

CalSAWS

California Statewide Automated Welfare System

Design Document

CIV-106964

Replace Symbee Web Chat with Amazon
Connect Web Chat

CalSAWS	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

1.1 Current Design

Web Chat functionality is provided to agents using the Symbee third party tool for Amazon Connect.

1.2 Requests

Move the current Web Chat functionality from the Symbee platform to the Amazon Connect platform.

1.3 Overview of Recommendations

1. Enable web chat in the default Amazon Connect Call Control Panel (CCP).
2. Update Live Chat URL in C4Yourself to the new Amazon Connect Web Chat solution.
 - a. Recreate existing customer chat experience
3. Remove "Live Chat" link from Custom Amazon Connect Call Control Panel (CCP).

1.4 Assumptions

1. All existing Web Chat functionality will carry over from Symbee to Amazon Connect.
2. The new Amazon Connect Web Chat solution will utilize existing Web Chat queues.
3. The Amazon Connect Web Chat solution is currently only assessable through the Default CCP.
4. Web Chat functionality applies to San Bernardino, Marin, Monterey, and Yuba counties only.
5. Internet Explorer is not supported. Customers will receive an error message when they attempt to connect via Internet Explorer.

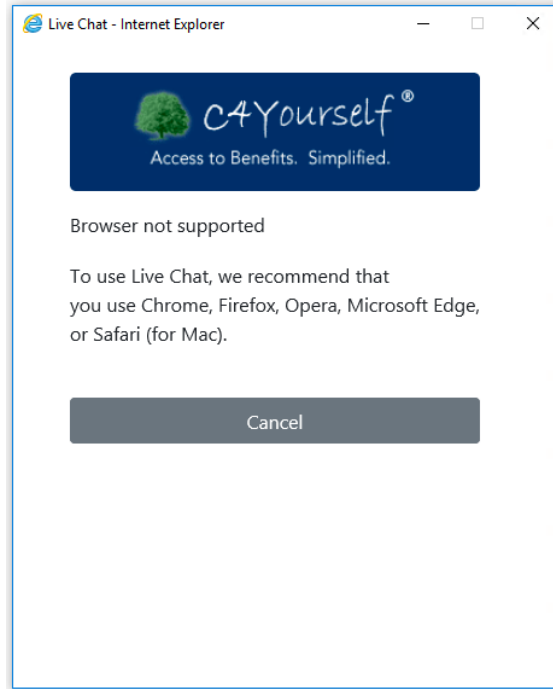


Figure 1.4 – Error message when using Internet Explorer.

2 RECOMMENDATIONS

2.1 Enable web chat in the default Amazon Connect Call Control Panel

2.1.1 Overview

Agents handle Web Chat contacts through the default Amazon Connect CCP.

2.1.2 Description of Change

The current version of Web Chat is integrated with the Symbee Connect Software and needs to be replaced. The Web Chat functionality will be enabled in each specified County's Amazon Connect Instance.

2.1.3 Agent Experience

Agents will access the Amazon Connect Web Chat solution via the Amazon Connect Default CCP with their existing login credentials.

If Agent's Routing Profile includes Chat queues, a Chat Tab will be available at the top of default CCP window. After login, Agents will need to be in Ready

Status to receive a chat. When a chat comes in and the Agent is not currently on a chat, a popup with the Accept or Reject Chat buttons will appear.

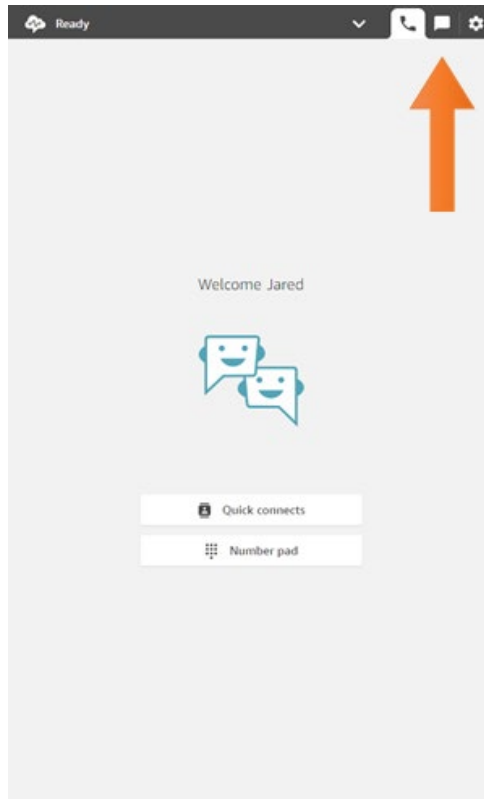


Figure 2.1.1 – Default CCP with Chat Tab.

