

Wave	County	AWS Service	Purpose	Account Name	Account ID	Quantity	Calculator	Unit Cost	Expected Cost	Description / Purpose	Category	SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	TOTALS
Wave-0	Shared	EC2	Contact Center	New - Production Shared Services	New - TBC	10	https://calculator.aws/#/ad	\$ 50.88	\$ 508.80	Windows Server for Automation, T3a.medium	AUTO	\$ -	\$ 5,088	\$ 6,106	\$ 6,106	\$ 17,299
Wave-0	Shared	EC2	CalSAWS App	Accenture: application development	New - TBC	1	https://calculator.aws/#/ad	\$ 49.14	\$ 49.14	CalSAWS Contact Center AT Environment: Web Server m5.large.RHEL for Apache	DEV	\$ -	\$ 491	\$ 590	\$ 590	\$ 1,622
Wave-0	Shared	EC2	CalSAWS App	Accenture: application development	New - TBC	1	https://calculator.aws/#/ad	\$ 77.49	\$ 77.49	CalSAWS Contact Center AT Environment: App Server t3d.large.RHEL for Weblogic	DEV	\$ -	\$ 775	\$ 930	\$ 930	\$ 2,557
Wave-0	Shared	EC2	CalSAWS App	Accenture: application development	New - TBC	1	https://calculator.aws/#/ad	\$ 358.47	\$ 358.47	CalSAWSContact Center AT Environment: Batch Server r5.xlarge.RHEL	DEV	\$ -	\$ 3,585	\$ 4,302	\$ 4,302	\$ 11,830
Wave-0	Shared	EC2	CalSAWS App	Accenture: application development	New - TBC	1	https://calculator.aws/#/ad	\$ 1,226.40	\$ 1,226.40	CalSAWSContact Center AT Environment: DB Server r5n.12xlarge.OEL	DEV	\$ -	\$ 12,264	\$ 14,717	\$ 14,717	\$ 40,471
Wave-0	Shared	EC2	CalSAWS App	Accenture: application development	New - TBC	1.02	https://calculator.aws/#/ad	\$ 40.00	\$ 40.80	CalSAWS Contact Center AT Environment: EC2 Storage Gp2 for disk storage for servers	DEV	\$ -	\$ 408	\$ 490	\$ 490	\$ 1,346
Wave-0	Shared	CloudWatch	CalSAWS App	Accenture: application development	New - TBC	1	https://calculator.aws/#/ad	\$ 70.00	\$ 70.00	Contact Center AT Environment: AWS Other Cloudwatch, LB, Snapshots	DEV	\$ -	\$ 700	\$ 840	\$ 840	\$ 2,310
Wave-0	Shared	EC2	Contact Center	New - Production Shared Services	New - TBC	2	https://calculator.aws/#/ad	\$ 573.42	\$ 1,146.83	EC2 - Voice Biometrics - Server with SQL - Production	BUILD	\$ -	\$ -	\$ 13,762	\$ 13,762	\$ 27,524
Wave-0	Shared	EC2	Contact Center	New - Production Shared Services	New - TBC	2	https://calculator.aws/#/ad	\$ 155.00	\$ 310.00	EC2 - Voice Biometrics - Server without SQL - Production	BUILD	\$ -	\$ -	\$ 3,720	\$ 3,720	\$ 7,440
Wave-0	Shared	EC2	Contact Center	New - Sandbox - Shared Services	New - TBC	1	https://calculator.aws/#/ad	\$ 573.42	\$ 573.42	EC2 - Voice Biometrics - Server with SQL - Sandbox	BUILD	\$ -	\$ 6,881	\$ 6,881	\$ 6,881	\$ 20,643
Wave-0	Shared	EC2	Contact Center	New - Sandbox - Shared Services	New - TBC	1	https://calculator.aws/#/ad	\$ 155.00	\$ 155.00	EC2 - Voice Biometrics - Server without SQL - Sandbox	BUILD	\$ -	\$ 1,860	\$ 1,860	\$ 1,860	\$ 5,580
Wave-0	Shared	Amazon Polly	Contact Center	New - Production Shared Services	New - TBC	267471104.9	https://aws.amazon.com/p	\$ 0.00	\$ 1,069.88	Amazon Polly TTS for IVR all counties	LAN	\$ -	\$ -	\$ 12,839	\$ 12,839	\$ 25,677
Wave-0	Shared	Amazon Connect - Toll Free #	Contact Center	New - Production Shared Services	New - TBC	1	Amazon Connect Calculator	\$ 1.83	\$ 1.83	Telephonic Signature - The total number of toll free numbers assigned to this account.	TS	\$ -	\$ -	\$ 22	\$ 22	\$ 44
Wave-0	Shared	Amazon Connect - Toll Free Inbound	Contact Center	Accenture: application-sandbox	New - TBC	500000	Amazon Connect Calculator	\$ 0.01	\$ 6,000.00	AWS Cost for IVR Build/Testing	ENV	\$ -	\$ -	\$ 72,000	\$ 72,000	\$ 144,000
Wave-0	Shared	Amazon Connect - Toll Free Inbound	Contact Center	Accenture: application-sandbox	New - TBC	280000	Amazon Connect Calculator	\$ 0.01	\$ 3,360.00	Monthly AWS Cost for Non-prod environments	ENV	\$ -	\$ -	\$ 40,320	\$ 40,320	\$ 80,640
Wave-0	Shared	Amazon Connect - Toll Free Inbound	Contact Center	Accenture: application-production	New - TBC	19	Amazon Connect Calculator	\$ 31.00	\$ 589.00	Monthly AWS Cost for Proxy Service EC2 for prod environments for 19 counties.	ENV	\$ -	\$ -	\$ 7,068	\$ 7,068	\$ 14,136
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - Admin Page (Assumes max of \$7 per DB per month)	AP	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - CCP (Assumes max of \$7 per DB per month)	CCP	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - Remote Closure (Assumes max of \$7 per DB per month)	BUILD	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - External Party Access (Assumes max of \$7 per DB per month)	EPA	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - Features (Assumes max of \$2 per DB per month)	BUILD	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - NVR (Assumes max of \$7 per DB per month)	BUILD	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Outbound	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - Outbound Campaign (Assumes max of \$7 per DB per month)	OUT	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - RCC (Assumes max of \$7 per DB per month)	BUILD	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	DynamoDB	Contact Center	New - Production Shared Services	New - TBC	2	Estimated based on current	\$ 7.00	\$ 14.00	Dynamo DB - Scheduled Callback (Assumes max of \$7 per DB per month)	SCB	\$ -	\$ -	\$ 168	\$ 168	\$ 336
Wave-0	Shared	Key Management Service	Contact Center	New - Production LA - Contact	New - TBC	1	Estimated based on current	\$ 100.00	\$ 100.00	Security: Encryption/PII for buckets/Dynamo	BUILD	\$ -	\$ -	\$ 1,200	\$ 1,200	\$ 2,400
Wave-0	C-IV	Lambda	Contact Center	New - Production Shared Services	New - TBC	539280	https://calculator.aws/#/ad	\$ 0.00	\$ 26.93	Lambda - Scheduled Callback: (25*agent count)*20*24*3	SCB	\$ -	\$ -	\$ 323	\$ 323	\$ 646
Wave-0	C-IV	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ -	\$ -	CloudWatch - Monitoring and storage of logs for Scheduled Callback	SCB	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	C-IV	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	85377.48222	Amazon Connect Calculator	\$ 0.02	\$ 1,536.79	External Party Access: County Usage	EPA	\$ -	\$ -	\$ 18,442	\$ 18,442	\$ 36,883
Wave-0	C-IV	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	85377.48222	Amazon Connect Calculator	\$ 0.01	\$ 1,024.53	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ 12,294	\$ 12,294	\$ 24,589
Wave-0	C-IV	Lambda	Contact Center	New - Production Shared Services	New - TBC	34150.99289	https://calculator.aws/#/ad	\$ 0.00	\$ 0.86	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$ -	\$ -	\$ 10	\$ 10	\$ 21
Wave-0	C-IV	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ -	\$ -	CloudWatch - External Party Access	EPA	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	C-IV	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	364612.5	Amazon Connect Calculator	\$ 0.02	\$ 6,563.03	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ 78,756	\$ 78,756	\$ 157,513
Wave-0	C-IV	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	364612.5	Amazon Connect Calculator	\$ 0.00	\$ 1,750.14	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ 21,002	\$ 21,002	\$ 42,003
Wave-0	C-IV	Lambda	Contact Center	New - Production Shared Services	New - TBC	312525	https://calculator.aws/#/ad	\$ 0.00	\$ 7.88	Lambda - Telephonic Signature: (3 Lambdas per call)	TS	\$ -	\$ -	\$ 95	\$ 95	\$ 189
Wave-0	C-IV	Kinesis	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ -	\$ -	Kinesis - Telephonic Signature (Convert # of signatures (audio recording) into GB qty)	TS	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	C-IV	S3	Contact Center	New - Production Shared Services	New - TBC	203.4667969	https://calculator.aws/#/ad	\$ 0.02	\$ 4.68	S3 - Telephonic Signature (Telephonic Sig call volume/512 to convert to GB)	TS	\$ -	\$ -	\$ 365	\$ 1,039	\$ 1,404
Wave-0	C-IV	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ -	\$ -	CloudWatch - Telephonic Signature	TS	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	C-IV	Comprehend	Contact Center	New - Production Shared Services	New - TBC	208350	https://aws.amazon.com/c	\$ 0.00	\$ 20.84	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ -	\$ -	\$ 250	\$ 250	\$ 500
Wave-0	C-IV	Transcribe	Contact Center	New - Production Shared Services	New - TBC	104175	https://aws.amazon.com/t	\$ 0.03	\$ 3,125.25	Telephonic Signature - Transcribe (5.03 per recording)	TS	\$ -	\$ -	\$ 37,503	\$ 37,503	\$ 75,006
Wave-0	C-IV	Lambda	Contact Center	New - Production Shared Services	New - TBC	609766	https://calculator.aws/#/ad	\$ 0.00	\$ 30.45	Lambda - Admin Page: Team changes, roll on/off, TST messages (info messages), CCB,	AP	\$ -	\$ -	\$ 365	\$ 365	\$ 731
Wave-0	LA	Amazon Connect - Toll Free #	Contact Center	New - Production LA - Contact	New - TBC	2	Amazon Connect Calculator	\$ 1.83	\$ 3.66	LA/CW NVR Build- The total number of toll free numbers assigned to this account	BUILD	\$ -	\$ -	\$ 44	\$ 44	\$ 88
Wave-0	LA	Amazon Connect - DID #	Contact Center	New - Production LA - Contact	New - TBC	7	Amazon Connect Calculator	\$ 0.91	\$ 6.39	LA/CW NVR Build- The total number of did numbers assigned to this account.	BUILD	\$ -	\$ -	\$ 77	\$ 77	\$ 153
Wave-0	LA	Amazon Connect - Toll Free Inbound	Contact Center	Accenture: application-production	New - TBC	20000	Amazon Connect Calculator	\$ 0.01	\$ 240.00	AWS Cost for Load Testing (We made 17K calls during load testing for last time with c-iv)	ENV	\$ -	\$ -	\$ 2,880	\$ 2,880	\$ 5,760
Wave-0	LA	Amazon Connect - Voice Usage	Contact Center	New - Production LA - Contact	New - TBC	12483587.31	Amazon Connect Calculator	\$ 0.02	\$ 224,704.57	LA/CW NVR Build- County Contact Center and NVR Usage (inbound, outbound)	BUILD	\$ -	\$ 2,696,455	\$ 2,696,455	\$ 5,392,910	
Wave-0	LA	Amazon Connect - Toll Free Inbound	Contact Center	New - Production LA - Contact	New - TBC	10855293.31	Amazon Connect Calculator	\$ 0.01	\$ 130,263.52	LA/CW NVR Build- County Contact Center and NVR Toll Free Usage	BUILD	\$ -	\$ 1,563,162	\$ 1,563,162	\$ 3,126,324	
Wave-0	LA	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	1411188.13	Amazon Connect Calculator	\$ 0.00	\$ 6,773.70	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ 81,284	\$ 81,284	\$ 162,569
Wave-0	LA	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	364612.5	Amazon Connect Calculator	\$ 0.02	\$ 6,563.03	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ 78,756	\$ 78,756	\$ 157,513
Wave-0	LA	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	364612.5	Amazon Connect Calculator	\$ 0.00	\$ 1,750.14	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ 21,002	\$ 21,002	\$ 42,003
Wave-0	LA	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	88837.77328	Amazon Connect Calculator	\$ 0.02	\$ 1,599.08	External Party Access: County Usage	EPA	\$ -	\$ -	\$ 19,189	\$ 19,189	\$ 38,378
Wave-0	LA	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	88837.77328	Amazon Connect Calculator	\$ 0.01	\$ 1,066.05	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ 12,793	\$ 12,793	\$ 25,585
Wave-0	LA	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	367718.1452	Amazon Connect Calculator	\$ 0.02	\$ 6,618.93	Outbound: County Usage	OUT	\$ -	\$ -	\$ 79,427	\$ 79,427	\$ 158,854
Wave-0	LA	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	367718.1452	Amazon Connect Calculator	\$ 0.00	\$ 1,765.05	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ 21,181	\$ 21,181	\$ 42,361
Wave-0	LA	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	20610	Amazon Connect Calculator	\$ 0.02	\$ 370.98	RCC: County Usage	ENV	\$ -	\$ -	\$ 4,452	\$ 4,452	\$ 8,904
Wave-0	LA	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	20610	Amazon Connect Calculator	\$ 0.01	\$ 247.32	RCC: County Toll Free Usage	ENV	\$ -	\$ -	\$ 2,968	\$ 2,968	\$ 5,936
Wave-0	LA	Lambda	Contact Center	New - Production LA - Contact	New - TBC	26293095	https://calculator.aws/#/ad	\$ 0.00	\$ 1,313.00	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$ -	\$ -	\$ 15,756	\$ 15,756	\$ 31,512
Wave-0	LA	Lambda	Contact Center	New - Production Shared Services	New - TBC	587592.64	https://calculator.aws/#/ad	\$ 0.00	\$ 29.34	Lambda - Admin Page	AP	\$ -	\$ -	\$ 352	\$ 352	\$ 704
Wave-0	LA	Lambda	Contact Center	New - Production LA - Contact	New - TBC	16	https://calculator.aws/#/ad	\$ 0.00	\$ 0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month * 16	BUILD	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Wave-0	LA	Lambda	Contact Center	New - Production Shared Services	New - TBC	35535.10931	https://calculator.aws/#/ad	\$ 0.00	\$ 1.77	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$ -	\$ -	\$ 21	\$ 21	\$ 43
Wave-0	LA	Lambda	Contact Center	New - Production Outbound	New - TBC	4044899.598	https://calculator.aws/#/ad	\$ 0.00	\$ 201.99	Lambda - Outbound Campaign (11 Lambdas/Per Call)	OUT	\$ -	\$ -	\$ 2,424	\$ 2,424	\$ 4,848
Wave-0	LA	Lambda	Contact Center	New - Production Shared Services	New - TBC	2748	https://calculator.aws/#/ad	\$ 0.00	\$ 0.14	Lambda - RCC (4 Lambdas/Call)	BUILD	\$ -	\$ -	\$ 2	\$ 2	\$ 3
Wave-0	LA	Lambda	Contact Center	New - Production LA - Contact	New - TBC	8773293	https://calculator.aws/#/ad	\$ 0.00	\$ 438.11	Lambda - Reporting (call Vol*15 lambdas per call)/(8928)	BUILD	\$ -	\$ -	\$ 5,257	\$ 5,257	\$ 10,515
Wave-0	LA	Lambda	Contact Center	New - Production Shared Services	New - TBC	539280	https://calculator.aws/#/ad	\$ 0.00	\$ 26.93	Lambda - Scheduled Callback: (25*agent count)*20 queue limit*24 days*3 slots per day	SCB	\$ -	\$ -	\$ 323	\$ 323	\$ 646
Wave-0	LA	Lambda	Contact Center	New - Production Shared Services	New - TBC	312525	https://calculator.aws/#/ad	\$ 0.00	\$ 15.61	Lambda - Telephonic Signature: (3 Lambdas per call)	TS	\$ -	\$ -	\$ 187	\$ 187	\$ 375
Wave-0	LA	Lambda	Contact Center	New - Production LA - Contact	New - TBC	720	https://calculator.aws/#/ad	\$ 0.00	\$ 0.04	Lambda - WFM (Calabrio: 720 invocations per county)	BUILD	\$ -	\$ -	\$ 0	\$ 0	\$ 1
Wave-0	LA	Lambda	Contact Center	New - Production Shared Services	New - TBC	143808000	https://calculator.aws/#/ad	\$ 0.00	\$ 7,181.34	Lambda - CCP: (users*4000 invocations*24 days)	CCP	\$ -	\$ -	\$ 86,176	\$ 86,176	\$ 172,352
Wave-0	LA	Kinesis	Contact Center	New - Production LA - Contact	New - TBC	584291	Estimated based on current	\$ 0.00	\$ 2,045.02	Kinesis - All Services (*\$0.0035 per call; Refer to Kinesis rows below	BUILD	\$ -	\$ -	\$ 24,540	\$ 24,540	\$ 49,080
Wave-0	LA	Kinesis	Contact Center	New - Production LA - Contact	New - TBC	1	Estimated based on current	\$ -	\$ -	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	LA	Kinesis	Contact Center	New - Production LA - Contact	New - TBC	1	Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	LA	Kinesis	Contact Center	New - Production LA - Contact	New - TBC	1	Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	LA	Kinesis	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ -	\$ -	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	LA	Kinesis	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ -	\$ -	Kinesis - WFM/Calabrio Firehouse (GB of data ingested: 500TB is .029)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -
Wave-0	LA	S3	Contact Center	New - Production Shared Services	New - TBC	1498	https://calculator.aws/#/ad	\$ 0.08	\$ 119.84	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$ -	\$ -	\$ 1,438	\$ 1,438	\$ 2,876
Wave-0	LA	S3	Contact Center	New - Production LA - Contact	New - TBC	14165.9668	https://calculator.aws/#/ad	\$ 0.02	\$ 325.82	S3 - Call Recording (Inbound + Outbound Call Volume/512 * GB per month)	BUILD	\$ -	\$ -</			

Wave - 0	LA	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	584291	Estimated based on current	\$ 0.00	\$ 1,051.72	CloudWatch - All Services (~\$5,0018 per call) (refer to rows below for list of all services)	BUILD	\$ -	\$ -	\$ -	12,621	\$ 12,621	\$ 25,241
Wave - 0	LA	CloudWatch	Contact Center	New - Production LA - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - CCP	CCP	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production LA - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Closure	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - External Party Access	EPA	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production LA - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Features	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production LA - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - IVR	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Outbound Campaign	OUT	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production LA - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - RCC	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Work	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production LA - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Reporting	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled Callback	SCB	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Telephonic Signature	TS	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled jobs for WFM	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - CCP (\$1)	CCP	\$ -	\$ -	\$ -	12	\$ 12	24
Wave - 0	LA	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - Route S3 & SSL Certificate (\$1)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 0	LA	Comprehend	Contact Center	New - Production Shared Services	New - TBC	308350	https://aws.amazon.com/	\$ 0.00	\$ 20.84	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ -	\$ -	\$ -	250	\$ 250	500
Wave - 0	LA	Transcribe	Contact Center	New - Production Shared Services	New - TBC	104175	https://aws.amazon.com/	\$ 0.03	\$ 3,125.25	Telephonic Signature - Transcribe (\$5.03 per recording)	TS	\$ -	\$ -	\$ -	37,503	\$ 37,503	75,006
Wave - 0	LA	SOS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SOS (\$1 total)	OUT	\$ -	\$ -	\$ -	12	\$ 12	24
Wave - 0	LA	SMS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SMS (\$1 total)	OUT	\$ -	\$ -	\$ -	12	\$ 12	24
Wave - 0	LA	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 0.10	\$ 0.10	Outbound Campaign - CloudTrail	OUT	\$ -	\$ -	\$ -	1	\$ 1	2
Wave - 0	LA	Step Functions	Contact Center	New - Production Outbound	New - TBC	6251.208469	https://aws.amazon.com/	\$ 0.03	\$ 156.28	Step Functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$ -	\$ -	\$ -	1,875	\$ 1,875	3,751
Wave - 0	LA	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$ 4.92	\$ 4.92	Step Functions - CCP	CCP	\$ -	\$ -	\$ -	59	\$ 59	118
Wave - 0	LA	Amazon Connect - WebChat	Contact Center	New - Production LA - Contact	New - TBC	438218.25	https://aws.amazon.com/	\$ 0.00	\$ 1,752.87	Number of chat* 25 messages per chat	BUILD	\$ -	\$ -	\$ -	21,034	\$ 21,034	42,069
Wave - 5	Alameda	Amazon Connect - Toll Free #	Contact Center	New - Production Alameda - Contact	New - TBC	2	Amazon Connect Calculator	\$ 1.83	\$ 3.66	The total number of toll free numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 37	37
Wave - 5	Alameda	Amazon Connect - DID #	Contact Center	New - Production Alameda - Contact	New - TBC	7	Amazon Connect Calculator	\$ 0.91	\$ 6.39	The total number of did numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 64	64
