

AWS Gamified Call Center Requirements Document

(Version 3)

CumulusTech

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1. Project Overview

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Last Updated - April 24, 2024 — When speaking to our sponsor, she brought up her desire to see us use the AWS connect instance, so we added it to our non functional reqs.

1.1 Purpose

The primary goal of the AWS Gamification Project is to craft a centralized game board, meticulously designed to visually convey gamified motivation within Amazon Connect call centers. This innovative platform aims to elevate the performance of agents by providing a dynamic and engaging environment. To achieve this, we will establish a comprehensive metric system empowering supervisors to monitor and analyze agents' productivity effectively. The project will culminate in the creation of a user-friendly dashboard accessible to both supervisors and agents, fostering motivation through a visually compelling representation of call center metrics, thereby encouraging continuous improvement.

1.2 Project Scope

The gamification software will act as motivation within the call center by displaying team and agent metrics. Agents will be able to track their own progress and reach achievements within the system. Supervisors will be able to monitor all agent data, which will help them effectively distribute tasks and responsibilities.

2. Requirements

2.1 Functional Requirements:

2.1.1 Centralized Leaderboard

- Priority: High
- Description: Agents and Supervisors can view the leaderboard of the categories in which agents are competing in. The leaderboard should have top agents scores and goals that the call center is trying to achieve.

2.1.2 Supervisor Dashboard

- Priority: High
- Description: The supervisors should have extra insights about all the agents' performance statistics.

2.1.3 Agent Dashboard

- Priority: High
- Description: The agent should be able to see their own progress and statistics.

2.1.4 Leveling and Badge System

- Priority: High
- Description: Agents should have motivational statistics like streaks, badges, and levels to motivate their progress.

2.1.5 Metric System

- Priority: High
- Description: Agent progress will be measured by the following metrics

2.1.6 Filtration

- Priority: Low
- Description: Supervisors must be able to filter agents by demographics

2.1.7 Settings

- Priority: Low
- Description: Supervisors must be able to customize their dashboard using the setting

2.1.8 Promote Good Competition

- Priority: Medium
- Description: The app must be able to promote non toxic competition between agents.

2.2 Nonfunctional Requirements:

2.2.1 Centralized Scoreboard Visualization

- Priority: High
- Description: The scoreboard should be intuitive for all agents and supervisors to view and understand

2.2.2 Devices

- Priority: High
- Description: The system should be supported on all devices via a web application

2.2.3 Server

- Priority: Medium
- Description: The system should be use a server to pull data either from a AWS connect instance or from a local database