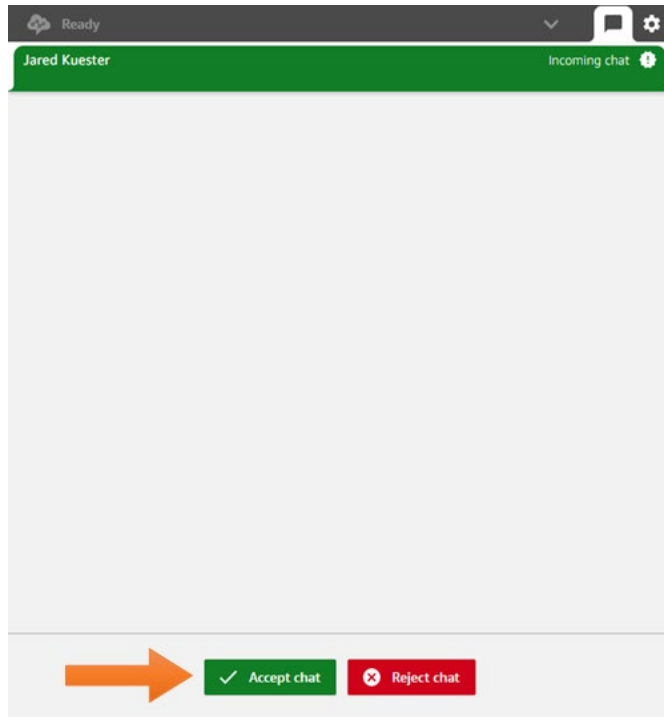


Figure 2.1.2 – Default CCP with Incoming Chat.

If a second chat message comes in while the Agent is already on a chat, it shows up at the top. Agents can only handle a maximum of two chats at a time. An Agent can respond to chat by typing a response to the customer in the response text box and hitting Enter.

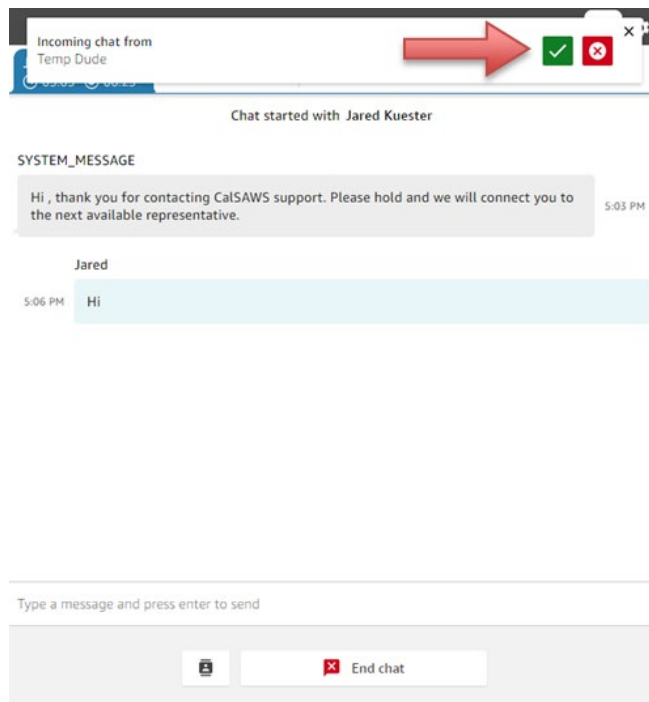


Figure 2.1.3 – Default CCP with Second Incoming Chat

Once a web chat is completed, agents will need to click the “End Chat” button. This will put the Agent into “After Chat Work” Status for that contact.