Wave - 5	Alameda	Amazon Connect - Voice Usage	Contact Center	New - Production Alameda - Contact	New - TBC	297438.3	Amazon Connect Calculator	\$ 0.02	\$ 5,353.89	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 53,539	53,539
Wave - 5	Alameda	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Alameda - Contact	New - TBC	258642	Amazon Connect Calculator	\$ 0.01	\$ 3,103.70	County Contact Center and IVR Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 31,037	31,037
Wave - 5	Alameda	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	33623.46	Amazon Connect Calculator	\$ 0.00	\$ 161.39	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ -	\$ 1,614	1,614
Wave - 5	Alameda	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	39252.5	Amazon Connect Calculator	\$ 0.02	\$ 706.55	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ -	\$ -	\$ 7,065	7,065
Wave - 5	Alameda	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	39252.5	Amazon Connect Calculator	\$ 0.00	\$ 188.41	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ -	\$ -	\$ 1,884	1,884
Wave - 5	Alameda	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	2623.210185	Amazon Connect Calculator	\$ 0.02	\$ 47.22	External Party Access: County Usage	EPA	\$ -	\$ -	\$ -	\$ -	\$ 472	472
Wave - 5	Alameda	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	2623.210185	Amazon Connect Calculator	\$ 0.01	\$ 31.48	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ -	\$ -	\$ 315	315
Wave - 5	Alameda	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	10858.01623	Amazon Connect Calculator	\$ 0.02	\$ 195.44	Outbound: County Usage	OUT	\$ -	\$ -	\$ -	\$ -	\$ 1,954	1,954
Wave - 5	Alameda	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	10858.01623	Amazon Connect Calculator	\$ 0.00	\$ 52.12	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ -	\$ 521	521
Wave - 5	Alameda	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	481.721302	Amazon Connect Calculator	\$ 0.02	\$ 8.67	RCC: County Usage	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 87	87
Wave - 5	Alameda	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	481.721302	Amazon Connect Calculator	\$ 0.01	\$ 5.78	RCC: County Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 58	58
Wave - 5	Alameda	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	776385	https://calculator.aws/#/ag	\$ 0.00	\$ 38.77	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 388	388
Wave - 5	Alameda	Lambda	Contact Center	New - Production Shared Services	New - TBC	17432.88	https://calculator.aws/#/ag	\$ 0.00	\$ 0.87	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$ -	\$ -	\$ -	\$ -	\$ 9	9
Wave - 5	Alameda	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	16	https://calculator.aws/#/ag	\$ 0.00	\$ 0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 1	1
Wave - 5	Alameda	Lambda	Contact Center	New - Production Shared Services	New - TBC	1049.284074	https://calculator.aws/#/ag	\$ 0.00	\$ 0.05	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$ -	\$ -	\$ -	\$ -	\$ 0	0
Wave - 5	Alameda	Lambda	Contact Center	New - Production Outbound	New - TBC	119438.1785	https://calculator.aws/#/ag	\$ 0.00	\$ 5.96	Lambda - Outbound Campaign (11 Lambda/Per Call)	OUT	\$ -	\$ -	\$ -	\$ -	\$ 60	60
Wave - 5	Alameda	Lambda	Contact Center	New - Production Shared Services	New - TBC	64.22950694	https://calculator.aws/#/ag	\$ 0.00	\$ 0.00	Lambda - RCC (4 Lambdas/Call)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 0	0
Wave - 5	Alameda	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	267723	https://calculator.aws/#/ag	\$ 0.00	\$ 13.37	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 134	134
Wave - 5	Alameda	Lambda	Contact Center	New - Production Shared Services	New - TBC	23760	https://calculator.aws/#/ag	\$ 0.00	\$ 1.19	Lambda - Scheduled Callback: (125*agent count)*20*24*3	SCB	\$ -	\$ -	\$ -	\$ -	\$ 12	12
Wave - 5	Alameda	Lambda	Contact Center	New - Production Shared Services	New - TBC	33645	https://calculator.aws/#/ag	\$ 0.00	\$ 1.68	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$ -	\$ -	\$ -	\$ -	\$ 17	17
Wave - 5	Alameda	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	720	https://calculator.aws/#/ag	\$ 0.00	\$ 0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 0	0
Wave - 5	Alameda	Lambda	Contact Center	New - Production Shared Services	New - TBC	6336000	https://calculator.aws/#/ag	\$ 0.00	\$ 316.40	Lambda - CCP: (users*4000*24)	CCP	\$ -	\$ -	\$ -	\$ -	\$ 3,164	3,164
Wave - 5	Alameda	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC	17253	Estimated based on current	\$ 0.00	\$ 60.39	Kinesis - All Services (~\$5,0035 per call)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 604	604
Wave - 5	Alameda	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	S3	Contact Center	New - Production Shared Services	New - TBC	66	https://calculator.aws/#/ag	\$ 0.08	\$ 5.28	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$ -	\$ -	\$ -	\$ -	\$ 53	53
Wave - 5	Alameda	S3	Contact Center	New - Production Alameda - Contact	New - TBC	228.359375	https://calculator.aws/#/ag	\$ 0.02	\$ 5.25	S3 - Call Recording (Inbound + Outbound Call Volume/\$12 for #GB per month)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 53	53
Wave - 5	Alameda	S3	Contact Center	New - Production Shared Services	New - TBC	50	https://calculator.aws/#/ag	\$ 0.02	\$ 1.15	S3 - Misc (50 GB)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 12	12
Wave - 5	Alameda	S3	Contact Center	New - Production Alameda - Contact	New - TBC	1	https://calculator.aws/#/ag	\$ 36.00	\$ 36.00	S3 - IVR (Audio prompts) (Rof audio files - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 360	360
Wave - 5	Alameda	S3	Contact Center	New - Production Shared Services	New - TBC	21.90429688	https://calculator.aws/#/ag	\$ 0.02	\$ 0.50	S3 - Telephonic Signature (Telephonic Sig call volume/\$12)	TS	\$ -	\$ -	\$ -	\$ 309	\$ 983	1,292
Wave - 5	Alameda	S3	Contact Center	New - Production Shared Services	New - TBC	24.1542	https://calculator.aws/#/ag	\$ 0.03	\$ 0.72	S3 - WFM/Calabrio (3GB per month for 58)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 7	7
Wave - 5	Alameda	API Gateway	Contact Center	New - Production Alameda - Contact	New - TBC	1	Estimated based on current	\$ 10.50	\$ 10.50	API Gateway - CCP (C-IV is at \$175 per month for test costs)	CCP	\$ -	\$ -	\$ -	\$ -	\$ 105	105
Wave - 5	Alameda	API Gateway	Contact Center	New - Production Alameda - Contact	New - TBC	0.05751	Estimated based on current	\$ 2.00	\$ 0.12	API Gateway - IVR	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 1	1
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	17253	Estimated based on current	\$ 0.00	\$ 31.06	CloudWatch - All Services (~\$5,0018 per call)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 311	311
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - CCP	CCP	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Closure	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - External Party Access	EPA	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Features	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - IVR	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Outbound Campaign	OUT	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - RCC	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Work	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Reporting	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled Callback	SCB	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Telephonic Signature	TS	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled WFM	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - CCP (\$1)	CCP	\$ -	\$ -	\$ -	\$ -	\$ 10	10
Wave - 5	Alameda	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - Route S3 & SSL Certificate (\$1)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	-
Wave - 5	Alameda	Comprehend	Contact Center	New - Production Shared Services	New - TBC	22430	https://aws.amazon.com/	\$ 0.00	\$ 2.24	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ -	\$ -	\$ -	\$ -	\$ 22	22
Wave - 5	Alameda	Transcribe	Contact Center	New - Production Shared Services	New - TBC	11215	https://aws.amazon.com/	\$ 0.03	\$ 336.45	Telephonic Signature - Transcribe (\$5.03 per recording)	TS	\$ -	\$ -	\$ -	\$ -	\$ 3,365	3,365
Wave - 5	Alameda	SOS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SOS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ -	\$ 10	10
Wave - 5	Alameda	SMS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SMS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ -	\$ 10	10
Wave - 5	Alameda	CloudTrail	Contact Center	New - Production Outbound	New - T												

Wave - 5	Alameda	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$ 0.15	\$ 0.15	Step functions - CCP	CCP	\$ -	\$ -	\$ -	\$ -	1	\$ 1
Wave - 5	Alameda	Amazon Connect - WebChat	Contact Center	New - Production Alameda - Contact	New - TBC	12950	https://aws.amazon.com/	\$ 0.00	\$ 51.80	Number of chats* 25 messages per chat	BUILD	\$ -	\$ -	\$ -	\$ -	518	\$ 518
Wave - 5	Sonoma	Amazon Connect - Toll Free #	Contact Center	New - Production Alameda - Contact	New - TBC	2	Amazon Connect Calculator	1.83	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ -	37	\$ 37
Wave - 5	Sonoma	Amazon Connect - DID #	Contact Center	New - Production Alameda - Contact	New - TBC	7	Amazon Connect Calculator	0.91	6.39	The total number of did numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ -	64	\$ 64
Wave - 5	Sonoma	Amazon Connect - Voice Usage	Contact Center	New - Production Alameda - Contact	New - TBC	108527.4933	Amazon Connect Calculator	0.02	1,953.49	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$ -	\$ -	\$ -	\$ -	19,535	\$ 19,535
Wave - 5	Sonoma	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Alameda - Contact	New - TBC	94371.73333	Amazon Connect Calculator	0.01	1,132.46	County Contact Center and IVR Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ -	11,325	\$ 11,325
Wave - 5	Sonoma	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	12268.32533	Amazon Connect Calculator	0.00	58.89	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ -	589	\$ 589
Wave - 5	Sonoma	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	8911	Amazon Connect Calculator	0.02	160.40	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ -	\$ -	1,604	\$ 1,604
Wave - 5	Sonoma	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	8911	Amazon Connect Calculator	0.00	42.77	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ -	\$ -	428	\$ 428
Wave - 5	Sonoma	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	1548.413176	Amazon Connect Calculator	0.02	27.87	External Party Access: County Usage	EPA	\$ -	\$ -	\$ -	\$ -	279	\$ 279
Wave - 5	Sonoma	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	1548.413176	Amazon Connect Calculator	0.01	18.58	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ -	\$ -	186	\$ 186
Wave - 5	Sonoma	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	6409.206356	Amazon Connect Calculator	0.02	115.37	Outbound: County Usage	OUT	\$ -	\$ -	\$ -	\$ -	1,154	\$ 1,154
Wave - 5	Sonoma	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	6409.206356	Amazon Connect Calculator	0.00	30.76	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ -	308	\$ 308
Wave - 5	Sonoma	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	284.3476346	Amazon Connect Calculator	0.02	5.12	RCC: County Usage	BUILD	\$ -	\$ -	\$ -	\$ -	51	\$ 51
Wave - 5	Sonoma	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Alameda - Contact	New - TBC	284.3476346	Amazon Connect Calculator	0.01	3.41	RCC: County Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ -	34	\$ 34
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	458280	https://calculator.aws/#/ag	0.00	22.89	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$ -	\$ -	\$ -	\$ -	229	\$ 229
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Shared Services	New - TBC	10446.72	https://calculator.aws/#/ag	0.00	0.52	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$ -	\$ -	\$ -	\$ -	5	\$ 5
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	36	https://calculator.aws/#/ag	0.00	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$ -	\$ -	\$ -	\$ -	0	\$ 0
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Shared Services	New - TBC	819.3652705	https://calculator.aws/#/ag	0.00	0.03	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$ -	\$ -	\$ -	\$ -	0	\$ 0
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Outbound	New - TBC	70501.26992	https://calculator.aws/#/ag	0.00	3.52	Lambda - Outbound Campaign (11 Lambda /Per Call)	OUT	\$ -	\$ -	\$ -	\$ -	35	\$ 35
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Shared Services	New - TBC	37.91301795	https://calculator.aws/#/ag	0.00	0.00	Lambda - RCC (4 Lambdas/Call)	BUILD	\$ -	\$ -	\$ -	\$ -	0	\$ 0
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	161688	https://calculator.aws/#/ag	0.00	8.07	Lambda - Reporting (call Vol*15)(8928)	BUILD	\$ -	\$ -	\$ -	\$ -	81	\$ 81
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Shared Services	New - TBC	37440	https://calculator.aws/#/ag	0.00	1.87	Lambda - Scheduled Callback: (25*Agent count)*20*24*3	SCB	\$ -	\$ -	\$ -	\$ -	19	\$ 19
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Shared Services	New - TBC	7638	https://calculator.aws/#/ag	0.00	0.38	Lambda - Telephonic Signature: (3 Lambdas per call)	TS	\$ -	\$ -	\$ -	\$ -	4	\$ 4
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	720	https://calculator.aws/#/ag	0.00	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$ -	\$ -	\$ -	\$ -	0	\$ 0
Wave - 5	Sonoma	Lambda	Contact Center	New - Production Shared Services	New - TBC	9984000	https://calculator.aws/#/ag	0.00	498.57	Lambda - CCP (Users*4000*24)	CCP	\$ -	\$ -	\$ -	\$ -	4,986	\$ 4,986
Wave - 5	Sonoma	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC	10184	Estimated based on current	0.00	35.64	Kinesis - All Services (~\$0.035 per call)	BUILD	\$ -	\$ -	\$ -	\$ -	356	\$ 356
Wave - 5	Sonoma	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	-	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	S3	Contact Center	New - Production Shared Services	New - TBC	104	https://calculator.aws/#/ag	0.08	8.32	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$ -	\$ -	\$ -	\$ -	83	\$ 83
Wave - 5	Sonoma	S3	Contact Center	New - Production Alameda - Contact	New - TBC	208.28125	https://calculator.aws/#/ag	0.02	4.79	S3 - Call Recording (Inbound + Outbound Call Volume/512 for WGB per month)	BUILD	\$ -	\$ -	\$ -	\$ -	48	\$ 48
Wave - 5	Sonoma	S3	Contact Center	New - Production Alameda - Contact	New - TBC	50	https://calculator.aws/#/ag	0.02	1.15	S3 - Misc (50 GB)	BUILD	\$ -	\$ -	\$ -	\$ -	12	\$ 12
Wave - 5	Sonoma	S3	Contact Center	New - Production Alameda - Contact	New - TBC	1	https://calculator.aws/#/ag	36.00	36.00	S3 - IVR (Audio prompts) (Rof audio file - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$ -	\$ -	\$ -	\$ -	360	\$ 360
Wave - 5	Sonoma	S3	Contact Center	New - Production Shared Services	New - TBC	4.97265625	https://calculator.aws/#/ag	0.02	0.11	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$ -	\$ -	\$ -	\$ 309	983	\$ 1,292
Wave - 5	Sonoma	S3	Contact Center	New - Production Shared Services	New - TBC	14.2576	https://calculator.aws/#/ag	0.03	0.43	S3 - WFM/Calabrio (1GB per month for S8)	BUILD	\$ -	\$ -	\$ -	\$ -	4	\$ 4
Wave - 5	Sonoma	API Gateway	Contact Center	New - Production Alameda - Contact	New - TBC	1	Estimated based on current	16.55	16.55	API Gateway - CCP (C-IV is at \$175 per month for test costs)	CCP	\$ -	\$ -	\$ -	\$ -	165	\$ 165
Wave - 5	Sonoma	API Gateway	Contact Center	New - Production Alameda - Contact	New - TBC	0.033946667	Estimated based on current	2.00	0.67	API Gateway - IVR	BUILD	\$ -	\$ -	\$ -	\$ -	1	\$ 1
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	10184	Estimated based on current	0.00	18.33	CloudWatch - All Services (~\$0.018 per call)	BUILD	\$ -	\$ -	\$ -	\$ -	183	\$ 183
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	CloudWatch - CCP	CCP	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Remote Closure	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	-	CloudWatch - External Party Access	EPA	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Features	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	CloudWatch - IVR	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Outbound Campaign	OUT	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	CloudWatch - RCC	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Remote Work	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Reporting	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Scheduled Callback	SCB	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Telephonic Signature	TS	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	-	CloudWatch - Scheduled WFM	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	1.00	1.00	CloudFront - CCP (S1)	CCP	\$ -	\$ -	\$ -	\$ -	10	\$ 10
Wave - 5	Sonoma	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	1.00	1.00	CloudFront - Route S3 & SSL Certificate (S1)	BUILD	\$ -	\$ -	\$ -	\$ -	-	\$ -
Wave - 5	Sonoma	Comprehend	Contact Center	New - Production Shared Services	New - TBC	5092	https://aws.amazon.com/	0.00	0.51	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ -	\$ -	\$ -	\$ -	5	\$ 5
Wave - 5	Sonoma	Transcribe	Contact Center	New - Production Shared Services	New - TBC	2546	https://aws.amazon.com/	0.03	76.38	Telephonic Signature - Transcribe (\$0.3 per recording)	TS	\$ -	\$ -	\$ -	\$ -	764	\$ 764
Wave - 5	Sonoma	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	1.00	1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ -	10	\$ 10
Wave - 5	Sonoma	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	1.00	1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ -	10	\$ 10
Wave - 5	Sonoma	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	0.10	0.10	Outbound Campaign - CloudTrail	OUT	\$ -	\$ -	\$ -	\$ -	1	\$ 1
Wave - 5	Sonoma	Step Functions	Contact Center	New - Production Outbound	New - TBC	108.9565081	https://aws.amazon.com/	0.03	2.72	Step functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$ -	\$ -	\$ -	\$ -	27	\$ 27
Wave - 5	Sonoma	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	0.09	0.09	Step functions - CCP	CCP	\$ -	\$ -	\$ -	\$ -	1	\$ 1
Wave - 5	Sonoma	Amazon Connect - WebChat	Contact Center	New - Production Alameda - Contact	New - TBC	7650	https://aws.amazon.com/	0.00	30.60	Number of chats* 25 messages per chat	BUILD	\$ -	\$ -	\$ -	\$ -	306	\$ 306
Wave - 1	Placer	Amazon Connect - Toll Free #	Contact Center	New - Production Placer - Contact	New - TBC	2	Amazon Connect Calculator	1.83	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ 29	44	\$ 73
Wave - 1	Placer	Amazon Connect - DID #	Contact Center	New - Production Placer - Contact	New - TBC	7	Amazon Connect Calculator	0.91	6.39	The total number of did numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ 51	77	\$ 128
Wave - 1	Placer	Amazon Connect - Voice Usage	Contact Center	New - Production Placer - Contact	New - TBC	177557.7	Amazon Connect Calculator	0.02	3,196.04	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$ -	\$ -	\$ -	\$ -	38,352	\$ 63,921
