OBJECTIVE:

Create a Bilingual contact center for INTERVISION

GENERAL INFORMATION

The contact flows should be able to:

- Prompt a user for a language selection
- Prompt for services. The services can be to customers or employees
- Routes users to callback options if:
  a) Out of hours of operation
  b) Agents not available
- While agents are in the customer queue, play prompts are played and callback options are proposed.
- At the end of customer interaction, invoke a disconnect flow for customer reviews.
- Contact flow attributes, Queue values, routing, etc should be dynamic.

PLAN:

Aws services used:

- Amazon connect
- AWS Lambda
- AWS Translate
- Amazon lex
- Amazon polly

a)

- The contact flows are designed to be dynamic based on the languages used. The languages can be configured from the lambda functions.
- Prompts are written in one language and AWS translate is used to translate it to the desired language.
- Contact attributes are then created in the flow based on the language selection from the user.
- Translation occurs in real time.

User_link:

Username:

password