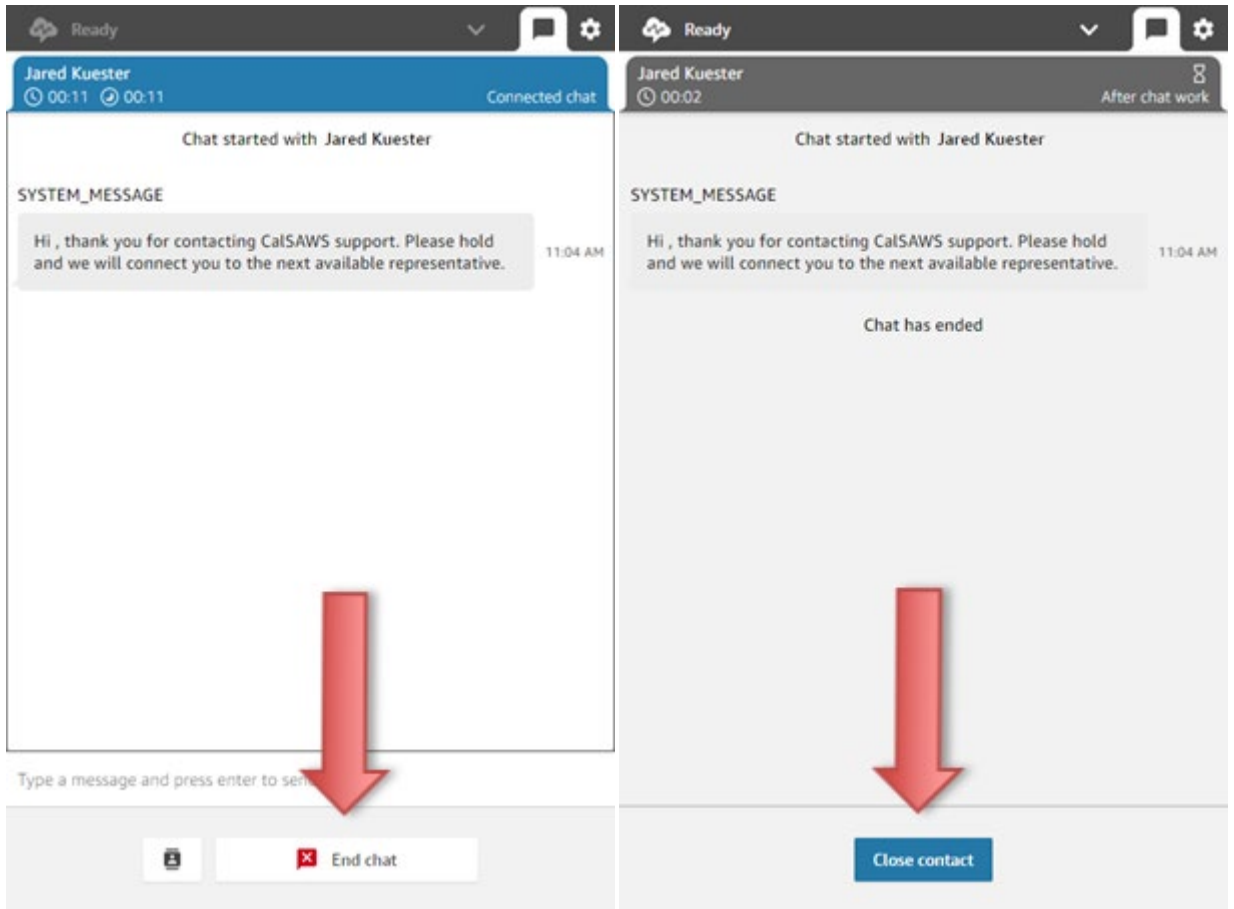


Figure 2.1.4 – Ending a Chat in Default CCP

Agents can reject an incoming chat, but it will place them in the Missed chat status. They will also not be able to receive another chat until they click close contact.