Wave - 1	Placer	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Placer - Contact	New - TBC	154398	Amazon Connect Calculator	0.01	1,852.78	County Contact Center and IVR Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ 14,822	22,233	\$ 37,056
Wave - 1	Placer	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	30071.74	Amazon Connect Calculator	0.00	96.34	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ 771	1,156	\$ 1,927
Wave - 1	Placer	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	5824	Amazon Connect Calculator	0.02	104.83	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ -	\$ -	1,258	\$ 2,097
Wave - 1	Placer	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	5824	Amazon Connect Calculator	0.00	27.96	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ 224	\$ -	335	\$ 559
Wave - 1	Placer	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	1741.204605	Amazon Connect Calculator	0.02	31.34	External Party Access: County Usage	EPA	\$ -	\$ -	\$ -	\$ 251	\$ 376	\$ 627
Wave - 1	Placer	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	1741.204605	Amazon Connect Calculator	0.01	20.89	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ -	\$ 167	\$ 251	\$ 418
Wave - 1	Placer	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	7207.210447	Amazon Connect Calculator	0.02	129.73	Outbound: County Usage	OUT	\$ -	\$ -	\$ -	\$ 1,038	1,557	\$ 2,595
Wave - 1	Placer	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	7207.210447	Amazon Connect Calculator	0.00	34.59	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ 277	\$ 415	\$ 692
Wave - 1	Placer	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	319.7514838	Amazon Connect Calculator	0.02	5.76	RCC: County Usage	BUILD	\$ -	\$ -	\$ -	\$ 46	\$ 69	\$ 115
Wave - 1	Placer	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	319.7514838	Amazon Connect Calculator	0.01	3.84	RCC: County Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ 31	\$ 46	\$ 77
Wave - 1	Placer	Lambda	Contact Center	New - Production Placer - Contact	New - TBC	515340	https://calculator.aws/#/ag	0.00	25.73	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$ -	\$ -	\$ -	\$ 206	\$ 309	\$ 515
Wave - 1	Placer	Lambda	Contact Center	New - Production Shared Services	New - TBC	11544.68	https://calculator.aws/#/ag	0.00	0.58	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$ -	\$ -	\$ -	\$ 5	\$ 7	\$ 12
Wave - 1	Placer	Lambda	Contact Center	New - Production Placer - Contact	New - TBC	36	https://calculator.aws/#/ag	0.00	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month =							

Wave - 1	Placer	Lambda	Contact Center	New - Production Placer - Contact	New - TBC	180708	https://calculator.aws/#/ag	\$ 0.00	\$ 9.02	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$ -	\$ -	\$ -	\$ 72	\$ 108	\$ 180
Wave - 1	Placer	Lambda	Contact Center	New - Production Shared Services	New - TBC	9360	https://calculator.aws/#/ag	\$ 0.00	\$ 0.47	Lambda - Scheduled Callback: (.25*agent count)*20*24*3	SCB	\$ -	\$ -	\$ -	\$ 4	\$ 6	\$ 9
Wave - 1	Placer	Lambda	Contact Center	New - Production Shared Services	New - TBC	4992	https://calculator.aws/#/ag	\$ 0.00	\$ 0.25	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$ -	\$ -	\$ -	\$ 2	\$ 3	\$ 5
Wave - 1	Placer	Lambda	Contact Center	New - Production Placer - Contact	New - TBC	720	https://calculator.aws/#/ag	\$ 0.00	\$ 0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 1
Wave - 1	Placer	Lambda	Contact Center	New - Production Shared Services	New - TBC	2496000	https://calculator.aws/#/ag	\$ 0.00	\$ 124.64	Lambda - CCP: (Users*4000*24)	CCP	\$ -	\$ -	\$ -	\$ 997	\$ 1,496	\$ 2,493
Wave - 1	Placer	Kinesis	Contact Center	New - Production Placer - Contact	New - TBC	11452	Estimated based on current	\$ 0.00	\$ 40.08	Kinesis - All Services (*\$0.035 per call)	BUILD	\$ -	\$ -	\$ -	\$ 321	\$ 481	\$ 802
Wave - 1	Placer	Kinesis	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis Video Stream - Voice Biometrics (Call Volume * Usage - Convert to GB usage)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	Kinesis	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	Kinesis	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	S3	Contact Center	New - Production Shared Services	New - TBC	26	https://calculator.aws/#/ag	\$ 0.08	\$ 2.08	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$ -	\$ -	\$ -	\$ 17	\$ 25	\$ 42
Wave - 1	Placer	S3	Contact Center	New - Production Placer - Contact	New - TBC	66.41601563	https://calculator.aws/#/ag	\$ 0.02	\$ 1.53	S3 - Call Recording (Inbound + Outbound Call Volume/512 for #GB per month)	BUILD	\$ -	\$ -	\$ -	\$ 12	\$ 18	\$ 31
Wave - 1	Placer	S3	Contact Center	New - Production Placer - Contact	New - TBC	50	https://calculator.aws/#/ag	\$ 0.02	\$ 1.15	S3 - Misc (50 GB)	BUILD	\$ -	\$ -	\$ -	\$ 9	\$ 14	\$ 23
Wave - 1	Placer	S3	Contact Center	New - Production Placer - Contact	New - TBC	1	https://calculator.aws/#/ag	\$ 36.00	\$ 36.00	S3 - IVR (Audio prompts) (Ref audio files - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$ -	\$ -	\$ -	\$ 288	\$ 432	\$ 720
Wave - 1	Placer	S3	Contact Center	New - Production Shared Services	New - TBC	3.25	https://calculator.aws/#/ag	\$ 0.02	\$ 0.07	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$ -	\$ -	\$ -	\$ 309	\$ 983	\$ 1,292
Wave - 1	Placer	S3	Contact Center	New - Production Shared Services	New - TBC	16.0328	https://calculator.aws/#/ag	\$ 0.03	\$ 0.48	S3 - WFM/Calabrio (3GB per month for S8)	BUILD	\$ -	\$ -	\$ -	\$ 4	\$ 6	\$ 10
Wave - 1	Placer	API Gateway	Contact Center	New - Production Placer - Contact	New - TBC	1	Estimated based on current	\$ 4.14	\$ 4.14	API Gateway - CCP (C-IV is at \$175 per month for these costs)	CCP	\$ -	\$ -	\$ -	\$ 33	\$ 50	\$ 83
Wave - 1	Placer	API Gateway	Contact Center	New - Production Placer - Contact	New - TBC	0.038173333	Estimated based on current	\$ 2.00	\$ 0.08	API Gateway - IVR	BUILD	\$ -	\$ -	\$ -	\$ 1	\$ 1	\$ 2
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	11452	Estimated based on current	\$ 0.00	\$ 20.61	CloudWatch - All Services (*\$0.018 per call)	BUILD	\$ -	\$ -	\$ -	\$ 165	\$ 247	\$ 412
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - CCP	CCP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Closure	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - External Party Access	EPA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Features	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - IVR	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Outbound Campaign	OUT	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - RCC	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Work	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Placer - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Reporting	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled Callback	SCB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Telephonic Signature	TS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled WFM	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - CCP (\$1)	CCP	\$ -	\$ -	\$ -	\$ 8	\$ 12	\$ 20
Wave - 1	Placer	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - Route 53 & SSL Certificate (\$1)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Placer	Comprehend	Contact Center	New - Production Shared Services	New - TBC	3128	https://aws.amazon.com/	\$ 0.00	\$ 0.33	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ -	\$ -	\$ -	\$ 3	\$ 4	\$ 7
Wave - 1	Placer	Transcribe	Contact Center	New - Production Shared Services	New - TBC	1664	https://aws.amazon.com/	\$ 0.03	\$ 49.92	Telephonic Signature - Transcribe (\$0.03 per recording)	TS	\$ -	\$ -	\$ -	\$ 399	\$ 599	\$ 998
Wave - 1	Placer	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ 8	\$ 12	\$ 20
Wave - 1	Placer	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ 8	\$ 12	\$ 20
Wave - 1	Placer	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 0.10	\$ 0.10	Outbound Campaign - CloudTrail	OUT	\$ -	\$ -	\$ -	\$ 1	\$ 1	\$ 2
Wave - 1	Placer	Step Functions	Contact Center	New - Production Outbound	New - TBC	127.5225776	https://aws.amazon.com/	\$ 0.03	\$ 3.06	Step functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204k)	OUT	\$ -	\$ -	\$ -	\$ 25	\$ 37	\$ 61
Wave - 1	Placer	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$ 0.10	\$ 0.10	Step functions - CCP	CCP	\$ -	\$ -	\$ -	\$ 1	\$ 1	\$ 2
Wave - 1	Placer	Amazon Connect - WebChat	Contact Center	New - Production Placer - Contact	New - TBC	8600	https://aws.amazon.com/	\$ 0.00	\$ 34.40	Number of chats* 25 messages per chat	BUILD	\$ -	\$ -	\$ -	\$ 275	\$ 413	\$ 688
Wave - 1	Contra Costa	Amazon Connect - Toll Free #	Contact Center	New - Production Contra Costa -	New - TBC	2	Amazon Connect Calculator	\$ 1.83	\$ 3.66	The total number of toll free numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ 29	\$ 44	\$ 73
Wave - 1	Contra Costa	Amazon Connect - DID #	Contact Center	New - Production Contra Costa -	New - TBC	7	Amazon Connect Calculator	\$ 0.91	\$ 6.39	The total number of did numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ 51	\$ 77	\$ 128
Wave - 1	Contra Costa	Amazon Connect - Voice Usage	Contact Center	New - Production Contra Costa -	New - TBC	802452.75	Amazon Connect Calculator	\$ 0.02	\$ 14,444.15	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$ -	\$ -	\$ -	\$ 115,553	\$ 173,330	\$ 288,883
Wave - 1	Contra Costa	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Contra Costa -	New - TBC	697785	Amazon Connect Calculator	\$ 0.01	\$ 8,373.42	County Contact Center and IVR Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ 66,987	\$ 100,481	\$ 167,468
Wave - 1	Contra Costa	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	90712.05	Amazon Connect Calculator	\$ 0.00	\$ 435.42	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ 3,483	\$ 5,225	\$ 8,708
Wave - 1	Contra Costa	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	24272.5	Amazon Connect Calculator	\$ 0.02	\$ 436.91	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ -	\$ 3,495	\$ 5,243	\$ 8,738
Wave - 1	Contra Costa	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	24272.5	Amazon Connect Calculator	\$ 0.00	\$ 116.51	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ -	\$ 932	\$ 1,398	\$ 2,330
Wave - 1	Contra Costa	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	8269.353479	Amazon Connect Calculator	\$ 0.02	\$ 148.85	External Party Access: County Usage	EPA	\$ -	\$ -	\$ -	\$ 1,191	\$ 1,786	\$ 2,977
Wave - 1	Contra Costa	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	8269.353479	Amazon Connect Calculator	\$ 0.01	\$ 99.23	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ -	\$ 794	\$ 1,191	\$ 1,985
Wave - 1	Contra Costa	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	34228.58556	Amazon Connect Calculator	\$ 0.02	\$ 616.11	Outbound: County Usage	OUT	\$ -	\$ -	\$ -	\$ 4,929	\$ 7,393	\$ 12,322
Wave - 1	Contra Costa	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	34228.58556	Amazon Connect Calculator	\$ 0.00	\$ 164.30	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ 1,314	\$ 1,972	\$ 3,286
Wave - 1	Contra Costa	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	1518.568259	Amazon Connect Calculator	\$ 0.02	\$ 27.33	RCC: County Usage	BUILD	\$ -	\$ -	\$ -	\$ 219	\$ 328	\$ 547
Wave - 1	Contra Costa	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	1518.568259	Amazon Connect Calculator	\$ 0.01	\$ 18.22	RCC: County Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ 146	\$ 219	\$ 364
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Contra Costa -	New - TBC	2447460	https://calculator.aws/#/ag	\$ 0.00	\$ 122.22	Lambda-IVR assuming 45 lambdas calls per call into the IVR	BUILD	\$ -	\$ -	\$ -	\$ 978	\$ 1,467	\$ 2,444
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Shared Services	New - TBC	54751	https://calculator.aws/#/ag	\$ 0.00	\$ 2.73	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$ -	\$ -	\$ -	\$ 22	\$ 33	\$ 55
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Contra Costa -	New - TBC	16	https://calculator.aws/#/ag	\$ 0.00	\$ 0.0008	Lambda - Remote Closure (2 opens * 4 lambdas) + (2 closes * 4 lambdas) per month = 16	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Shared Services	New - TBC	3307.741391	https://calculator.aws/#/ag	\$ 0.00	\$ 0.17	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$ -	\$ -	\$ -	\$ 1	\$ 2	\$ 3
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Outbound	New - TBC	376514.4411	https://calculator.aws/#/ag	\$ 0.00	\$ 18.80	Lambda - Outbound Campaign (11 Lambdas /Per Call)	OUT	\$ -	\$ -	\$ -	\$ 150	\$ 226	\$ 376
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Shared Services	New - TBC	202.4757679	https://calculator.aws/#/ag	\$ 0.00	\$ 0.01	Lambda - RCC (4 Lambdas/Call)	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Shared Services	New - TBC	824748	https://calculator.aws/#/ag	\$ 0.00	\$ 41.19	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$ -	\$ -	\$ -	\$ 329	\$ 494	\$ 824
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Shared Services	New - TBC	54000	https://calculator.aws/#/ag	\$ 0.00	\$ 2.70	Lambda - Scheduled Callback: (.25*agent count)*20*24*3	SCB	\$ -	\$ -	\$ -	\$ 22	\$ 32	\$ 54
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Shared Services	New - TBC	20805	https://calculator.aws/#/ag	\$ 0.00	\$ 1.04	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$ -	\$ -	\$ -	\$ 8	\$ 12	\$ 21
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Contra Costa -	New - TBC	720	https://calculator.aws/#/ag	\$ 0.00	\$ 0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 1
Wave - 1	Contra Costa	Lambda	Contact Center	New - Production Shared Services	New - TBC	14400000	https://calculator.aws/#/ag	\$ 0.00	\$ 719.09	Lambda - CCP: (Users*4000*24)	CCP	\$ -	\$ -	\$ -	\$ 5,753	\$ 8,620	\$ 14,382
Wave - 1	Contra Costa	Kinesis	Contact Center	New - Production Contra Costa -	New - TBC	54388	Estimated based on current	\$ 0.00	\$ 130.36	Kinesis - All Services (*\$0.035 per call)	BUILD	\$ -	\$ -	\$ -	\$ 1,523	\$ 2,284	\$ 3,807
Wave - 1	Contra Costa	Kinesis	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis Video Stream - Voice Biometrics (Call Volume * Usage - Convert to GB usage)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Contra Costa	Kinesis	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Contra Costa	Kinesis	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Contra Costa	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Contra Costa	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Contra Costa	S3	Contact Center	New - Production Shared Services	New - TBC	150	https://calculator.aws/#/ag	\$ 0.08	\$ 12.00	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$ -	\$ -	\$ -	\$ 96	\$ 144	\$ 240
Wave - 1	Contra Costa	S3	Contact Center	New - Production Contra Costa -	New - TBC	977.4121094	https://calculator.aws/#/ag	\$ 0.02	\$ 22.48	S3 - Call Recording (Inbound + Outbound Call Volume/512 for #GB per month)	BUILD	\$ -	\$ -	\$ -	\$ 180	\$ 270	\$ 450
Wave - 1	Contra Costa	S3	Contact Center	New - Production Contra Costa -	New - TBC	50	https://calculator.aws/#/ag	\$ 0.02	\$ 1.15	S3 - Misc (50 GB)	BUILD	\$ -	\$ -	\$ -	\$ 9	\$ 14	\$ 23
Wave - 1	Contra Costa	S3	Contact Center	New - Production Contra Costa -	New - TBC	1	https://calculator.aws/#/ag	\$ 36.00	\$ 36.00	S3 - IVR (Audio prompts) (Ref audio files - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$ -	\$ -	\$ -	\$ 288	\$ 432	\$ 720
Wave - 1	Contra Costa	S3	Contact Center	New - Production Shared Services	New - TBC												

Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Remote Closure	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - External Party Access	EPA	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Features	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - IVR	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Outbound Campaign	OUT	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - RCC	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Remote Work	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Contra Costa -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Reporting	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Scheduled Callback	SCB	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Telephonic Signature	TS	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Scheduled WFM	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	1.00	CloudFront - CCP (\$1)	CCP	\$ --	\$ --	\$ --	\$ 8	\$ 12	\$ 20
Wave -1	Contra Costa	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	1.00	CloudFront - Route S3 & SSL Certificate (\$1)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -1	Contra Costa	Comprehend	Contact Center	New - Production Shared Services	New - TBC	13870	https://aws.amazon.com/	\$ 0.00	\$ 1.39	1.39	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ --	\$ --	\$ --	\$ 11	\$ 17	\$ 28
Wave -1	Contra Costa	Transcribe	Contact Center	New - Production Shared Services	New - TBC	6935	https://aws.amazon.com/	\$ 0.03	\$ 208.05	208.05	Telephonic Signature - Transcribe (\$0.03 per recording)	TS	\$ --	\$ --	\$ --	\$ 1,664	\$ 2,497	\$ 4,161
Wave -1	Contra Costa	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$ --	\$ --	\$ --	\$ 8	\$ 12	\$ 20
Wave -1	Contra Costa	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$ --	\$ --	\$ --	\$ 8	\$ 12	\$ 20
Wave -1	Contra Costa	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 0.10	\$ 0.10	0.10	Outbound Campaign - CloudTrail	OUT	\$ --	\$ --	\$ --	\$ 1	\$ 1	\$ 2
Wave -1	Contra Costa	Step Functions	Contact Center	New - Production Outbound	New - TBC	981.8859545	https://aws.amazon.com/	\$ 0.10	\$ 14.55	14.55	Step Functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$ --	\$ --	\$ --	\$ 116	\$ 175	\$ 291
Wave -1	Contra Costa	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$ 0.46	\$ 0.46	0.46	Step Functions - CCP	CCP	\$ --	\$ --	\$ --	\$ 4	\$ 6	\$ 9
Wave -1	Contra Costa	Amazon Connect - WebChat	Contact Center	New - Production Contra Costa -	New - TBC	40800	https://aws.amazon.com/	\$ 0.00	\$ 163.20	163.20	Number of chats* 25 messages per chat	BUILD	\$ --	\$ --	\$ --	\$ 1,306	\$ 1,958	\$ 3,164
Wave -4	San Mateo	Amazon Connect - Toll Free #	Contact Center	New - Production San Mateo -	New - TBC	2	Amazon Connect Calculator	\$ 1.83	\$ 3.66	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 44	\$ 44
Wave -4	San Mateo	Amazon Connect - DID #	Contact Center	New - Production San Mateo -	New - TBC	7	Amazon Connect Calculator	\$ 0.91	\$ 6.39	6.39	The total number of did numbers assigned to this account.	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 77	\$ 77
Wave -4	San Mateo	Amazon Connect - Voice Usage	Contact Center	New - Production San Mateo -	New - TBC	306784.35	Amazon Connect Calculator	\$ 0.02	\$ 5,522.12	5,522.12	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 66,265	\$ 66,265
Wave -4	San Mateo	Amazon Connect - Toll Free Inbound	Contact Center	New - Production San Mateo -	New - TBC	266769	Amazon Connect Calculator	\$ 0.01	\$ 3,201.23	3,201.23	County Contact Center and IVR Toll Free Usage	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 38,415	\$ 38,415
