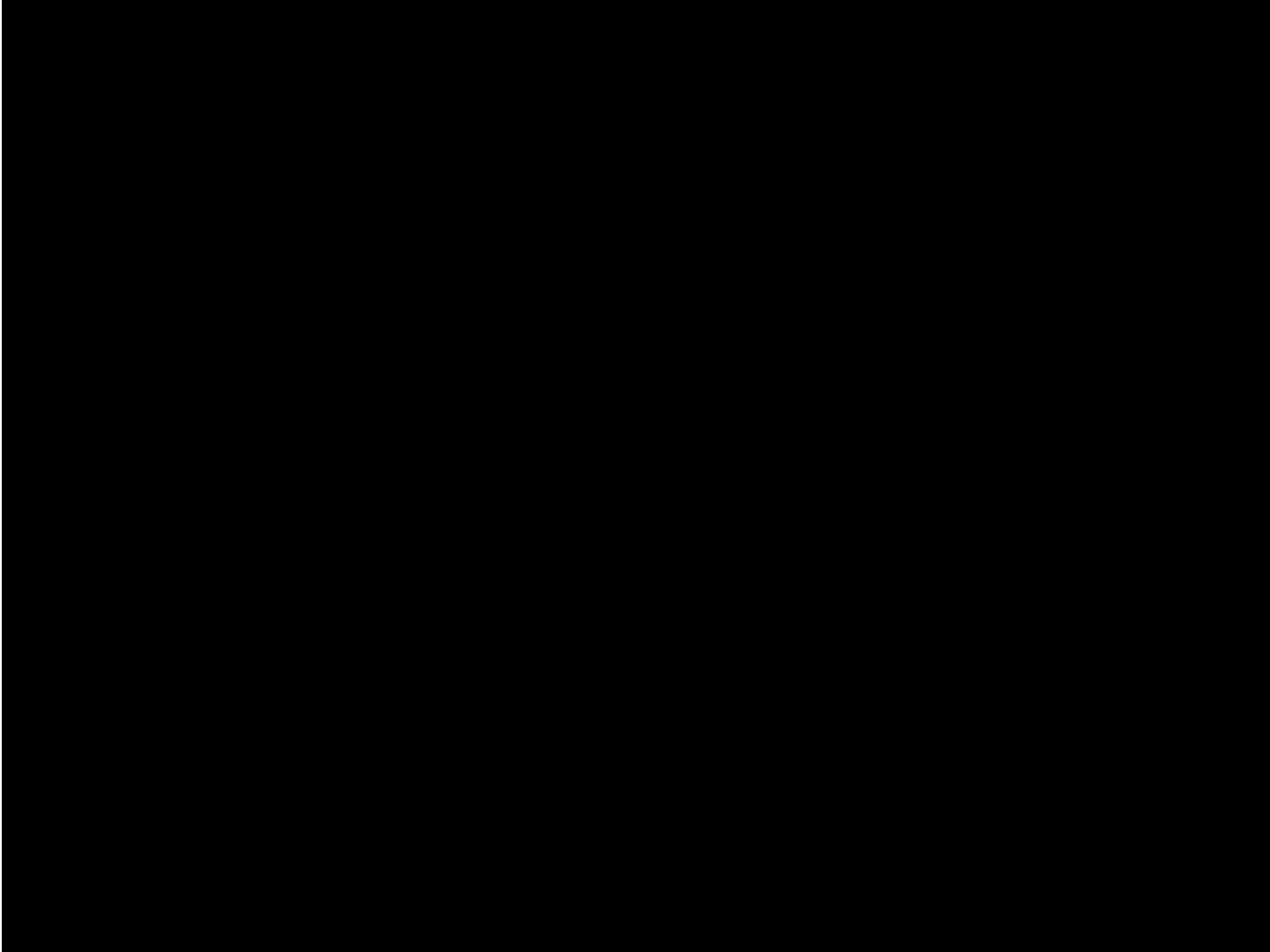


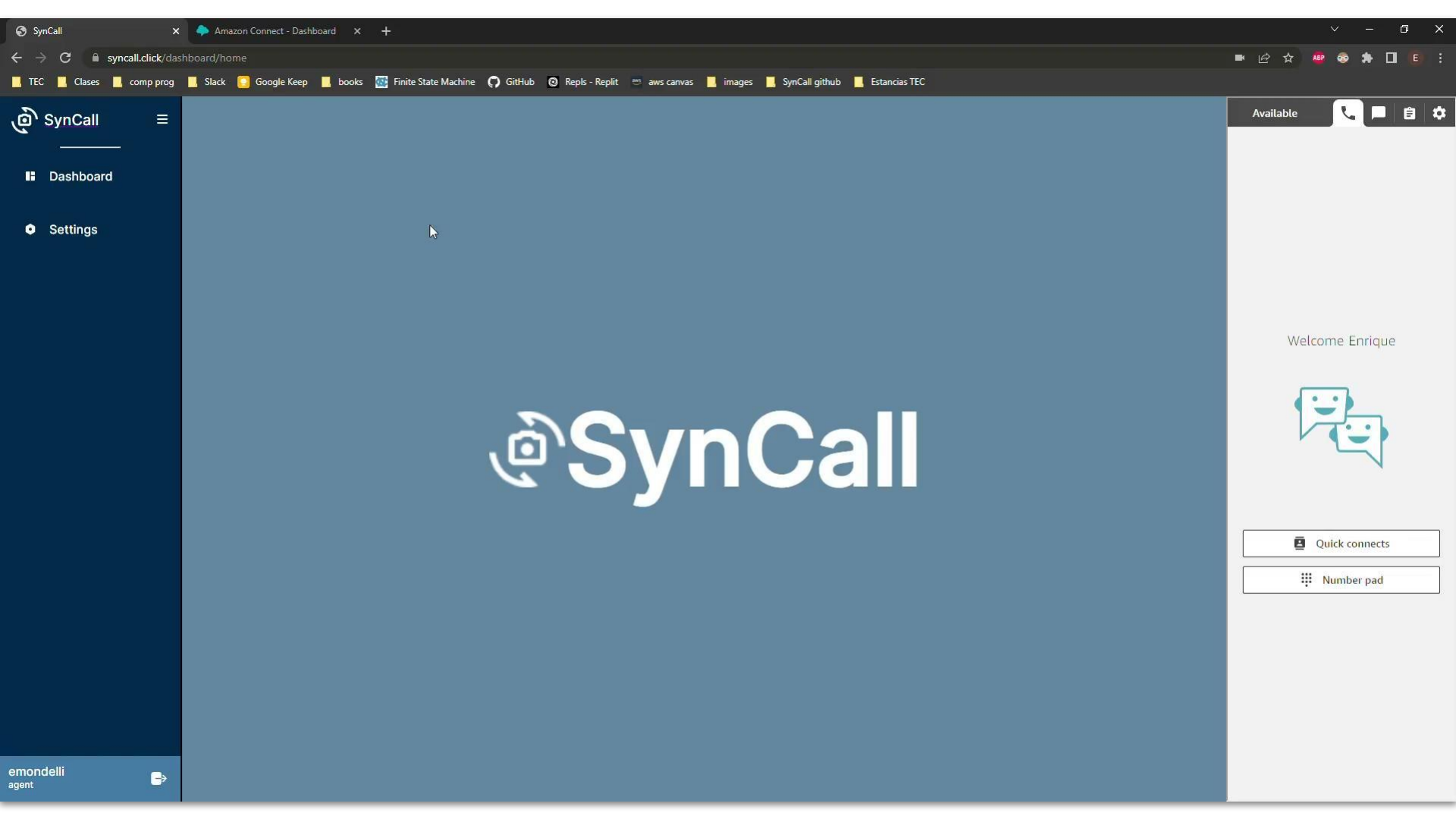
# Implementation





# Demos





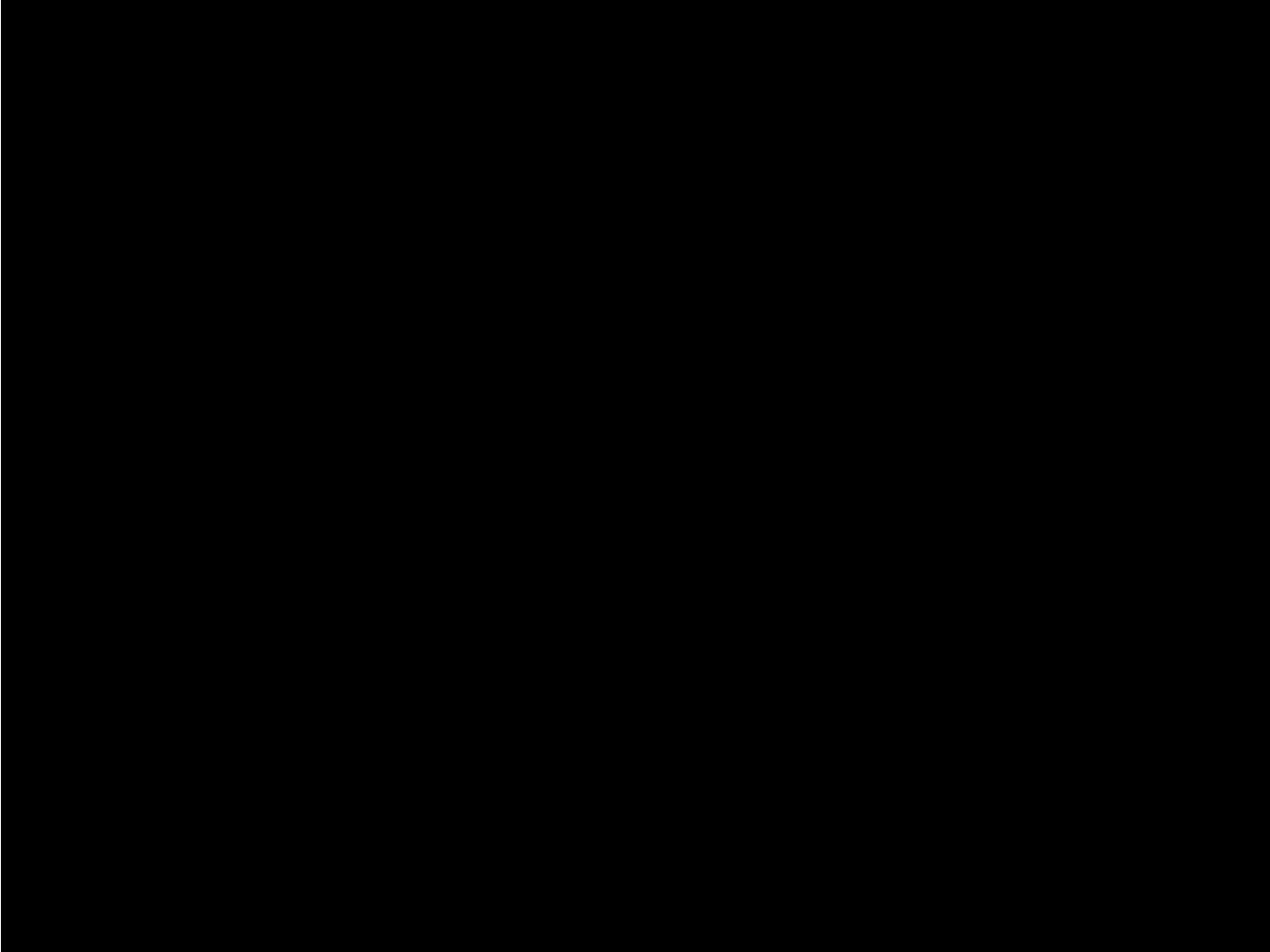
Welcome Enrique

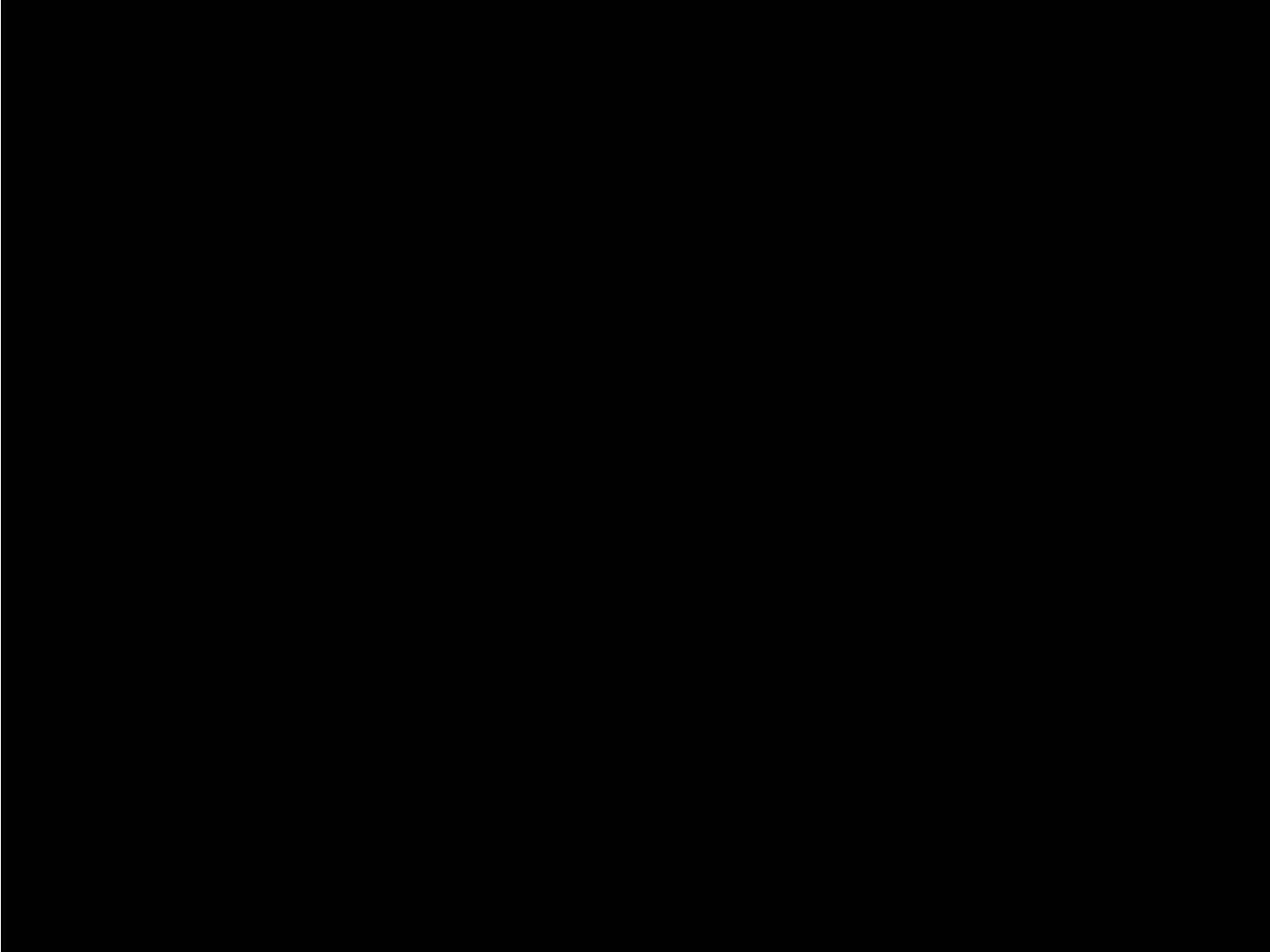


Quick connects

Number pad







# Future Work

## Sensible Data Censorship

### Security

The goal is to provide an easily accessible button to allow the agent to censor his screen in case sensitive data is being displayed.

## Transactional Blocks

### File Management

The goal is to constantly retrieve blocks of video and audio from the call, so that in case of an error not everything recorded is lost.

## Volume Detection

### Statistical Management

The goal is to analyze the volume throughout the call and provide insightful knowledge regarding said agent.

## Tags

### File Management

The goals is to implement tags within the recording object items within the database in order to better filter them. Not entirely depending on queue titles but rather agent input at the end of the call.



# Thanks!