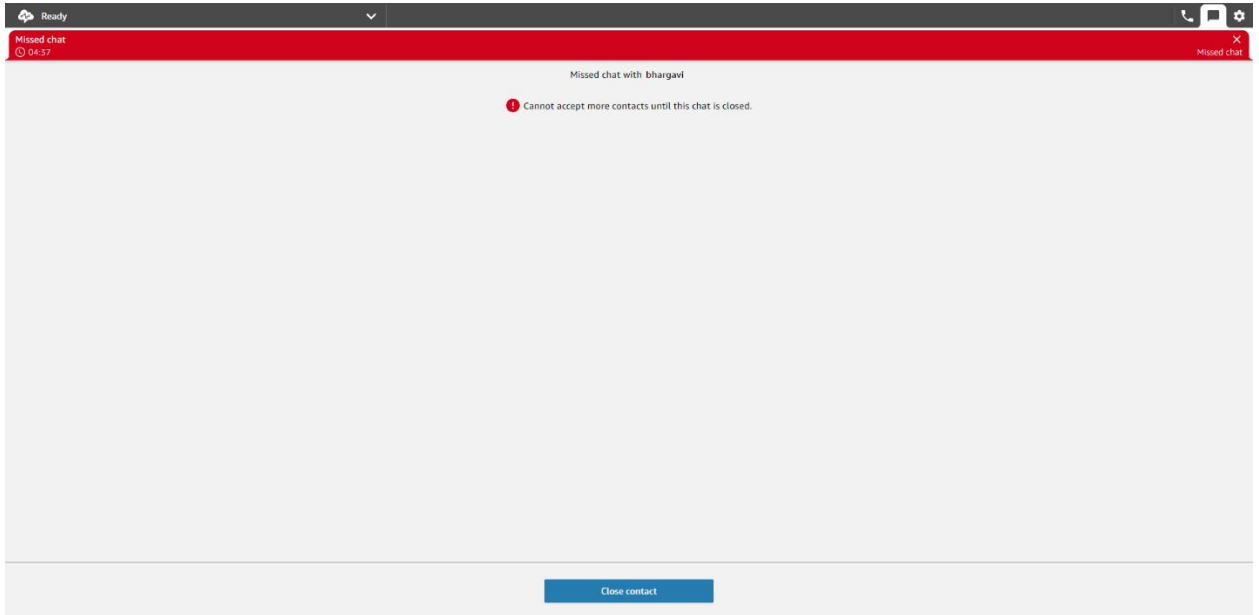


Figure 2.1.5 – Rejecting a Chat in Default CCP.

If an agent is away from their desk and fails to accept the chat, they will be placed into the Missed Chat state. The agent will be unable to accept a new chat until they click the Close Contact button.