Wave -4	San Mateo	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	34679.97	Amazon Connect Calculator	\$ 0.00	\$ 166.46	166.46	Outbound: County DID Usage	OUT	\$ --	\$ --	\$ --	\$ --	\$ 1,998	\$ 1,998
Wave -4	San Mateo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	13387.5	Amazon Connect Calculator	\$ 0.02	\$ 240.98	240.98	Telephonic Signature: County Usage	TS	\$ --	\$ --	\$ --	\$ --	\$ 2,892	\$ 2,892
Wave -4	San Mateo	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	13387.5	Amazon Connect Calculator	\$ 0.00	\$ 64.26	64.26	Telephonic Signature: County DID Usage	TS	\$ --	\$ --	\$ --	\$ --	\$ 771	\$ 771
Wave -4	San Mateo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	3017.155447	Amazon Connect Calculator	\$ 0.02	\$ 54.31	54.31	External Party Access: County Usage	EPA	\$ --	\$ --	\$ --	\$ --	\$ 652	\$ 652
Wave -4	San Mateo	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	3017.155447	Amazon Connect Calculator	\$ 0.01	\$ 36.21	36.21	External Party Access: County Toll Free Usage	EPA	\$ --	\$ --	\$ --	\$ --	\$ 434	\$ 434
Wave -4	San Mateo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	12488.63815	Amazon Connect Calculator	\$ 0.02	\$ 224.80	224.80	Outbound: County Usage	OUT	\$ --	\$ --	\$ --	\$ --	\$ 2,698	\$ 2,698
Wave -4	San Mateo	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	12488.63815	Amazon Connect Calculator	\$ 0.00	\$ 59.95	59.95	Outbound: County DID Usage	OUT	\$ --	\$ --	\$ --	\$ --	\$ 719	\$ 719
Wave -4	San Mateo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	554.0646564	Amazon Connect Calculator	\$ 0.02	\$ 9.97	9.97	RCC: County Usage	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 120	\$ 120
Wave -4	San Mateo	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	554.0646564	Amazon Connect Calculator	\$ 0.01	\$ 6.65	6.65	RCC: County Toll Free Usage	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 80	\$ 80
Wave -4	San Mateo	Lambda	Contact Center	New - Production San Mateo -	New - TBC	892980	https://calculator.aws/#/ag	\$ 0.00	\$ 44.59	44.59	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 535	\$ 535
Wave -4	San Mateo	Lambda	Contact Center	New - Production Shared Services	New - TBC	19989	https://calculator.aws/#/ag	\$ 0.00	\$ 1.00	1.00	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$ --	\$ --	\$ --	\$ --	\$ 12	\$ 12
Wave -4	San Mateo	Lambda	Contact Center	New - Production San Mateo -	New - TBC	16	https://calculator.aws/#/ag	\$ 0.00	\$ 0.0008	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 0	\$ 0
Wave -4	San Mateo	Lambda	Contact Center	New - Production Shared Services	New - TBC	1206.862179	https://calculator.aws/#/ag	\$ 0.00	\$ 0.06	0.06	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$ --	\$ --	\$ --	\$ --	\$ 1	\$ 1
Wave -4	San Mateo	Lambda	Contact Center	New - Production Outbound	New - TBC	137375.0197	https://calculator.aws/#/ag	\$ 0.00	\$ 6.86	6.86	Lambda - Outbound Campaign (11 Lambda /Per Call)	OUT	\$ --	\$ --	\$ --	\$ --	\$ 82	\$ 82
Wave -4	San Mateo	Lambda	Contact Center	New - Production Shared Services	New - TBC	73.87528752	https://calculator.aws/#/ag	\$ 0.00	\$ 0.00	0.00	Lambda - RCC (4 Lambdas/Call)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 0	\$ 0
Wave -4	San Mateo	Lambda	Contact Center	New - Production San Mateo -	New - TBC	306588	https://calculator.aws/#/ag	\$ 0.00	\$ 15.31	15.31	Lambda - Reporting (call Vol*15)*(8928)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 184	\$ 184
Wave -4	San Mateo	Lambda	Contact Center	New - Production Shared Services	New - TBC	18000	https://calculator.aws/#/ag	\$ 0.00	\$ 0.90	0.90	Lambda - Scheduled Callback: (L25*agent count)*20*24*3	SCB	\$ --	\$ --	\$ --	\$ --	\$ 11	\$ 11
Wave -4	San Mateo	Lambda	Contact Center	New - Production Shared Services	New - TBC	11475	https://calculator.aws/#/ag	\$ 0.00	\$ 0.57	0.57	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$ --	\$ --	\$ --	\$ --	\$ 7	\$ 7
Wave -4	San Mateo	Lambda	Contact Center	New - Production San Mateo -	New - TBC	720	https://calculator.aws/#/ag	\$ 0.00	\$ 0.04	0.04	Lambda - WFM (Calabria: 720 per county)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 0	\$ 0
Wave -4	San Mateo	Lambda	Contact Center	New - Production Shared Services	New - TBC	4800000	https://calculator.aws/#/ag	\$ 0.00	\$ 239.70	239.70	Lambda - CCP: (users*4000*24)	CCP	\$ --	\$ --	\$ --	\$ --	\$ 2,876	\$ 2,876
Wave -4	San Mateo	Kinesis	Contact Center	New - Production San Mateo -	New - TBC	19844	Estimated based on current	\$ 0.00	\$ 69.45	69.45	Kinesis - All Services (*\$0.0035 per call)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 833	\$ 833
Wave -4	San Mateo	Kinesis	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	Kinesis	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	Kinesis	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	Kinesis - WFM/Calabria Firehouse (GB of data ingested 500TB is .029	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	S3	Contact Center	New - Production Shared Services	New - TBC	50	https://calculator.aws/#/ag	\$ 0.08	\$ 4.00	4.00	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$ --	\$ --	\$ --	\$ --	\$ 48	\$ 48
Wave -4	San Mateo	S3	Contact Center	New - Production San Mateo -	New - TBC	304.15625	https://calculator.aws/#/ag	\$ 0.02	\$ 7.00	7.00	S3 - Call Recording (Inbound + Outbound Call Volume/\$12 for MGB per month)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 84	\$ 84
Wave -4	San Mateo	S3	Contact Center	New - Production San Mateo -	New - TBC	50	https://calculator.aws/#/ag	\$ 0.02	\$ 1.15	1.15	S3 - Misc (50 GB)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 14	\$ 14
Wave -4	San Mateo	S3	Contact Center	New - Production San Mateo -	New - TBC	1	https://calculator.aws/#/ag	\$ 36.00	\$ 36.00	36.00	S3 - IVR (Audio prompts) (Rof audio files - 225 * 100KB * # of languages -15) Call Volume	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 432	\$ 432
Wave -4	San Mateo	S3	Contact Center	New - Production Shared Services	New - TBC	7.470703125	https://calculator.aws/#/ag	\$ 0.02	\$ 0.17	0.17	S3 - Telephonic Signature (Telephonic Sig call volume/\$12)	TS	\$ --	\$ --	\$ --	\$ 309	\$ 963	\$ 1,292
Wave -4	San Mateo	S3	Contact Center	New - Production Shared Services	New - TBC	27.7816	https://calculator.aws/#/ag	\$ 0.03	\$ 0.83	0.83	S3 - WFM/Calabria (5GB per month for 58)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 10	\$ 10
Wave -4	San Mateo	API Gateway	Contact Center	New - Production San Mateo -	New - TBC	1	Estimated based on current	\$ 7.95	\$ 7.95	7.95	API Gateway - CCP (C-IV is at \$175 per month for test costs)	CCP	\$ --	\$ --	\$ --	\$ --	\$ 95	\$ 95
Wave -4	San Mateo	API Gateway	Contact Center	New - Production San Mateo -	New - TBC	0.066146667	Estimated based on current	\$ 2.00	\$ 0.13	0.13	API Gateway - IVR	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 2	\$ 2
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	19844	Estimated based on current	\$ 0.00	\$ 35.72	35.72	CloudWatch - All Services (*\$0.018 per call)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ 429	\$ 429
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - CCP	CCP	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Remote Closure	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - External Party Access	EPA	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Features	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - IVR	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Outbound Campaign	OUT	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - RCC	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Remote Work	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production San Mateo -	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Reporting	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Scheduled Callback	SCB	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Telephonic Signature	TS	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ --	\$ --	--	CloudWatch - Scheduled WFM	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	1.00	CloudFront - CCP (\$1)	CCP	\$ --	\$ --	\$ --	\$ --	\$ 12	\$ 12
Wave -4	San Mateo	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	1.00	CloudFront - Route S3 & SSL Certificate (\$1)	BUILD	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Wave -4	San Mateo	Comprehend	Contact Center	New - Production Shared Services	New - TBC	7650	https://aws.amazon.com/	\$ 0.00	\$ 0.77	0.77	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ --	\$ --	\$ --	\$ --	\$ 9	\$ 9
Wave -4	San Mateo	Transcribe	Contact Center	New - Production Shared Services	New - TBC	3825	https://aws.amazon.com/	\$ 0.03	\$ 114.75	114.75	Telephonic Signature - Transcribe (\$0.03 per recording)	TS	\$ --	\$ --	\$ --	\$ --	\$ 1,377	\$ 1,377
Wave -4																		

Wave - 1	Yolo	Amazon Connect - Toll Free #	Contact Center	New - Production Yolo - Contact	New - TBC	2	Amazon Connect Calculator	\$ 1.83	\$ 3.66	The total number of toll free numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ 29	\$ 44	\$ 73
Wave - 1	Yolo	Amazon Connect - DID #	Contact Center	New - Production Yolo - Contact	New - TBC	7	Amazon Connect Calculator	\$ 0.91	\$ 6.39	The total number of did numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ 51	\$ 77	\$ 128
Wave - 1	Yolo	Amazon Connect - Voice Usage	Contact Center	New - Production Yolo - Contact	New - TBC	205651.05	Amazon Connect Calculator	\$ 0.02	\$ 3,701.72	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$ -	\$ -	\$ -	\$ 29,614	\$ 44,421	\$ 74,034
Wave - 1	Yolo	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Yolo - Contact	New - TBC	178827	Amazon Connect Calculator	\$ 0.01	\$ 2,145.92	County Contact Center and IVR Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ 17,167	\$ 25,751	\$ 42,918
Wave - 1	Yolo	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	23247.51	Amazon Connect Calculator	\$ 0.00	\$ 111.59	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ 893	\$ 1,339	\$ 2,232
Wave - 1	Yolo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	5754	Amazon Connect Calculator	\$ 0.02	\$ 103.57	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ -	\$ 829	\$ 1,243	\$ 2,071
Wave - 1	Yolo	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	5754	Amazon Connect Calculator	\$ 0.00	\$ 27.62	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ -	\$ 221	\$ 331	\$ 552
Wave - 1	Yolo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	1085.288025	Amazon Connect Calculator	\$ 0.02	\$ 19.54	External Party Access: County Usage	EPA	\$ -	\$ -	\$ -	\$ 156	\$ 234	\$ 391
Wave - 1	Yolo	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	1085.288025	Amazon Connect Calculator	\$ 0.01	\$ 13.02	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ -	\$ 104	\$ 156	\$ 260
Wave - 1	Yolo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	4492.234384	Amazon Connect Calculator	\$ 0.02	\$ 80.86	Outbound: County Usage	OUT	\$ -	\$ -	\$ -	\$ 647	\$ 970	\$ 1,617
Wave - 1	Yolo	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	4492.234384	Amazon Connect Calculator	\$ 0.00	\$ 21.56	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ 173	\$ 259	\$ 431
Wave - 1	Yolo	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	199.3002176	Amazon Connect Calculator	\$ 0.02	\$ 3.59	RCC: County Usage	BUILD	\$ -	\$ -	\$ -	\$ 29	\$ 43	\$ 72
Wave - 1	Yolo	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	199.3002176	Amazon Connect Calculator	\$ 0.01	\$ 2.39	RCC: County Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ 19	\$ 29	\$ 48
Wave - 1	Yolo	Lambda	Contact Center	New - Production Yolo - Contact	New - TBC	321210	https://calculator.aws/#/ag	\$ 0.00	\$ 16.04	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$ -	\$ -	\$ -	\$ 128	\$ 192	\$ 321
Wave - 1	Yolo	Lambda	Contact Center	New - Production Shared Services	New - TBC	7278.64	https://calculator.aws/#/ag	\$ 0.00	\$ 0.36	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$ -	\$ -	\$ -	\$ 3	\$ 4	\$ 7
Wave - 1	Yolo	Lambda	Contact Center	New - Production Yolo - Contact	New - TBC	16	https://calculator.aws/#/ag	\$ 0.00	\$ 0.0008	Lambda - Remote Closure (12 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Wave - 1	Yolo	Lambda	Contact Center	New - Production Shared Services	New - TBC	434.1152102	https://calculator.aws/#/ag	\$ 0.00	\$ 0.02	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Wave - 1	Yolo	Lambda	Contact Center	New - Production Outbound	New - TBC	49414.57823	https://calculator.aws/#/ag	\$ 0.00	\$ 2.47	Lambda - Outbound Campaign (11 Lambda /Per Call)	OUT	\$ -	\$ -	\$ -	\$ 20	\$ 30	\$ 49
Wave - 1	Yolo	Lambda	Contact Center	New - Production Shared Services	New - TBC	36.57396234	https://calculator.aws/#/ag	\$ 0.00	\$ 0.00	Lambda - RCC (4 Lambdas/Call)	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 0
Wave - 1	Yolo	Lambda	Contact Center	New - Production Yolo - Contact	New - TBC	135998	https://calculator.aws/#/ag	\$ 0.00	\$ 5.79	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$ -	\$ -	\$ -	\$ 46	\$ 70	\$ 116
Wave - 1	Yolo	Lambda	Contact Center	New - Production Shared Services	New - TBC	17290	https://calculator.aws/#/ag	\$ 0.00	\$ 0.86	Lambda - Scheduled Callback: (25*agent count)*20*24*3	SCB	\$ -	\$ -	\$ -	\$ 7	\$ 10	\$ 17
Wave - 1	Yolo	Lambda	Contact Center	New - Production Shared Services	New - TBC	4972	https://calculator.aws/#/ag	\$ 0.00	\$ 0.25	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$ -	\$ -	\$ -	\$ 2	\$ 3	\$ 5
Wave - 1	Yolo	Lambda	Contact Center	New - Production Yolo - Contact	New - TBC	720	https://calculator.aws/#/ag	\$ 0.00	\$ 0.04	Lambda - WFM (Calabrio 720 per county)	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 0	\$ 1
Wave - 1	Yolo	Lambda	Contact Center	New - Production Shared Services	New - TBC	4608000	https://calculator.aws/#/ag	\$ 0.00	\$ 230.11	Lambda - CCP (Users*4000*24)	CCP	\$ -	\$ -	\$ -	\$ 1,841	\$ 2,761	\$ 4,602
Wave - 1	Yolo	Kinesis	Contact Center	New - Production Yolo - Contact	New - TBC	7138	Estimated based on current	\$ 0.00	\$ 24.98	Kinesis - All Services ("5,0035 per call)	BUILD	\$ -	\$ -	\$ -	\$ 200	\$ 300	\$ 500
Wave - 1	Yolo	Kinesis	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	Kinesis	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	Kinesis	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	Kinesis - WFM/Calabrio Firehouse (GB of data ingested - 500TB is .029	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	S3	Contact Center	New - Production Shared Services	New - TBC	48	https://calculator.aws/#/ag	\$ 0.08	\$ 3.84	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$ -	\$ -	\$ -	\$ 31	\$ 46	\$ 77
Wave - 1	Yolo	S3	Contact Center	New - Production Yolo - Contact	New - TBC	181.8535156	https://calculator.aws/#/ag	\$ 0.02	\$ 4.18	S3 - Call Recording (Inbound + Outbound Call Volume/512 for WGB per month)	BUILD	\$ -	\$ -	\$ -	\$ 33	\$ 50	\$ 84
Wave - 1	Yolo	S3	Contact Center	New - Production Yolo - Contact	New - TBC	50	https://calculator.aws/#/ag	\$ 0.02	\$ 1.15	S3 - Misc (50 GB)	BUILD	\$ -	\$ -	\$ -	\$ 9	\$ 14	\$ 23
Wave - 1	Yolo	S3	Contact Center	New - Production Yolo - Contact	New - TBC	1	https://calculator.aws/#/ag	\$ 36.00	\$ 36.00	S3 - IVR (Audio prompts) (Ro audio file - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$ -	\$ -	\$ -	\$ 288	\$ 432	\$ 720
Wave - 1	Yolo	S3	Contact Center	New - Production Shared Services	New - TBC	5.2109375	https://calculator.aws/#/ag	\$ 0.02	\$ 0.07	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$ -	\$ -	\$ -	\$ 309	\$ 983	\$ 1,292
Wave - 1	Yolo	S3	Contact Center	New - Production Shared Services	New - TBC	9.9932	https://calculator.aws/#/ag	\$ 0.03	\$ 0.30	S3 - WFM/Calabrio (JGB per month for 58)	BUILD	\$ -	\$ -	\$ -	\$ 2	\$ 4	\$ 6
Wave - 1	Yolo	API Gateway	Contact Center	New - Production Yolo - Contact	New - TBC	1	Estimated based on current	\$ 7.64	\$ 7.64	API Gateway - CCP (C-IV is at \$175 per month for test costs)	CCP	\$ -	\$ -	\$ -	\$ 61	\$ 92	\$ 153
Wave - 1	Yolo	API Gateway	Contact Center	New - Production Yolo - Contact	New - TBC	0.023793333	Estimated based on current	\$ 2.00	\$ 0.05	API Gateway - IVR	BUILD	\$ -	\$ -	\$ -	\$ 0	\$ 1	\$ 1
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	7138	Estimated based on current	\$ 0.00	\$ 12.85	CloudWatch - All Services ("5,0018 per call)	BUILD	\$ -	\$ -	\$ -	\$ 103	\$ 154	\$ 257
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - CCP	CCP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Closure	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - External Party Access	EPA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Features	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - IVR	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Outbound Campaign	OUT	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - RCC	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Remote Work	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Yolo - Contact	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Reporting	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled Callback	SCB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Telephonic Signature	TS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$ -	\$ -	CloudWatch - Scheduled WFM	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - CCP (51)	BUILD	\$ -	\$ -	\$ -	\$ 8	\$ 12	\$ 20
Wave - 1	Yolo	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$ 1.00	\$ 1.00	CloudFront - Route 53 & SSL Certificate (51)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wave - 1	Yolo	Comprehend	Contact Center	New - Production Shared Services	New - TBC	3288	https://aws.amazon.com/	\$ 0.00	\$ 0.33	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$ -	\$ -	\$ -	\$ 3	\$ 4	\$ 7
Wave - 1	Yolo	Transcribe	Contact Center	New - Production Shared Services	New - TBC	1644	https://aws.amazon.com/	\$ 0.03	\$ 49.32	Telephonic Signature - Transcribe (\$0.3 per recording)	TS	\$ -	\$ -	\$ -	\$ 395	\$ 592	\$ 986
Wave - 1	Yolo	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ 8	\$ 12	\$ 20
Wave - 1	Yolo	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 1.00	\$ 1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$ -	\$ -	\$ -	\$ 8	\$ 12	\$ 20
Wave - 1	Yolo	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$ 0.10	\$ 0.10	Outbound Campaign - CloudTrail	OUT	\$ -	\$ -	\$ -	\$ 1	\$ 1	\$ 2
Wave - 1	Yolo	Step Functions	Contact Center	New - Production Outbound	New - TBC	76.36798454	https://aws.amazon.com/	\$ 0.03	\$ 1.91	Step - functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$ -	\$ -	\$ -	\$ 15	\$ 23	\$ 38
Wave - 1	Yolo	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$ 0.06	\$ 0.06	Step - functions - CCP	CCP	\$ -	\$ -	\$ -	\$ 0	\$ 1	\$ 1
Wave - 1	Yolo	Amazon Connect - WebChat	Contact Center	New - Production Yolo - Contact	New - TBC	9000	https://aws.amazon.com/	\$ 0.00	\$ 36.00	Number of chats* 25 messages per chat	BUILD	\$ -	\$ -	\$ -	\$ 288	\$ 432	\$ 720
Wave - 6	SF	Amazon Connect - Toll Free #	Contact Center	New - Production SF - Contact	New - TBC	2	Amazon Connect Calculator	\$ 1.83	\$ 3.66	The total number of toll free numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 29	\$ 29
Wave - 6	SF	Amazon Connect - DID #	Contact Center	New - Production SF - Contact	New - TBC	7	Amazon Connect Calculator	\$ 0.91	\$ 6.39	The total number of did numbers assigned to this account.	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 51	\$ 51
Wave - 6	SF	Amazon Connect - Voice Usage	Contact Center	New - Production SF - Contact	New - TBC	297438.3	Amazon Connect Calculator	\$ 0.02	\$ 5,353.89	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 42,831	\$ 42,831
Wave - 6	SF	Amazon Connect - Toll Free Inbound	Contact Center	New - Production SF - Contact	New - TBC	258642	Amazon Connect Calculator	\$ 0.01	\$ 3,103.70	County Contact Center and IVR Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 24,830	\$ 24,830
Wave - 6	SF	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	33623.46	Amazon Connect Calculator	\$ 0.00	\$ 161.39	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ -	\$ 1,291	\$ 1,291
Wave - 6	SF	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	18523	Amazon Connect Calculator	\$ 0.02	\$ 333.40	Telephonic Signature: County Usage	TS	\$ -	\$ -	\$ -	\$ -	\$ 2,667	\$ 2,667
Wave - 6	SF	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	18523	Amazon Connect Calculator	\$ 0.00	\$ 88.91	Telephonic Signature: County DID Usage	TS	\$ -	\$ -	\$ -	\$ -	\$ 711	\$ 711
Wave - 6	SF	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	31324.21577	Amazon Connect Calculator	\$ 0.02	\$ 203.84	External Party Access: County Usage	EPA	\$ -	\$ -	\$ -	\$ -	\$ 1,631	\$ 1,631
Wave - 6	SF	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	31324.21577	Amazon Connect Calculator	\$ 0.01	\$ 135.89	External Party Access: County Toll Free Usage	EPA	\$ -	\$ -	\$ -	\$ -	\$ 1,087	\$ 1,087
Wave - 6	SF	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	46873.30022	Amazon Connect Calculator	\$ 0.02	\$ 843.72	Outbound: County Usage	OUT	\$ -	\$ -	\$ -	\$ -	\$ 6,750	\$ 6,750
Wave - 6	SF	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	46873.30022	Amazon Connect Calculator	\$ 0.00	\$ 274.99	Outbound: County DID Usage	OUT	\$ -	\$ -	\$ -	\$ -	\$ 1,800	\$ 1,800
Wave - 6	SF	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	2079.557328	Amazon Connect Calculator	\$ 0.02	\$ 3.59	RCC: County Usage	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 299	\$ 299
Wave - 6	SF	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	2079.557328	Amazon Connect Calculator	\$ 0.01	\$ 24.95	RCC: County Toll Free Usage	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 200	\$ 200
Wave - 6	SF	Lambda	Contact Center	New - Production SF - Contact	New - TBC	35488485	https://calculator.aws/#/ag	\$ 0.00	\$ 1,772.19	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 14,178	\$ 14,178
Wave - 6	SF	Lambda	Contact Center	New - Production Shared Services	New - TBC	790674.6	https://calculator.aws/#/ag	\$ 0.00	\$ 39.48	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$ -	\$ -	\$ -	\$ -	\$ 316	\$ 316
Wave - 6	SF	Lambda	Contact Center	New - Production SF - Contact	New - TBC	16	https://calculator.aws/#/ag	\$ 0.00	\$ 0.0008	Lambda - Remote Closure (12 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$ -	\$ -	\$ -	\$ -	\$ 0	\$ 0
Wave -																	

Wave - 6	SF	Lambda	Contact Center	New - Production Shared Services	New - TBC	33645	https://calculator.aws/#/ag	\$	0.00	\$	1.68	Lambda - Telephonic Signature: (3 Lambdas per call)	TS	\$	-	\$	-	\$	-	13	\$	13
Wave - 6	SF	Lambda	Contact Center	New - Production SF - Contact	New - TBC	720	https://calculator.aws/#/ag	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	-	0	\$	0
Wave - 6	SF	Lambda	Contact Center	New - Production Shared Services	New - TBC	88320000	https://calculator.aws/#/ag	\$	0.00	\$	4,410.44	Lambda - CCP: (users*4000*24)	CCP	\$	-	\$	-	\$	-	35,283	\$	35,283
Wave - 6	SF	Kinesis	Contact Center	New - Production SF - Contact	New - TBC	788633	Estimated based on current	\$	0.00	\$	2,760.22	Kinesis - All Services (*\$0.035 per call)	BUILD	\$	-	\$	-	\$	-	22,082	\$	22,082
Wave - 6	SF	Kinesis	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis Video Stream - Voice Biometrics (Call Volume * Usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	Kinesis	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	Kinesis	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	S3	Contact Center	New - Production Shared Services	New - TBC	920	https://calculator.aws/#/ag	\$	0.08	\$	73.60	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$	-	\$	-	\$	-	589	\$	589
Wave - 6	SF	S3	Contact Center	New - Production SF - Contact	New - TBC	228.359375	https://calculator.aws/#/ag	\$	0.02	\$	5.25	S3 - Call Recording (Inbound + Outbound Call Volume/512 for #GB per month)	BUILD	\$	-	\$	-	\$	-	42	\$	42
Wave - 6	SF	S3	Contact Center	New - Production SF - Contact	New - TBC	50	https://calculator.aws/#/ag	\$	0.02	\$	1.15	S3 - Misc (50 GB)	BUILD	\$	-	\$	-	\$	-	9	\$	9
Wave - 6	SF	S3	Contact Center	New - Production SF - Contact	New - TBC	1	https://calculator.aws/#/ag	\$	36.00	\$	36.00	S3 - IVR (Audio prompts) (Ref audio files - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$	-	\$	-	\$	-	288	\$	288
Wave - 6	SF	S3	Contact Center	New - Production Shared Services	New - TBC	21.90429688	https://calculator.aws/#/ag	\$	0.02	\$	0.50	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$	-	\$	-	\$	-	983	\$	1,292
Wave - 6	SF	S3	Contact Center	New - Production Shared Services	New - TBC	3104.0862	https://calculator.aws/#/ag	\$	0.03	\$	33.12	S3 - WFM/Calabrio (3GB per month for 58)	BUILD	\$	-	\$	-	\$	-	265	\$	265
Wave - 6	SF	API Gateway	Contact Center	New - Production SF - Contact	New - TBC	1	Estimated based on current	\$	146.36	\$	146.36	API Gateway - CCP (C-IV is at \$175 per month for these costs)	CCP	\$	-	\$	-	\$	-	1,171	\$	1,171
Wave - 6	SF	API Gateway	Contact Center	New - Production SF - Contact	New - TBC	2.628775667	Estimated based on current	\$	2.00	\$	5.26	API Gateway - IVR	BUILD	\$	-	\$	-	\$	-	42	\$	42
Wave - 6	SF	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	788633	Estimated based on current	\$	0.00	\$	1,419.54	CloudWatch - All Services (*\$0.018 per call)	BUILD	\$	-	\$	-	\$	-	11,356	\$	11,356
Wave - 6	SF	CloudWatch	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - CCP	CCP	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Closure	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - External Party Access	EPA	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Features	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - IVR	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production SF - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (51)	CCP	\$	-	\$	-	\$	-	8	\$	8
Wave - 6	SF	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (51)	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 6	SF	Comprehend	Contact Center	New - Production Shared Services	New - TBC	22430	https://aws.amazon.com/	\$	0.00	\$	2.24	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	-	18	\$	18
Wave - 6	SF	Transcribe	Contact Center	New - Production Shared Services	New - TBC	11215	https://aws.amazon.com/	\$	0.03	\$	336.45	Telephonic Signature - Transcribe (5.03 per recording)	TS	\$	-	\$	-	\$	-	2,692	\$	2,692
Wave - 6	SF	SGS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SGS (\$1 total)	OUT	\$	-	\$	-	\$	-	8	\$	8
Wave - 6	SF	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$	-	\$	-	\$	-	8	\$	8
Wave - 6	SF	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	0.10	\$	0.10	Outbound Campaign - CloudTrail	OUT	\$	-	\$	-	\$	-	1	\$	1
Wave - 6	SF	Step Functions	Contact Center	New - Production Outbound	New - TBC	796.8461037	https://aws.amazon.com/	\$	0.03	\$	19.92	Step functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$	-	\$	-	\$	-	159	\$	159
Wave - 6	SF	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$	0.63	\$	0.63	Step functions - CCP	CCP	\$	-	\$	-	\$	-	5	\$	5
Wave - 6	SF	Amazon Connect - WebChat	Contact Center	New - Production SF - Contact	New - TBC	12950	https://aws.amazon.com/	\$	0.00	\$	51.80	Number of chats* 25 messages per chat	BUILD	\$	-	\$	-	\$	-	414	\$	414
Wave - 2	Tulare	Amazon Connect - Toll Free #	Contact Center	New - Production Tulare - Contact	New - TBC	2	Amazon Connect Calculator	\$	1.83	\$	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$	-	\$	-	\$	-	15	\$	44
Wave - 2	Tulare	Amazon Connect - DID #	Contact Center	New - Production Tulare - Contact	New - TBC	7	Amazon Connect Calculator	\$	0.91	\$	6.39	The total number of did numbers assigned to this account.	BUILD	\$	-	\$	-	\$	-	26	\$	77
Wave - 2	Tulare	Amazon Connect - Voice Usage	Contact Center	New - Production Tulare - Contact	New - TBC	1105252.35	Amazon Connect Calculator	\$	0.02	\$	19,894.54	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	-	79,578	\$	238,735
Wave - 2	Tulare	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Tulare - Contact	New - TBC	961089	Amazon Connect Calculator	\$	0.01	\$	11,533.07	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	-	46,132	\$	138,397
Wave - 2	Tulare	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	124941.57	Amazon Connect Calculator	\$	0.00	\$	599.72	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	-	2,399	\$	7,197
Wave - 2	Tulare	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	27678	Amazon Connect Calculator	\$	0.02	\$	498.20	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	-	1,993	\$	5,978
Wave - 2	Tulare	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	27678	Amazon Connect Calculator	\$	0.00	\$	132.85	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	-	531	\$	1,594
Wave - 2	Tulare	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	9393.260607	Amazon Connect Calculator	\$	0.02	\$	169.08	External Party Access: County Usage	EPA	\$	-	\$	-	\$	-	676	\$	2,029
Wave - 2	Tulare	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	9393.260607	Amazon Connect Calculator	\$	0.01	\$	112.72	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	-	451	\$	1,353
Wave - 2	Tulare	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	38880.6725	Amazon Connect Calculator	\$	0.02	\$	699.85	Outbound: County Usage	OUT	\$	-	\$	-	\$	-	2,799	\$	8,398
Wave - 2	Tulare	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	38880.6725	Amazon Connect Calculator	\$	0.00	\$	186.63	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	-	747	\$	2,240
Wave - 2	Tulare	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	1724.960415	Amazon Connect Calculator	\$	0.02	\$	31.05	RCC: County Usage	BUILD	\$	-	\$	-	\$	-	124	\$	373
Wave - 2	Tulare	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	1724.960415	Amazon Connect Calculator	\$	0.01	\$	20.70	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	-	83	\$	248
Wave - 2	Tulare	Lambda	Contact Center	New - Production Tulare - Contact	New - TBC	2780100	https://calculator.aws/#/ag	\$	0.00	\$	138.83	Lambda-IVR assuming 45 lambdas calls per call into the IVR	BUILD	\$	-	\$	-	\$	-	555	\$	1,666
Wave - 2	Tulare	Lambda	Contact Center	New - Production Shared Services	New - TBC	62116.84	https://calculator.aws/#/ag	\$	0.00	\$	3.10	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$	-	\$	-	12	\$	37
Wave - 2	Tulare	Lambda	Contact Center	New - Production Tulare - Contact	New - TBC	16	https://calculator.aws/#/ag	\$	0.00	\$	0.0008	Lambda - Remote Closure (2 opens * 4 lambdas) + (2 closes * 4 lambdas) per month = 16	BUILD	\$	-	\$	-	\$	-	0	\$	0
Wave - 2	Tulare	Lambda	Contact Center	New - Production Shared Services	New - TBC	3757.304243	https://calculator.aws/#/ag	\$	0.00	\$	0.19	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$	-	\$	-	\$	-	1	\$	2
Wave - 2	Tulare	Lambda	Contact Center	New - Production Outbound	New - TBC	427687.3975	https://calculator.aws/#/ag	\$	0.00	\$	21.36	Lambda - Outbound Campaign (11 Lambdas/Per Call)	OUT	\$	-	\$	-	\$	-	85	\$	256
Wave - 2	Tulare	Lambda	Contact Center	New - Production Shared Services	New - TBC	229.994722	https://calculator.aws/#/ag	\$	0.00	\$	0.01	Lambda - RCC (4 Lambdas/Call)	BUILD	\$	-	\$	-	\$	-	0	\$	0
Wave - 2	Tulare	Lambda	Contact Center	New - Production Tulare - Contact	New - TBC	935628	https://calculator.aws/#/ag	\$	0.00	\$	46.72	Lambda - Reporting (call Vol*15)(B928)	BUILD	\$	-	\$	-	\$	-	187	\$	561
Wave - 2	Tulare	Lambda	Contact Center	New - Production Shared Services	New - TBC	49680	https://calculator.aws/#/ag	\$	0.00	\$	2.48	Lambda - Scheduled Callback: (125*agent count)*20*24*3	SCB	\$	-	\$	-	\$	-	10	\$	30
Wave - 2	Tulare	Lambda	Contact Center	New - Production Shared Services	New - TBC	23724	https://calculator.aws/#/ag	\$	0.00	\$	1.18	Lambda - Telephonic Signature: (3 Lambdas per call)	TS	\$	-	\$	-	\$	-	5	\$	14
Wave - 2	Tulare	Lambda	Contact Center	New - Production Tulare - Contact	New - TBC	720	https://calculator.aws/#/ag	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	-	0	\$	0
Wave - 2	Tulare	Lambda	Contact Center	New - Production Shared Services	New - TBC	13248000	https://calculator.aws/#/ag	\$	0.00	\$	661.57	Lambda - CCP: (users*4000*24)	CCP	\$	-	\$	-	\$	-	2,646	\$	7,939
Wave - 2	Tulare	Kinesis	Contact Center	New - Production Tulare - Contact	New - TBC	83780	Estimated based on current	\$	0.00	\$	216.23	Kinesis - All Services (*\$0.035 per call)	BUILD	\$	-	\$	-	\$	-	865	\$	2,595
Wave - 2	Tulare	Kinesis	Contact Center	New - Production Tulare - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis Video Stream - Voice Biometrics (Call Volume * Usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 2	Tulare	Kinesis	Contact Center	New - Production Tulare - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 2	Tulare	Kinesis	Contact Center	New - Production Tulare - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 2	Tulare	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$	-	-	\$	-
Wave - 2	Tulare	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$	-	\$	-	\$	-	-	\$	-
Wave - 2	Tulare	S3	Contact Center	New - Production Shared Services	New - TBC	338	https://calculator.aws/#/ag	\$	0.08	\$	11.04	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,00										

Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Tulare - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Features	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Tulare - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - IVR	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Tulare - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Tulare - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (\$1)	CCP	\$	-	\$	-	\$	4	\$	12	\$	16
Wave - 2	Tulare	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (\$1)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Tulare	Comprehend	Contact Center	New - Production Shared Services	New - TBC	15816	https://aws.amazon.com/	\$	0.00	\$	1.58	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	6	\$	19	\$	25
Wave - 2	Tulare	Transcribe	Contact Center	New - Production Shared Services	New - TBC	7908	https://aws.amazon.com/	\$	0.03	\$	237.24	Telephonic Signature - Transcribe (\$0.03 per recording)	TS	\$	-	\$	-	\$	949	\$	2,847	\$	3,796
Wave - 2	Tulare	SOS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SOS (\$1 total)	OUT	\$	-	\$	-	\$	4	\$	12	\$	16
Wave - 2	Tulare	SMS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SMS (\$1 total)	OUT	\$	-	\$	-	\$	4	\$	12	\$	16
Wave - 2	Tulare	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	0.10	\$	0.10	Outbound Campaign - CloudTrail	OUT	\$	-	\$	-	\$	0	\$	1	\$	2
Wave - 2	Tulare	Step Functions	Contact Center	New - Production Outbound	New - TBC	660.9714324	https://aws.amazon.com/	\$	0.03	\$	16.52	Step Functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204k)	OUT	\$	-	\$	-	\$	66	\$	198	\$	264
Wave - 2	Tulare	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$	0.52	\$	0.52	Step Functions - CCP	CCP	\$	-	\$	-	\$	2	\$	6	\$	8
Wave - 2	Tulare	Amazon Connect - WebChat	Contact Center	New - Production Tulare - Contact	New - TBC	78825	https://aws.amazon.com/	\$	0.00	\$	315.30	Number of chats* 25 messages per chat	BUILD	\$	-	\$	-	\$	1,261	\$	3,784	\$	5,045
Wave - 2	Santa Clara	Amazon Connect - Toll Free #	Contact Center	New - Production Santa Clara -	New - TBC	2	Amazon Connect Calculator	\$	1.83	\$	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$	-	\$	-	\$	15	\$	44	\$	59
Wave - 2	Santa Clara	Amazon Connect - DID #	Contact Center	New - Production Santa Clara -	New - TBC	7	Amazon Connect Calculator	\$	0.91	\$	6.39	The total number of did numbers assigned to this account.	BUILD	\$	-	\$	-	\$	26	\$	77	\$	102
Wave - 2	Santa Clara	Amazon Connect - Voice Usage	Contact Center	New - Production Santa Clara -	New - TBC	719207.4337	Amazon Connect Calculator	\$	0.02	\$	12,943.73	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	51,783	\$	155,349	\$	207,132
Wave - 2	Santa Clara	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Santa Clara -	New - TBC	625397.7684	Amazon Connect Calculator	\$	0.01	\$	7,504.77	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	30,019	\$	90,057	\$	120,076
Wave - 2	Santa Clara	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	81,301.70989	Amazon Connect Calculator	\$	0.00	\$	390.25	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	1,561	\$	4,683	\$	6,244
Wave - 2	Santa Clara	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	38920	Amazon Connect Calculator	\$	0.02	\$	790.56	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	2,802	\$	8,407	\$	11,209
Wave - 2	Santa Clara	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	38920	Amazon Connect Calculator	\$	0.00	\$	186.82	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	747	\$	2,242	\$	2,989
Wave - 2	Santa Clara	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	19143.50074	Amazon Connect Calculator	\$	0.02	\$	344.58	External Party Access: County Usage	EPA	\$	-	\$	-	\$	1,378	\$	4,135	\$	5,513
Wave - 2	Santa Clara	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	19143.50074	Amazon Connect Calculator	\$	0.01	\$	229.72	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	919	\$	2,757	\$	3,676
Wave - 2	Santa Clara	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	79238.95801	Amazon Connect Calculator	\$	0.02	\$	1,426.30	Outbound: County Usage	OUT	\$	-	\$	-	\$	5,705	\$	17,116	\$	22,821
Wave - 2	Santa Clara	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	79238.95801	Amazon Connect Calculator	\$	0.00	\$	380.35	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	1,521	\$	4,564	\$	6,086
Wave - 2	Santa Clara	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	3515.475868	Amazon Connect Calculator	\$	0.02	\$	63.28	RCC: County Usage	BUILD	\$	-	\$	-	\$	253	\$	759	\$	1,012
Wave - 2	Santa Clara	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	3515.475868	Amazon Connect Calculator	\$	0.01	\$	42.19	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	169	\$	506	\$	675
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Santa Clara -	New - TBC	5665854.344	https://calculator.aws/#/ag	\$	0.00	\$	282.94	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$	-	\$	-	\$	1,132	\$	3,395	\$	4,527
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Shared Services	New - TBC	126645.8343	https://calculator.aws/#/ag	\$	0.00	\$	6.32	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$	-	\$	25	\$	76	\$	101