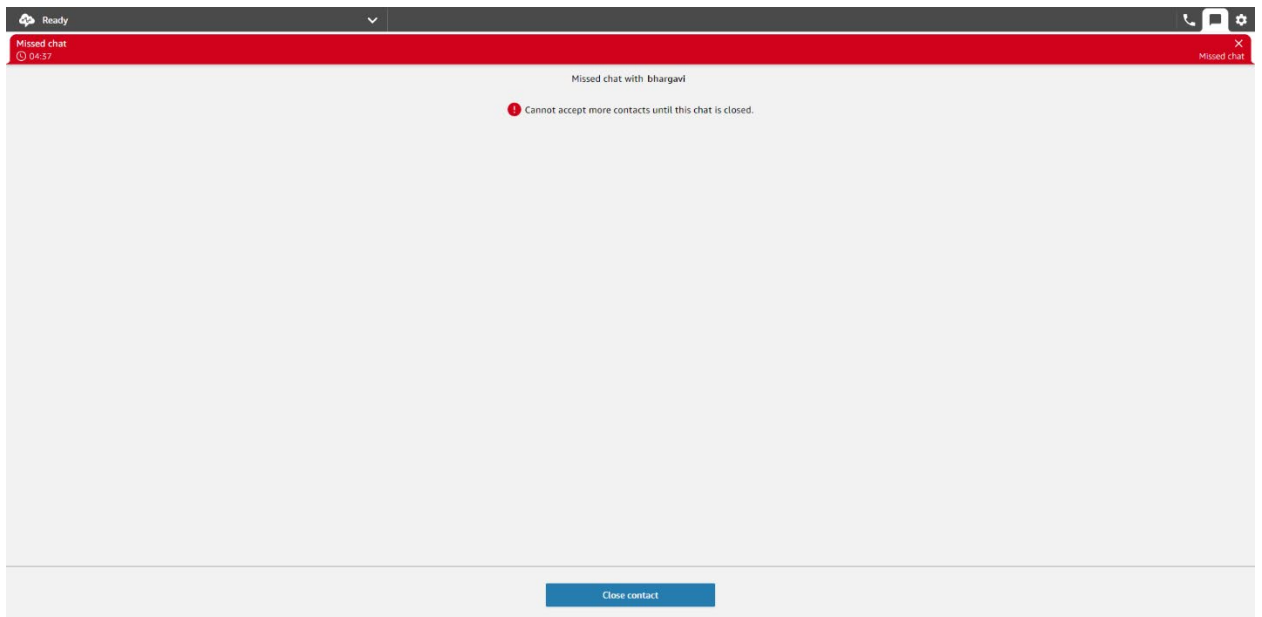


Figure 2.1.5 – Missed Chat in Default CCP.

2.2 C4Yourself.com

2.2.1 Overview

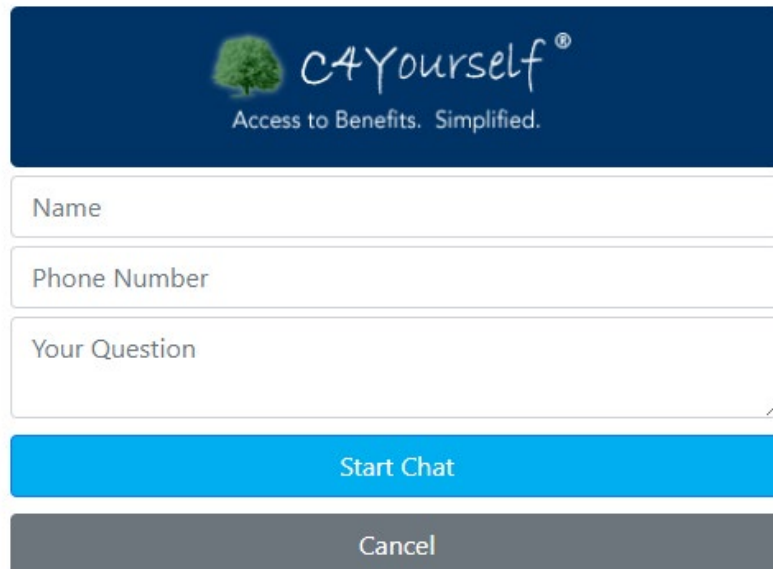
Customers can Web Chat through a link on the C4Yourself.com website. When customers click the link, a popup window opens presenting them with a few fields to fill out.

2.2.2 Description of Change

Update the Live Chat link for San Bernardino county in C4Yourself.com, to use the new Amazon Connect Web Chat solution URLs.

2.2.3 Customer Experience

When a customer clicks the Live Chat link from the C4Yourself.com website, they are presented a popup with the Name, Phone Number, and "Your Question" box. The customer is required enter their contact information in these fields. The Name, and the Phone number fields are both required to contain something, but there is no validation of either field. The "Your Question" field is not required.



The image shows a web chat contact form for C4Yourself.com. At the top is a dark blue header with the C4Yourself logo (a green tree) and the tagline "Access to Benefits. Simplified." Below the header are three input fields: "Name", "Phone Number", and "Your Question". The "Your Question" field is a larger text area. At the bottom of the form are two buttons: a blue "Start Chat" button and a grey "Cancel" button.

Figure 2.2.1 – Start Chat Contact

Once a chat session is connected, the customer will be able to interact with the agent. If they wish to end the web chat, they can close the window or click the "End Chat" button.

2.2.4 Page Location

C4Yourself.com > Log In

2.3 Custom CCP

2.3.1 Overview

Remove the "Live Chat" link from Custom Call Control Panel (CCP).

2.3.2 Description of Change

Web Chat enabled counties will no longer see a 'Live Chat' link under the 'Useful Links' table in Custom CCP. This will disable the Agent's ability to use web chat from Custom CCP as well as remove Symbee integration from Amazon Connect solution.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

7 APPENDIX

Amazon Connect - <https://aws.amazon.com/connect/features/>