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Santa Clara -	New - TBC	16	https://calculator.aws/#/ag	\$	0.00	\$	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month + 16	BUILD	\$	-	\$	-	\$	0	\$	0	\$	0
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Shared Services	New - TBC	7657.400298	https://calculator.aws/#/ag	\$	0.00	\$	0.38	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$	-	\$	-	\$	2	\$	5	\$	6
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Outbound	New - TBC	871628.5381	https://calculator.aws/#/ag	\$	0.00	\$	43.53	Lambda - Outbound Campaign (11 Lambdas /Per Call)	OUT	\$	-	\$	-	\$	174	\$	522	\$	696
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Shared Services	New - TBC	468.7301157	https://calculator.aws/#/ag	\$	0.00	\$	0.02	Lambda - RCC (4 Lambdas/Call)	BUILD	\$	-	\$	-	\$	0	\$	0	\$	0
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Santa Clara -	New - TBC	1897546.115	https://calculator.aws/#/ag	\$	0.00	\$	94.76	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$	-	\$	-	\$	379	\$	1,137	\$	1,516
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Shared Services	New - TBC	115920	https://calculator.aws/#/ag	\$	0.00	\$	5.79	Lambda - Scheduled Callback: (125*agent count)*20*24*3	SCB	\$	-	\$	-	\$	23	\$	69	\$	93
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Shared Services	New - TBC	33360	https://calculator.aws/#/ag	\$	0.00	\$	1.67	Lambda - Telephonic Signature: (3 Lambdas/per/call)	TS	\$	-	\$	-	\$	7	\$	20	\$	27
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Shared Services	New - TBC	720	https://calculator.aws/#/ag	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	0	\$	0	\$	1
Wave - 2	Santa Clara	Lambda	Contact Center	New - Production Shared Services	New - TBC	30912000	https://calculator.aws/#/ag	\$	0.00	\$	1,543.65	Lambda - CCP: (users*4000*24)	CCP	\$	-	\$	-	\$	6,175	\$	18,524	\$	24,698
Wave - 2	Santa Clara	Kinesis	Contact Center	New - Production Santa Clara -	New - TBC	125907.8743	Estimated based on current	\$	0.00	\$	440.68	Kinesis - All Services (*\$0.035 per call)	BUILD	\$	-	\$	-	\$	1,763	\$	5,288	\$	7,051
Wave - 2	Santa Clara	Kinesis	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	Kinesis	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	Kinesis	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	S3	Contact Center	New - Production Shared Services	New - TBC	322	https://calculator.aws/#/ag	\$	0.08	\$	25.76	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$	-	\$	-	\$	103	\$	309	\$	412
Wave - 2	Santa Clara	S3	Contact Center	New - Production Santa Clara -	New - TBC	118802.3501	https://calculator.aws/#/ag	\$	0.02	\$	2,732.45	S3 - Call Recording (Inbound + Outbound Call Volume/512 for IGB per month)	BUILD	\$	-	\$	-	\$	10,930	\$	32,780	\$	43,719
Wave - 2	Santa Clara	S3	Contact Center	New - Production Santa Clara -	New - TBC	50	https://calculator.aws/#/ag	\$	0.02	\$	1.15	S3 - Misc (50 GB)	BUILD	\$	-	\$	-	\$	5	\$	14	\$	18
Wave - 2	Santa Clara	S3	Contact Center	New - Production Santa Clara -	New - TBC	1	https://calculator.aws/#/ag	\$	36.00	\$	36.00	S3 - IVR (Audio prompts) (Rof audio files - 225 * 100KB * # of languages -15) Call Volume	BUILD	\$	-	\$	-	\$	144	\$	432	\$	576
Wave - 2	Santa Clara	S3	Contact Center	New - Production Shared Services	New - TBC	21.71875	https://calculator.aws/#/ag	\$	0.02	\$	0.50	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$	-	\$	-	\$	309	\$	983	\$	1,292
Wave - 2	Santa Clara	S3	Contact Center	New - Production Shared Services	New - TBC	176.271024	https://calculator.aws/#/ag	\$	0.03	\$	5.29	S3 - WFM/Calabrio (3GB per month for S8)	BUILD	\$	-	\$	-	\$	21	\$	63	\$	85
Wave - 2	Santa Clara	API Gateway	Contact Center	New - Production Santa Clara -	New - TBC	1	Estimated based on current	\$	51.23	\$	51.23	API Gateway - CCP (C-IV is at \$175 per month for test costs)	CCP	\$	-	\$	-	\$	205	\$	615	\$	820
Wave - 2	Santa Clara	API Gateway	Contact Center	New - Production Santa Clara -	New - TBC	0.419692914	Estimated based on current	\$	2.00	\$	0.84	API Gateway - IVR	BUILD	\$	-	\$	-	\$	3	\$	10	\$	13
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	125907.8743	Estimated based on current	\$	0.00	\$	226.63	CloudWatch - All Services (*\$0.018 per call)	BUILD	\$	-	\$	-	\$	907	\$	2,720	\$	3,626
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - CCP	CCP	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Closure	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - External Party Access	EPA	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Features	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - IVR	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Santa Clara -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 2	Santa Clara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch -											

Wave - 3	Orange	Amazon Connect - Voice Usage	Contact Center	New - Production Orange - Contact	New - TBC	16805.64	Amazon Connect Calculator	\$	0.02	\$	30,250.15	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	60,500	\$	363,002	\$	423,502
Wave - 3	Orange	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Orange - Contact	New - TBC	1451360	Amazon Connect Calculator	\$	0.01	\$	17,536.32	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	35,073	\$	210,436	\$	245,508
Wave - 3	Orange	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	189976.8	Amazon Connect Calculator	\$	0.00	\$	911.89	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	1,824	\$	10,943	\$	12,766
Wave - 3	Orange	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	84540.5	Amazon Connect Calculator	\$	0.02	\$	1,523.53	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	3,047	\$	18,282	\$	21,329
Wave - 3	Orange	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	84540.5	Amazon Connect Calculator	\$	0.00	\$	406.27	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	813	\$	4,875	\$	5,688
Wave - 3	Orange	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	15871.3871	Amazon Connect Calculator	\$	0.02	\$	285.68	External Party Access: County Usage	EPA	\$	-	\$	-	\$	571	\$	3,428	\$	4,000
Wave - 3	Orange	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	15871.3871	Amazon Connect Calculator	\$	0.01	\$	190.46	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	381	\$	2,285	\$	2,666
Wave - 3	Orange	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	65694.99449	Amazon Connect Calculator	\$	0.02	\$	1,182.51	Outbound: County Usage	OUT	\$	-	\$	-	\$	2,365	\$	14,190	\$	16,555
Wave - 3	Orange	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	65694.99449	Amazon Connect Calculator	\$	0.00	\$	315.34	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	631	\$	3,784	\$	4,415
Wave - 3	Orange	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	2914.591176	Amazon Connect Calculator	\$	0.02	\$	52.46	RCC: County Usage	BUILD	\$	-	\$	-	\$	105	\$	630	\$	734
Wave - 3	Orange	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	2914.591176	Amazon Connect Calculator	\$	0.01	\$	34.98	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	70	\$	420	\$	490
Wave - 3	Orange	Lambda	Contact Center	New - Production Orange - Contact	New - TBC	4697415	https://calculator.aws/#/ag	\$	0.00	\$	234.57	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$	-	\$	-	\$	469	\$	2,815	\$	3,284
Wave - 3	Orange	Lambda	Contact Center	New - Production Shared Services	New - TBC	104900.42	https://calculator.aws/#/ag	\$	0.00	\$	5.24	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$	-	\$	10	\$	63	\$	73
Wave - 3	Orange	Lambda	Contact Center	New - Production Orange - Contact	New - TBC	16	https://calculator.aws/#/ag	\$	0.00	\$	0.0008	Lambda - Remote Closure (12 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$	-	\$	-	\$	0	\$	0	\$	0
Wave - 3	Orange	Lambda	Contact Center	New - Production Shared Services	New - TBC	6348.55484	https://calculator.aws/#/ag	\$	0.00	\$	0.32	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$	-	\$	-	\$	1	\$	4	\$	4
Wave - 3	Orange	Lambda	Contact Center	New - Production Outbound	New - TBC	722644.9394	https://calculator.aws/#/ag	\$	0.00	\$	36.09	Lambda - Outbound Campaign (11 Lambda/Per Call)	OUT	\$	-	\$	-	\$	72	\$	433	\$	505
Wave - 3	Orange	Lambda	Contact Center	New - Production Shared Services	New - TBC	388.6121568	https://calculator.aws/#/ag	\$	0.00	\$	0.02	Lambda - RCC (4 Lambdas/Call)	BUILD	\$	-	\$	-	\$	0	\$	0	\$	0
Wave - 3	Orange	Lambda	Contact Center	New - Production Orange - Contact	New - TBC	1574733	https://calculator.aws/#/ag	\$	0.00	\$	78.64	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$	-	\$	-	\$	157	\$	944	\$	1,101
Wave - 3	Orange	Lambda	Contact Center	New - Production Shared Services	New - TBC	78840	https://calculator.aws/#/ag	\$	0.00	\$	3.94	Lambda - Scheduled Callback: (25*agent count)*20*24*3	SCB	\$	-	\$	-	\$	8	\$	47	\$	55
Wave - 3	Orange	Lambda	Contact Center	New - Production Shared Services	New - TBC	72549	https://calculator.aws/#/ag	\$	0.00	\$	3.62	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$	-	\$	-	\$	7	\$	43	\$	51
Wave - 3	Orange	Lambda	Contact Center	New - Production Orange - Contact	New - TBC	720	https://calculator.aws/#/ag	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	0	\$	0	\$	1
Wave - 3	Orange	Lambda	Contact Center	New - Production Shared Services	New - TBC	21024000	https://calculator.aws/#/ag	\$	0.00	\$	1,049.88	Lambda - CCP (Users*4000*24)	CCP	\$	-	\$	-	\$	2,100	\$	12,599	\$	14,698
Wave - 3	Orange	Kinesis	Contact Center	New - Production Orange - Contact	New - TBC	104387	Estimated based on current	\$	0.00	\$	365.35	Kinesis - All Services (*\$0.035 per call)	BUILD	\$	-	\$	-	\$	731	\$	4,384	\$	5,115
Wave - 3	Orange	Kinesis	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis Video Stream - Voice Biometrics (Call Volume * Usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	Kinesis	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	Kinesis	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - WFM/Calabrio Firehouse (GB of data ingested: 500TB is .029	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	S3	Contact Center	New - Production Shared Services	New - TBC	219	https://calculator.aws/#/ag	\$	0.08	\$	17.52	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$	-	\$	-	\$	35	\$	210	\$	245
Wave - 3	Orange	S3	Contact Center	New - Production Orange - Contact	New - TBC	1443.0625	https://calculator.aws/#/ag	\$	0.02	\$	33.19	S3 - Call Recording (Inbound + Outbound Call Volume/512 for WGB per month)	BUILD	\$	-	\$	-	\$	66	\$	398	\$	465
Wave - 3	Orange	S3	Contact Center	New - Production Orange - Contact	New - TBC	50	https://calculator.aws/#/ag	\$	0.02	\$	1.15	S3 - Misc (50 GB)	BUILD	\$	-	\$	-	\$	2	\$	14	\$	16
Wave - 3	Orange	S3	Contact Center	New - Production Orange - Contact	New - TBC	1	https://calculator.aws/#/ag	\$	36.00	\$	36.00	S3 - IVR (Audio prompts) (Rof audio file - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$	-	\$	-	\$	72	\$	432	\$	504
Wave - 3	Orange	S3	Contact Center	New - Production Shared Services	New - TBC	47.23242188	https://calculator.aws/#/ag	\$	0.02	\$	1.09	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$	-	\$	-	\$	309	\$	983	\$	1,292
Wave - 3	Orange	S3	Contact Center	New - Production Shared Services	New - TBC	146.1418	https://calculator.aws/#/ag	\$	0.03	\$	4.38	S3 - WFM/Calabrio (1GB per month for Sig)	BUILD	\$	-	\$	-	\$	9	\$	53	\$	61
Wave - 3	Orange	API Gateway	Contact Center	New - Production Orange - Contact	New - TBC	1	Estimated based on current	\$	34.84	\$	34.84	API Gateway - CCP (C-IV is at \$175 per month for these costs)	CCP	\$	-	\$	-	\$	70	\$	418	\$	488
Wave - 3	Orange	API Gateway	Contact Center	New - Production Orange - Contact	New - TBC	0.347956667	Estimated based on current	\$	2.00	\$	0.70	API Gateway - IVR	BUILD	\$	-	\$	-	\$	1	\$	8	\$	10
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	104387	Estimated based on current	\$	0.00	\$	187.90	CloudWatch - All Services (*\$0.018 per call)	BUILD	\$	-	\$	-	\$	376	\$	2,255	\$	2,631
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - CCP	CCP	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Closure	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - External Party Access	EPA	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Features	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - IVR	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Orange - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (\$1)	CCP	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Orange	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (\$1)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Orange	Comprehend	Contact Center	New - Production Shared Services	New - TBC	48366	https://aws.amazon.com/	\$	0.00	\$	4.84	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	10	\$	58	\$	68
Wave - 3	Orange	Transcribe	Contact Center	New - Production Shared Services	New - TBC	24183	https://aws.amazon.com/	\$	0.03	\$	725.49	Telephonic Signature - Transcribe (\$0.3 per recording)	TS	\$	-	\$	-	\$	1,451	\$	8,706	\$	10,157
Wave - 3	Orange	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Orange	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Orange	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	0.10	\$	0.10	Outbound Campaign - CloudTrail	OUT	\$	-	\$	-	\$	0	\$	1	\$	1
Wave - 3	Orange	Step Functions	Contact Center	New - Production Outbound	New - TBC	1116.814906	https://aws.amazon.com/	\$	0.03	\$	27.92	Step - functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$	-	\$	-	\$	56	\$	335	\$	391
Wave - 3	Orange	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$	0.88	\$	0.88	Step - functions - CCP	CCP	\$	-	\$	-	\$	2	\$	11	\$	12
Wave - 3	Orange	Amazon Connect - WebChat	Contact Center	New - Production Orange - Contact	New - TBC	78225	https://aws.amazon.com/	\$	0.00	\$	312.90	Number of chats* 25 messages per chat	BUILD	\$	-	\$	-	\$	626	\$	3,755	\$	4,381
Wave - 3	Santa Barbara	Amazon Connect - Toll Free #	Contact Center	New - Production Santa Barbara -	New - TBC	2	Amazon Connect Calculator	\$	1.83	\$	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$	-	\$	-	\$	7	\$	44	\$	51
Wave - 3	Santa Barbara	Amazon Connect - DID #	Contact Center	New - Production Santa Barbara -	New - TBC	7	Amazon Connect Calculator	\$	0.91	\$	6.39	The total number of did numbers assigned to this account.	BUILD	\$	-	\$	-	\$	13	\$	77	\$	89
Wave - 3	Santa Barbara	Amazon Connect - Voice Usage	Contact Center	New - Production Santa Barbara -	New - TBC	403000.25	Amazon Connect Calculator	\$	0.02	\$	7,254.00	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	14,508	\$	87,048	\$	101,556
Wave - 3	Santa Barbara	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Santa Barbara -	New - TBC	350435	Amazon Connect Calculator	\$	0.01	\$	4,205.22	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	8,410	\$	50,463	\$	58,873
Wave - 3	Santa Barbara	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	45556.55	Amazon Connect Calculator	\$	0.00	\$	218.67	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	437	\$	2,624	\$	3,061
Wave - 3	Santa Barbara	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	13877.5	Amazon Connect Calculator	\$	0.02	\$	249.80	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	500	\$	2,998	\$	3,497
Wave - 3	Santa Barbara	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	13877.5	Amazon Connect Calculator	\$	0.00	\$	66.61	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	133	\$	799	\$	933
Wave - 3	Santa Barbara	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	3690.869638	Amazon Connect Calculator	\$	0.02	\$	48.44	External Party Access: County Usage	EPA	\$	-	\$	-	\$	97	\$	581	\$	678
Wave - 3	Santa Barbara	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	3690.869638	Amazon Connect Calculator	\$	0.01	\$	32.29	External Party Access											

Wave - 3	Santa Barbara	Lambda	Contact Center	New - Production Shared Services	New - TBC	15552000	https://calculator.aws/#/calculator	\$	0.00	\$	776.62	Lambda - CCP: (users*4000*24)	CCP	\$	-	\$	-	\$	1,553	\$	9,319	\$	10,873
Wave - 3	Santa Barbara	Kinesis	Contact Center	New - Production Santa Barbara -	New - TBC	17698	Estimated based on current	\$	0.00	\$	61.94	Kinesis - All Services (*\$0.0035 per call)	BUILD	\$	-	\$	-	\$	124	\$	743	\$	867
Wave - 3	Santa Barbara	Kinesis	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	Kinesis	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	Kinesis	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	S3	Contact Center	New - Production Shared Services	New - TBC	162	https://calculator.aws/#/calculator	\$	0.08	\$	12.96	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$	-	\$	-	\$	26	\$	156	\$	181
Wave - 3	Santa Barbara	S3	Contact Center	New - Production Santa Barbara -	New - TBC	433.7421875	https://calculator.aws/#/calculator	\$	0.02	\$	9.98	S3 - Call Recording (Inbound + Outbound Call Volume/512 for #GB per month)	BUILD	\$	-	\$	-	\$	20	\$	120	\$	140
Wave - 3	Santa Barbara	S3	Contact Center	New - Production Santa Barbara -	New - TBC	50	https://calculator.aws/#/calculator	\$	0.02	\$	1.15	S3 - Misc (50 GB)	BUILD	\$	-	\$	-	\$	2	\$	14	\$	16
Wave - 3	Santa Barbara	S3	Contact Center	New - Production Santa Barbara -	New - TBC	1	https://calculator.aws/#/calculator	\$	36.00	\$	36.00	S3 - IVR (Audio prompts) (Ref audio files - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$	-	\$	-	\$	72	\$	432	\$	504
Wave - 3	Santa Barbara	S3	Contact Center	New - Production Shared Services	New - TBC	7.744140625	https://calculator.aws/#/calculator	\$	0.02	\$	0.18	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$	-	\$	-	\$	309	\$	983	\$	1,292
Wave - 3	Santa Barbara	S3	Contact Center	New - Production Shared Services	New - TBC	24.7772	https://calculator.aws/#/calculator	\$	0.03	\$	0.74	S3 - WFM/Calabrio (3GB per month for 58)	BUILD	\$	-	\$	-	\$	1	\$	9	\$	10
Wave - 3	Santa Barbara	API Gateway	Contact Center	New - Production Santa Barbara -	New - TBC	1	Estimated based on current	\$	25.77	\$	25.77	API Gateway - CCP (C-IV is at \$175 per month for these costs)	CCP	\$	-	\$	-	\$	52	\$	309	\$	361
Wave - 3	Santa Barbara	API Gateway	Contact Center	New - Production Santa Barbara -	New - TBC	0.058993333	Estimated based on current	\$	2.00	\$	0.12	API Gateway - IVR	BUILD	\$	-	\$	-	\$	0	\$	1	\$	2
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	17698	Estimated based on current	\$	0.00	\$	31.86	CloudWatch - All Services (*\$0.018 per call)	BUILD	\$	-	\$	-	\$	64	\$	382	\$	446
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		CloudWatch - CCP	CCP	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		CloudWatch - Remote Closure	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		CloudWatch - External Party Access	EPK	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		CloudWatch - Features	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		CloudWatch - IVR	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$		\$		CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		CloudWatch - RCC	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Santa Barbara -	New - TBC		Estimated based on current	\$		\$		CloudWatch - Reporting	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (S1)	CCP	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Santa Barbara	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (S1)	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Santa Barbara	Comprehend	Contact Center	New - Production Shared Services	New - TBC	7930	https://aws.amazon.com/	\$	0.00	\$	0.79	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	2	\$	10	\$	11
Wave - 3	Santa Barbara	Transcribe	Contact Center	New - Production Shared Services	New - TBC	3965	https://aws.amazon.com/	\$	0.03	\$	118.95	Telephonic Signature - Transcribe (5.03 per recording)	TS	\$	-	\$	-	\$	238	\$	1,427	\$	1,665
Wave - 3	Santa Barbara	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/calculator	\$	1.00	\$	1.00	Outbound Campaign - SQS (S1 total)	OUT	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Santa Barbara	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/calculator	\$	1.00	\$	1.00	Outbound Campaign - SNS (S1 total)	OUT	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Santa Barbara	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/calculator	\$	0.10	\$	0.10	Outbound Campaign - CloudTrail	OUT	\$	-	\$	-	\$	0	\$	1	\$	1
Wave - 3	Santa Barbara	Step Functions	Contact Center	New - Production Outbound	New - TBC	189.3472388	https://aws.amazon.com/	\$	0.03	\$	4.73	Step functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$	-	\$	-	\$	9	\$	57	\$	66
Wave - 3	Santa Barbara	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$	0.15	\$	0.15	Step functions - CCP	CCP	\$	-	\$	-	\$	0	\$	2	\$	2
Wave - 3	Santa Barbara	Amazon Connect - WebChat	Contact Center	New - Production Santa Barbara -	New - TBC	13275	https://aws.amazon.com/	\$	0.00	\$	53.10	Number of chats * 25 messages per chat	BUILD	\$	-	\$	-	\$	106	\$	637	\$	743
Wave - 3	Ventura	Amazon Connect - Toll Free #	Contact Center	New - Production Ventura - Contact	New - TBC	2	Amazon Connect Calculator	\$	1.83	\$	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$	-	\$	-	\$	7	\$	44	\$	51
Wave - 3	Ventura	Amazon Connect - DID #	Contact Center	New - Production Ventura - Contact	New - TBC	7	Amazon Connect Calculator	\$	0.91	\$	6.39	The total number of did numbers assigned to this account.	BUILD	\$	-	\$	-	\$	13	\$	77	\$	89
Wave - 3	Ventura	Amazon Connect - Voice Usage	Contact Center	New - Production Ventura - Contact	New - TBC	280230.85	Amazon Connect Calculator	\$	0.02	\$	5,044.16	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	10,088	\$	60,530	\$	70,618
Wave - 3	Ventura	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Ventura - Contact	New - TBC	243679	Amazon Connect Calculator	\$	0.01	\$	2,924.15	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	5,848	\$	35,090	\$	40,938
Wave - 3	Ventura	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	31678.27	Amazon Connect Calculator	\$	0.00	\$	152.06	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	304	\$	1,825	\$	2,129
Wave - 3	Ventura	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	21901.25	Amazon Connect Calculator	\$	0.02	\$	394.22	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	788	\$	4,731	\$	5,519
Wave - 3	Ventura	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	21901.25	Amazon Connect Calculator	\$	0.00	\$	105.13	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	210	\$	1,262	\$	1,472
Wave - 3	Ventura	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	3805.654144	Amazon Connect Calculator	\$	0.02	\$	68.50	External Party Access: County Usage	EPA	\$	-	\$	-	\$	137	\$	822	\$	959
Wave - 3	Ventura	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	3805.654144	Amazon Connect Calculator	\$	0.01	\$	45.67	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	91	\$	548	\$	639
Wave - 3	Ventura	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	15752.39936	Amazon Connect Calculator	\$	0.02	\$	283.54	Outbound: County Usage	OUT	\$	-	\$	-	\$	567	\$	3,403	\$	3,970
Wave - 3	Ventura	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	15752.39936	Amazon Connect Calculator	\$	0.00	\$	75.61	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	151	\$	907	\$	1,059
Wave - 3	Ventura	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	698.8630493	Amazon Connect Calculator	\$	0.02	\$	12.58	RCC: County Usage	BUILD	\$	-	\$	-	\$	25	\$	151	\$	176
Wave - 3	Ventura	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	698.8630493	Amazon Connect Calculator	\$	0.01	\$	8.39	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	17	\$	101	\$	117
Wave - 3	Ventura	Lambda	Contact Center	New - Production Ventura - Contact	New - TBC	1126350	https://calculator.aws/#/calculator	\$	0.00	\$	56.25	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$	-	\$	-	\$	112	\$	675	\$	787
Wave - 3	Ventura	Lambda	Contact Center	New - Production Shared Services	New - TBC	25419.16	https://calculator.aws/#/calculator	\$	0.00	\$	1.27	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$	-	\$	3	\$	15	\$	18
Wave - 3	Ventura	Lambda	Contact Center	New - Production Ventura - Contact	New - TBC	16	https://calculator.aws/#/calculator	\$	0.00	\$	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$	-	\$	-	\$	0	\$	0	\$	0
Wave - 3	Ventura	Lambda	Contact Center	New - Production Shared Services	New - TBC	1522.261657	https://calculator.aws/#/calculator	\$	0.00	\$	0.08	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$	-	\$	-	\$	0	\$	1	\$	1
Wave - 3	Ventura	Lambda	Contact Center	New - Production Outbound	New - TBC	173276.393	https://calculator.aws/#/calculator	\$	0.00	\$	8.65	Lambda - Outbound Campaign (11 Lambda/Per Call)	OUT	\$	-	\$	-	\$	17	\$	104	\$	121
Wave - 3	Ventura	Lambda	Contact Center	New - Production Shared Services	New - TBC	93.18173991	https://calculator.aws/#/calculator	\$	0.00	\$	0.00	Lambda - RCC (4 Lambdas/Call)	BUILD	\$	-	\$	-	\$	0	\$	0	\$	0
Wave - 3	Ventura	Lambda	Contact Center	New - Production Ventura - Contact	New - TBC	384378	https://calculator.aws/#/calculator	\$	0.00	\$	19.19	Lambda - Reporting (call Vol*15)+(B028)	BUILD	\$	-	\$	-	\$	38	\$	230	\$	269
Wave - 3	Ventura	Lambda	Contact Center	New - Production Shared Services	New - TBC	58320	https://calculator.aws/#/calculator	\$	0.00	\$	2.91	Lambda - Scheduled Callback: (125*agent count)*20*24*3	SCB	\$	-	\$	-	\$	6	\$	35	\$	41
Wave - 3	Ventura	Lambda	Contact Center	New - Production Shared Services	New - TBC	18772.5	https://calculator.aws/#/calculator	\$	0.00	\$	0.94	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$	-	\$	-	\$		\$	11	\$	13
Wave - 3	Ventura	Lambda	Contact Center	New - Production Ventura - Contact	New - TBC	720	https://calculator.aws/#/calculator	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	0	\$	0	\$	1
Wave - 3	Ventura	Lambda	Contact Center	New - Production Shared Services	New - TBC	15552000	https://calculator.aws/#/calculator	\$	0.00	\$	776.62	Lambda - CCP: (users*4000*24)	CCP	\$	-	\$	-	\$	1,553	\$	9,319	\$	10,873
Wave - 3	Ventura	Kinesis	Contact Center	New - Production Ventura - Contact	New - TBC	25030	Estimated based on current	\$	0.00	\$	87.61	Kinesis - All Services (*\$0.0035 per call)	BUILD	\$	-	\$	-	\$	175	\$	1,051	\$	1,226
Wave - 3	Ventura	Kinesis	Contact Center	New - Production Ventura - Contact	New - TBC		Estimated based on current	\$		\$		Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Ventura	Kinesis	Contact Center	New - Production Ventura - Contact	New - TBC		Estimated based on current	\$		\$		Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Ventura	Kinesis	Contact Center	New - Production Ventura - Contact	New - TBC		Estimated based on current	\$		\$		Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Ventura	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Ventura	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$		\$		Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$	-	\$	-	\$		\$		\$	-
Wave - 3	Ventura	S3	Contact Center	New - Production Shared Services	New - TBC	162	https://calculator.aws/#/calculator	\$	0.08	\$	12.96	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 1											

Wave - 3	Ventura	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	CloudWatch	Contact Center	New - Production Ventura - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	CloudWatch	Contact Center	New - Production Ventura - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (\$1)	CCP	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Ventura	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (\$1)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 3	Ventura	Comprehend	Contact Center	New - Production Shared Services	New - TBC	12515	https://aws.amazon.com/	\$	0.00	\$	1.25	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	3	\$	15	\$	18
Wave - 3	Ventura	Transcribe	Contact Center	New - Production Shared Services	New - TBC	6257.5	https://aws.amazon.com/	\$	0.03	\$	187.73	Telephonic Signature - Transcribe (\$0.03 per recording)	TS	\$	-	\$	-	\$	375	\$	2,253	\$	2,628
Wave - 3	Ventura	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Ventura	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$	-	\$	-	\$	2	\$	12	\$	14
Wave - 3	Ventura	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	0.10	\$	0.10	Outbound Campaign - CloudTrail	OUT	\$	-	\$	-	\$	0	\$	1	\$	1
Wave - 3	Ventura	Step Functions	Contact Center	New - Production Outbound	New - TBC	267.7907891	https://aws.amazon.com/	\$	0.03	\$	6.69	Step Functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$	-	\$	-	\$	13	\$	80	\$	94
Wave - 3	Ventura	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$	0.21	\$	0.21	Step Functions - CCP	CCP	\$	-	\$	-	\$	0	\$	3	\$	3
Wave - 3	Ventura	Amazon Connect - WebChat	Contact Center	New - Production Ventura - Contact	New - TBC	182750	https://aws.amazon.com/	\$	0.00	\$	731.00	Number of chats* 25 messages per chat	BUILD	\$	-	\$	-	\$	1,462	\$	8,772	\$	10,234
Wave - 4	San Diego	Amazon Connect - Toll Free #	Contact Center	New - Production San Diego -	New - TBC	2	Amazon Connect Calculator	\$	1.83	\$	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$	-	\$	-	\$	-	\$	44	\$	44
Wave - 4	San Diego	Amazon Connect - DID #	Contact Center	New - Production San Diego -	New - TBC	7	Amazon Connect Calculator	\$	0.91	\$	6.39	The total number of did numbers assigned to this account.	BUILD	\$	-	\$	-	\$	-	\$	77	\$	77
Wave - 4	San Diego	Amazon Connect - Voice Usage	Contact Center	New - Production San Diego -	New - TBC	1584102	Amazon Connect Calculator	\$	0.02	\$	28,513.84	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	-	\$	342,166	\$	342,166
Wave - 4	San Diego	Amazon Connect - Toll Free Inbound	Contact Center	New - Production San Diego -	New - TBC	1377480	Amazon Connect Calculator	\$	0.01	\$	16,529.76	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	-	\$	198,357	\$	198,357
Wave - 4	San Diego	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	179072.4	Amazon Connect Calculator	\$	0.00	\$	859.55	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	-	\$	10,315	\$	10,315
Wave - 4	San Diego	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	85092	Amazon Connect Calculator	\$	0.02	\$	1,531.66	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	-	\$	18,380	\$	18,380
Wave - 4	San Diego	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	85092	Amazon Connect Calculator	\$	0.00	\$	408.44	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	-	\$	4,901	\$	4,901
Wave - 4	San Diego	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	27529.49086	Amazon Connect Calculator	\$	0.02	\$	495.53	External Party Access: County Usage	EPA	\$	-	\$	-	\$	-	\$	5,946	\$	5,946
Wave - 4	San Diego	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	27529.49086	Amazon Connect Calculator	\$	0.01	\$	330.35	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	-	\$	3,964	\$	3,964
Wave - 4	San Diego	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	113950.327	Amazon Connect Calculator	\$	0.02	\$	2,051.11	Outbound: County Usage	OUT	\$	-	\$	-	\$	-	\$	24,613	\$	24,613
Wave - 4	San Diego	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	113950.327	Amazon Connect Calculator	\$	0.00	\$	546.96	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	-	\$	6,564	\$	6,564
Wave - 4	San Diego	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	5055.463056	Amazon Connect Calculator	\$	0.02	\$	91.00	RCC: County Usage	BUILD	\$	-	\$	-	\$	-	\$	1,092	\$	1,092
Wave - 4	San Diego	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	5055.463056	Amazon Connect Calculator	\$	0.01	\$	60.67	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	-	\$	728	\$	728
Wave - 4	San Diego	Lambda	Contact Center	New - Production San Diego -	New - TBC	8147835	https://calculator.aws/#/ag	\$	0.00	\$	406.88	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$	-	\$	-	\$	-	\$	4,883	\$	4,883
Wave - 4	San Diego	Lambda	Contact Center	New - Production Shared Services	New - TBC	181711.58	https://calculator.aws/#/ag	\$	0.00	\$	9.07	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$	-	\$	-	\$	109	\$	109
Wave - 4	San Diego	Lambda	Contact Center	New - Production San Diego -	New - TBC	16	https://calculator.aws/#/ag	\$	0.00	\$	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month + 16	BUILD	\$	-	\$	-	\$	-	\$	7	\$	7
Wave - 4	San Diego	Lambda	Contact Center	New - Production Shared Services	New - TBC	11011.79634	https://calculator.aws/#/ag	\$	0.00	\$	0.55	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$	-	\$	-	\$	-	\$	0	\$	0
Wave - 4	San Diego	Lambda	Contact Center	New - Production Outbound	New - TBC	1253453.597	https://calculator.aws/#/ag	\$	0.00	\$	62.59	Lambda - Outbound Campaign (11 Lambdas /Per Call)	OUT	\$	-	\$	-	\$	-	\$	751	\$	751
Wave - 4	San Diego	Lambda	Contact Center	New - Production Shared Services	New - TBC	674.0617408	https://calculator.aws/#/ag	\$	0.00	\$	0.03	Lambda - RCC (4 Lambdas/Call)	BUILD	\$	-	\$	-	\$	-	\$	0	\$	0
Wave - 4	San Diego	Lambda	Contact Center	New - Production San Diego -	New - TBC	2724873	https://calculator.aws/#/ag	\$	0.00	\$	136.07	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$	-	\$	-	\$	-	\$	1,633	\$	1,633
Wave - 4	San Diego	Lambda	Contact Center	New - Production Shared Services	New - TBC	101160	https://calculator.aws/#/ag	\$	0.00	\$	5.05	Lambda - Scheduled Callback: (25*agent count)*20*24*3	SCB	\$	-	\$	-	\$	-	\$	61	\$	61
Wave - 4	San Diego	Lambda	Contact Center	New - Production Shared Services	New - TBC	72936	https://calculator.aws/#/ag	\$	0.00	\$	3.64	Lambda - Telephonic Signature: (3 Lambdas/per/call)	TS	\$	-	\$	-	\$	-	\$	44	\$	44
Wave - 4	San Diego	Lambda	Contact Center	New - Production San Diego -	New - TBC	720	https://calculator.aws/#/ag	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	-	\$	0	\$	0
Wave - 4	San Diego	Lambda	Contact Center	New - Production Shared Services	New - TBC	26976000	https://calculator.aws/#/ag	\$	0.00	\$	1,347.10	Lambda - CCP (users*4000*24)	CCP	\$	-	\$	-	\$	-	\$	16,165	\$	16,165
Wave - 4	San Diego	Kinesis	Contact Center	New - Production San Diego -	New - TBC	181063	Estimated based on current	\$	0.00	\$	633.72	Kinesis - All Services (~\$0.0035 per call)	BUILD	\$	-	\$	-	\$	-	\$	7,605	\$	7,605
Wave - 4	San Diego	Kinesis	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	Kinesis	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	Kinesis	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - WFM/Calabrio Firehouse (GB of data ingested 500TB is .029	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	S3	Contact Center	New - Production Shared Services	New - TBC	281	https://calculator.aws/#/ag	\$	0.08	\$	22.48	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$	-	\$	-	\$	-	\$	270	\$	270
Wave - 4	San Diego	S3	Contact Center	New - Production San Diego -	New - TBC	2568.558594	https://calculator.aws/#/ag	\$	0.02	\$	59.08	S3 - Call Recording (Inbound + Outbound Call Volume/512 for #GB per month)	BUILD	\$	-	\$	-	\$	-	\$	709	\$	709
Wave - 4	San Diego	S3	Contact Center	New - Production San Diego -	New - TBC	50	https://calculator.aws/#/ag	\$	0.02	\$	1.15	S3 - Misc (50 GB)	BUILD	\$	-	\$	-	\$	-	\$	14	\$	14
Wave - 4	San Diego	S3	Contact Center	New - Production San Diego -	New - TBC	1	https://calculator.aws/#/ag	\$	36.00	\$	36.00	S3 - IVR (Audio prompts) (Ref audio files - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$	-	\$	-	\$	-	\$	432	\$	432
Wave - 4	San Diego	S3	Contact Center	New - Production Shared Services	New - TBC	47.484375	https://calculator.aws/#/ag	\$	0.02	\$	1.09	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$	-	\$	-	\$	309	\$	983	\$	1,292
Wave - 4	San Diego	S3	Contact Center	New - Production Shared Services	New - TBC	253.4882	https://calculator.aws/#/ag	\$	0.03	\$	7.60	S3 - WFM/Calabrio (3GB per month for 58)	BUILD	\$	-	\$	-	\$	-	\$	91	\$	91
Wave - 4	San Diego	API Gateway	Contact Center	New - Production San Diego -	New - TBC	1	Estimated based on current	\$	44.70	\$	44.70	API Gateway - CCP (C-IV is at \$175 per month for test costs)	CCP	\$	-	\$	-	\$	-	\$	536	\$	536
Wave - 4	San Diego	API Gateway	Contact Center	New - Production San Diego -	New - TBC	0.603543333	Estimated based on current	\$	2.00	\$	1.21	API Gateway - IVR	BUILD	\$	-	\$	-	\$	-	\$	14	\$	14
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	181063	Estimated based on current	\$	0.00	\$	325.91	CloudWatch - All Services (~\$0.0018 per call)	BUILD	\$	-	\$	-	\$	-	\$	3,911	\$	3,911
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - CCP	CCP	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Closure	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - External Party Access	EPA	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Features	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - IVR	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production San Diego -	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudFront	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave - 4	San Diego	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (\$1)	CCP	\$	-	\$	-	\$	-	\$	12	\$	12
Wave - 4	San Diego	CloudFront	Contact Center	New - Production Shared Services																			

Wave - 6	Sacramento	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	254044.96	Amazon Connect Calculator	\$	0.00	\$	1,219.42	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	9,755	\$	9,755
Wave - 6	Sacramento	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	53767	Amazon Connect Calculator	\$	0.02	\$	967.81	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	7,742	\$	7,742
Wave - 6	Sacramento	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	53767	Amazon Connect Calculator	\$	0.00	\$	258.08	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	2,065	\$	2,065
Wave - 6	Sacramento	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	18774.50976	Amazon Connect Calculator	\$	0.02	\$	337.94	External Party Access: County Usage	EPA	\$	-	\$	-	\$	2,704	\$	2,704
Wave - 6	Sacramento	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	18774.50976	Amazon Connect Calculator	\$	0.01	\$	225.29	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	1,802	\$	1,802
Wave - 6	Sacramento	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	77711.62707	Amazon Connect Calculator	\$	0.02	\$	1,398.81	Outbound: County Usage	OUT	\$	-	\$	-	\$	11,190	\$	11,190
Wave - 6	Sacramento	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	77711.62707	Amazon Connect Calculator	\$	0.00	\$	373.02	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	2,984	\$	2,984
Wave - 6	Sacramento	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	3447.71507	Amazon Connect Calculator	\$	0.02	\$	62.06	RCC: County Usage	BUILD	\$	-	\$	-	\$	496	\$	496
Wave - 6	Sacramento	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	3447.71507	Amazon Connect Calculator	\$	0.01	\$	41.37	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	331	\$	331
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	5556645	https://calculator.aws/#/ag	\$	0.00	\$	277.48	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$	-	\$	-	\$	2,220	\$	2,220
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Shared Services	New - TBC	124744.34	https://calculator.aws/#/ag	\$	0.00	\$	6.23	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$	-	\$	50	\$	50
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	16	https://calculator.aws/#/ag	\$	0.00	\$	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month = 16	BUILD	\$	-	\$	-	\$	0	\$	0
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Shared Services	New - TBC	7509.803904	https://calculator.aws/#/ag	\$	0.00	\$	0.38	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$	-	\$	-	\$	3	\$	3
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Outbound	New - TBC	854827.8978	https://calculator.aws/#/ag	\$	0.00	\$	42.69	Lambda - Outbound Campaign (11 Lambdas/Per Call)	OUT	\$	-	\$	-	\$	342	\$	342
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Shared Services	New - TBC	459.6953426	https://calculator.aws/#/ag	\$	0.00	\$	0.02	Lambda - RCC (4 Lambdas/Call)	BUILD	\$	-	\$	-	\$	0	\$	0
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	1861143	https://calculator.aws/#/ag	\$	0.00	\$	92.94	Lambda - Reporting (call Vol*15)+(R928)	BUILD	\$	-	\$	-	\$	744	\$	744
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Shared Services	New - TBC	302680	https://calculator.aws/#/ag	\$	0.00	\$	10.12	Lambda - Scheduled Callback: (25*agent count)*20*24*3	SCB	\$	-	\$	-	\$	81	\$	81
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Shared Services	New - TBC	46086	https://calculator.aws/#/ag	\$	0.00	\$	2.30	Lambda - Telephonic Signature: (3 Lambdas per call)	TS	\$	-	\$	-	\$	18	\$	18
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Alameda - Contact	New - TBC	720	https://calculator.aws/#/ag	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	0	\$	0
Wave - 6	Sacramento	Lambda	Contact Center	New - Production Shared Services	New - TBC	94048000	https://calculator.aws/#/ag	\$	0.00	\$	2,698.99	Lambda - CCP (users*4000*24)	CCP	\$	-	\$	-	\$	21,592	\$	21,592
Wave - 6	Sacramento	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC	123481	Estimated based on current	\$	0.00	\$	432.18	Kinesis - All Services ("\$.0035 per call)	BUILD	\$	-	\$	-	\$	3,457	\$	3,457
Wave - 6	Sacramento	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis Video Stream - Voice Biometrics (Call Volume * Usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	Kinesis	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - WFM/Calabrio Firehouse (GB of data ingested - 500TB is .029	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	S3	Contact Center	New - Production Shared Services	New - TBC	563	https://calculator.aws/#/ag	\$	0.08	\$	45.04	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$	-	\$	-	\$	360	\$	360
Wave - 6	Sacramento	S3	Contact Center	New - Production Alameda - Contact	New - TBC	686.2734375	https://calculator.aws/#/ag	\$	0.02	\$	14.63	S3 - Call Recording (Inbound + Outbound Call Volume/512 for #GB per month)	BUILD	\$	-	\$	-	\$	117	\$	117
Wave - 6	Sacramento	S3	Contact Center	New - Production Alameda - Contact	New - TBC	50	https://calculator.aws/#/ag	\$	0.02	\$	1.15	S3 - MIs (50 GB)	BUILD	\$	-	\$	-	\$	9	\$	9
Wave - 6	Sacramento	S3	Contact Center	New - Production Alameda - Contact	New - TBC	1	https://calculator.aws/#/ag	\$	36.00	\$	36.00	S3 - IVR (Audio prompts) (Ref audio file - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$	-	\$	-	\$	288	\$	288
Wave - 6	Sacramento	S3	Contact Center	New - Production Shared Services	New - TBC	30.00390625	https://calculator.aws/#/ag	\$	0.02	\$	0.69	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$	-	\$	-	\$	309	\$	983
Wave - 6	Sacramento	S3	Contact Center	New - Production Shared Services	New - TBC	172.8734	https://calculator.aws/#/ag	\$	0.03	\$	5.19	S3 - WFM/Calabrio (1GB per month for 58)	BUILD	\$	-	\$	-	\$	41	\$	41
Wave - 6	Sacramento	API Gateway	Contact Center	New - Production Alameda - Contact	New - TBC	1	Estimated based on current	\$	89.57	\$	89.57	API Gateway - CCP (C-IV is at \$175 per month for these costs)	CCP	\$	-	\$	-	\$	717	\$	717
Wave - 6	Sacramento	API Gateway	Contact Center	New - Production Alameda - Contact	New - TBC	0.411603133	Estimated based on current	\$	2.00	\$	0.82	API Gateway - IVR	BUILD	\$	-	\$	-	\$	7	\$	7
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	123481	Estimated based on current	\$	0.00	\$	222.27	CloudWatch - All Services ("\$.0018 per call)	BUILD	\$	-	\$	-	\$	1,778	\$	1,778
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - CCP	CCP	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Closure	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - External Party Access	EPA	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Features	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - IVR	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Alameda - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (51)	CCP	\$	-	\$	-	\$	8	\$	8
Wave - 6	Sacramento	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (51)	BUILD	\$	-	\$	-	\$	-	\$	-
Wave - 6	Sacramento	Comprehend	Contact Center	New - Production Shared Services	New - TBC	30724	https://aws.amazon.com/	\$	0.00	\$	3.07	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	25	\$	25
Wave - 6	Sacramento	Transcribe	Contact Center	New - Production Shared Services	New - TBC	15362	https://aws.amazon.com/	\$	0.03	\$	460.86	Telephonic Signature - Transcribe (\$0.3 per recording)	TS	\$	-	\$	-	\$	3,687	\$	3,687
Wave - 6	Sacramento	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$	-	\$	-	\$	8	\$	8
Wave - 6	Sacramento	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	1.00	\$	1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$	-	\$	-	\$	8	\$	8
Wave - 6	Sacramento	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/ag	\$	0.10	\$	0.10	Outbound Campaign - CloudTrail	OUT	\$	-	\$	-	\$	1	\$	1
Wave - 6	Sacramento	Step Functions	Contact Center	New - Production Outbound	New - TBC	1321.09766	https://aws.amazon.com/	\$	0.03	\$	33.03	Step functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204K)	OUT	\$	-	\$	-	\$	264	\$	264
Wave - 6	Sacramento	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$	1.04	\$	1.04	Step functions - CCP	CCP	\$	-	\$	-	\$	8	\$	8
Wave - 6	Sacramento	Amazon Connect - WebChat	Contact Center	New - Production Alameda - Contact	New - TBC	92600	https://aws.amazon.com/	\$	0.00	\$	370.40	Number of chats* 25 messages per chat	BUILD	\$	-	\$	-	\$	2,963	\$	2,963
Wave - 4	Santa Cruz	Amazon Connect - Toll Free #	Contact Center	New - Production Santa Cruz -	New - TBC	2	Amazon Connect Calculator	\$	1.83	\$	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$	-	\$	-	\$	44	\$	44
Wave - 4	Santa Cruz	Amazon Connect - DID #	Contact Center	New - Production Santa Cruz -	New - TBC	7	Amazon Connect Calculator	\$	0.91	\$	6.39	The total number of did numbers assigned to this account.	BUILD	\$	-	\$	-	\$	77	\$	77
Wave - 4	Santa Cruz	Amazon Connect - Voice Usage	Contact Center	New - Production Santa Cruz -	New - TBC	233596.05	Amazon Connect Calculator	\$	0.02	\$	4,204.73	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	50,457	\$	50,457
Wave - 4	Santa Cruz	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Santa Cruz -	New - TBC	203127	Amazon Connect Calculator	\$	0.01	\$	2,437.52	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	29,250	\$	29,250
Wave - 4	Santa Cruz	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	26406.51	Amazon Connect Calculator	\$	0.00	\$	126.75	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	1,521	\$	1,521
Wave - 4	Santa Cruz	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	38920	Amazon Connect Calculator	\$	0.02	\$	700.56	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	8,407	\$	8,407
Wave - 4	Santa Cruz	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	38920	Amazon Connect Calculator	\$	0.00	\$	186.82	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	2,242	\$	2,242
Wave - 4	Santa Cruz	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	15143.50074	Amazon Connect Calculator	\$	0.02	\$	344.58	External Party Access: County Usage	EPA	\$	-	\$	-	\$	4,135	\$	4,135
Wave - 4	Santa Cruz	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	15143.50074	Amazon Connect Calculator	\$	0.01	\$	229.72	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	2,757	\$	2,757
Wave - 4	Santa Cruz	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	79238.95801	Amazon Connect Calculator	\$	0.02	\$	1,426.30	Outbound: County Usage	OUT	\$	-	\$	-	\$	17,116	\$	17,116
Wave - 4	Santa Cruz	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	79238.95801	Amazon Connect Calculator	\$	0.00	\$	380.35	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	4,564	\$	4,564
Wave - 4	Santa Cruz	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	3515.475868	Amazon Connect Calculator	\$	0.02	\$	63.28	RCC: County Usage	BUILD	\$	-	\$	-	\$	759	\$	759
Wave - 4	Santa Cruz	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	3515.475868	Amazon Connect Calculator	\$	0.01	\$	42.19	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	506	\$	506
Wave - 4	Santa Cruz	Lambda	Contact Center	New - Production Santa Cruz -	New - TBC	384525	https://calculator.aws/#/ag	\$	0.00	\$	19.20	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$	-	\$	-	\$	230	\$	230
Wave - 4	Santa Cruz	Lambda	Contact Center	New - Production Shared Services	New - TBC	9032.26	https://calculator.aws/#/ag	\$	0.00	\$	0.45	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$					

Wave -4	Solano	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -4	Solano	CloudWatch	Contact Center	New - Production Solano - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -4	Solano	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -4	Solano	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -4	Solano	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -4	Solano	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (\$1)	CCP	\$	-	\$	-	\$	-	\$	12	\$	12
Wave -4	Solano	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (\$1)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -4	Solano	Comprehend	Contact Center	New - Production Shared Services	New - TBC	6720	https://aws.amazon.com/	\$	0.00	\$	0.67	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	-	\$	8	\$	8
Wave -4	Solano	Transcribe	Contact Center	New - Production Shared Services	New - TBC	3340	https://aws.amazon.com/	\$	0.03	\$	100.80	Telephonic Signature - Transcribe (\$0.03 per recording)	TS	\$	-	\$	-	\$	-	\$	1,210	\$	1,210
Wave -4	Solano	SQS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/	\$	1.00	\$	1.00	Outbound Campaign - SQS (\$1 total)	OUT	\$	-	\$	-	\$	-	\$	12	\$	12
Wave -4	Solano	SNS	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/	\$	1.00	\$	1.00	Outbound Campaign - SNS (\$1 total)	OUT	\$	-	\$	-	\$	-	\$	12	\$	12
Wave -4	Solano	CloudTrail	Contact Center	New - Production Outbound	New - TBC	1	https://calculator.aws/#/	\$	0.10	\$	0.10	Outbound Campaign - CloudTrail	OUT	\$	-	\$	-	\$	-	\$	1	\$	1
Wave -4	Solano	Step Functions	Contact Center	New - Production Outbound	New - TBC	64.03227619	https://aws.amazon.com/	\$	0.03	\$	1.60	Step - functions - Outbound Campaign (12000 calls / day and 17 transitions/call = 204k)	OUT	\$	-	\$	-	\$	-	\$	19	\$	19
Wave -4	Solano	Step Functions	Contact Center	New - Production Outbound	New - TBC	1	https://aws.amazon.com/	\$	0.05	\$	0.05	Step - functions - CCP	CCP	\$	-	\$	-	\$	-	\$	1	\$	1
Wave -4	Solano	Amazon Connect - WebChat	Contact Center	New - Production Solano - Contact	New - TBC	4500	https://aws.amazon.com/	\$	0.00	\$	18.00	Number of chats* 25 messages per chat	BUILD	\$	-	\$	-	\$	-	\$	216	\$	216
Wave -5	Fresno	Amazon Connect - Toll Free #	Contact Center	New - Production Fresno - Contact	New - TBC	2	Amazon Connect Calculator	\$	1.83	\$	3.66	The total number of toll free numbers assigned to this account.	BUILD	\$	-	\$	-	\$	-	\$	37	\$	37
Wave -5	Fresno	Amazon Connect - DID #	Contact Center	New - Production Fresno - Contact	New - TBC	7	Amazon Connect Calculator	\$	0.91	\$	6.39	The total number of did numbers assigned to this account.	BUILD	\$	-	\$	-	\$	-	\$	64	\$	64
Wave -5	Fresno	Amazon Connect - Voice Usage	Contact Center	New - Production Fresno - Contact	New - TBC	1363819.05	Amazon Connect Calculator	\$	0.02	\$	20,930.74	County Contact Center and IVR Usage (Inbound, outbound, ?)	BUILD	\$	-	\$	-	\$	-	\$	209,307	\$	209,307
Wave -5	Fresno	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Fresno - Contact	New - TBC	1011147	Amazon Connect Calculator	\$	0.01	\$	12,133.76	County Contact Center and IVR Toll Free Usage	BUILD	\$	-	\$	-	\$	-	\$	121,338	\$	121,338
Wave -5	Fresno	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	131449.11	Amazon Connect Calculator	\$	0.00	\$	630.96	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	-	\$	6,310	\$	6,310
Wave -5	Fresno	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	90799	Amazon Connect Calculator	\$	0.02	\$	914.38	Telephonic Signature: County Usage	TS	\$	-	\$	-	\$	-	\$	9,144	\$	9,144
Wave -5	Fresno	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	90799	Amazon Connect Calculator	\$	0.00	\$	243.84	Telephonic Signature: County DID Usage	TS	\$	-	\$	-	\$	-	\$	2,438	\$	2,438
Wave -5	Fresno	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	12447.21063	Amazon Connect Calculator	\$	0.02	\$	224.05	External Party Access: County Usage	EPA	\$	-	\$	-	\$	-	\$	2,240	\$	2,240
Wave -5	Fresno	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	12447.21063	Amazon Connect Calculator	\$	0.01	\$	149.37	External Party Access: County Toll Free Usage	EPA	\$	-	\$	-	\$	-	\$	1,494	\$	1,494
Wave -5	Fresno	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	51521.61111	Amazon Connect Calculator	\$	0.02	\$	927.39	Outbound: County Usage	OUT	\$	-	\$	-	\$	-	\$	9,274	\$	9,274
Wave -5	Fresno	Amazon Connect - DID Outbound	Contact Center	New - Production Shared Services	New - TBC	51521.61111	Amazon Connect Calculator	\$	0.00	\$	247.30	Outbound: County DID Usage	OUT	\$	-	\$	-	\$	-	\$	2,473	\$	2,473
Wave -5	Fresno	Amazon Connect - Voice Usage	Contact Center	New - Production Shared Services	New - TBC	2285.781957	Amazon Connect Calculator	\$	0.02	\$	41.14	RCC: County Usage	BUILD	\$	-	\$	-	\$	-	\$	411	\$	411
Wave -5	Fresno	Amazon Connect - Toll Free Inbound	Contact Center	New - Production Shared Services	New - TBC	2285.781957	Amazon Connect Calculator	\$	0.01	\$	27.45	RCC: County Toll Free Usage	BUILD	\$	-	\$	-	\$	-	\$	274	\$	274
Wave -5	Fresno	Lambda	Contact Center	New - Production Fresno - Contact	New - TBC	36839.70	https://calculator.aws/#/	\$	0.00	\$	183.97	Lambda-IVR assuming 45 lambda calls per call into the IVR	BUILD	\$	-	\$	-	\$	-	\$	1,840	\$	1,840
Wave -5	Fresno	Lambda	Contact Center	New - Production Shared Services	New - TBC	82913.52	https://calculator.aws/#/	\$	0.00	\$	4.14	Lambda - Admin Page (sheet 1 numbers per county)	AP	\$	-	\$	-	\$	-	\$	41	\$	41
Wave -5	Fresno	Lambda	Contact Center	New - Production Fresno - Contact	New - TBC	16	https://calculator.aws/#/	\$	0.00	\$	0.0008	Lambda - Remote Closure (2 opens * 4 lambda) + (2 closes * 4 lambda) per month + 16	BUILD	\$	-	\$	-	\$	-	\$	0	\$	0
Wave -5	Fresno	Lambda	Contact Center	New - Production Shared Services	New - TBC	4978.884253	https://calculator.aws/#/	\$	0.00	\$	0.25	Lambda - External Party Access (4 Lambdas/Call)	EPA	\$	-	\$	-	\$	-	\$	2	\$	2
Wave -5	Fresno	Lambda	Contact Center	New - Production Outbound	New - TBC	566737.7222	https://calculator.aws/#/	\$	0.00	\$	28.30	Lambda - Outbound Campaign (11 Lambdas /Per Call)	OUT	\$	-	\$	-	\$	-	\$	283	\$	283
Wave -5	Fresno	Lambda	Contact Center	New - Production Shared Services	New - TBC	304.7709277	https://calculator.aws/#/	\$	0.00	\$	0.02	Lambda - RCC (4 Lambdas/Call)	BUILD	\$	-	\$	-	\$	-	\$	0	\$	0
Wave -5	Fresno	Lambda	Contact Center	New - Production Fresno - Contact	New - TBC	1236918	https://calculator.aws/#/	\$	0.00	\$	61.77	Lambda - Reporting (call Vol*15)+(8928)	BUILD	\$	-	\$	-	\$	-	\$	618	\$	618
Wave -5	Fresno	Lambda	Contact Center	New - Production Shared Services	New - TBC	167040	https://calculator.aws/#/	\$	0.00	\$	8.34	Lambda - Scheduled Callback: (.25*agent count)*20*24*3	SCB	\$	-	\$	-	\$	-	\$	83	\$	83
Wave -5	Fresno	Lambda	Contact Center	New - Production Shared Services	New - TBC	43542	https://calculator.aws/#/	\$	0.00	\$	2.17	Lambda - Telephonic Signature: (3 Lambdas per/call)	TS	\$	-	\$	-	\$	-	\$	22	\$	22
Wave -5	Fresno	Lambda	Contact Center	New - Production Fresno - Contact	New - TBC	720	https://calculator.aws/#/	\$	0.00	\$	0.04	Lambda - WFM (Calabrio: 720 per county)	BUILD	\$	-	\$	-	\$	-	\$	0	\$	0
Wave -5	Fresno	Lambda	Contact Center	New - Production Shared Services	New - TBC	44544000	https://calculator.aws/#/	\$	0.00	\$	2,224.39	Lambda - CCP: (users*4000*24)	CCP	\$	-	\$	-	\$	-	\$	22,244	\$	22,244
Wave -5	Fresno	Kinesis	Contact Center	New - Production Fresno - Contact	New - TBC	81866	https://calculator.aws/#/	\$	0.00	\$	286.53	Kinesis - All Services (~\$0.0035 per call)	BUILD	\$	-	\$	-	\$	-	\$	2,865	\$	2,865
Wave -5	Fresno	Kinesis	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis Video Stream - Voice Biometrics (Call Volume * %usage - Convert to GB usage)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	Kinesis	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for CTR (Call Volume * Calculated on Shard per hour	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	Kinesis	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - IVR Data Streaming for Agent Events (Agent Count * Calculated on Shard per	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - Telephonic Signature (Convert # of signatures into GB qty)	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	Kinesis	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	Kinesis - WFM/Calabrio Firehose (GB of data ingested 500TB is .029	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	S3	Contact Center	New - Production Shared Services	New - TBC	464	https://calculator.aws/#/	\$	0.08	\$	37.12	S3 - CCP for hosting angular app (Storage is <1GB and each agent has 120,000 requests	CCP	\$	-	\$	-	\$	-	\$	371	\$	371
Wave -5	Fresno	S3	Contact Center	New - Production Fresno - Contact	New - TBC	26799.02539	https://calculator.aws/#/	\$	0.02	\$	616.38	S3 - Call Recording (Inbound + Outbound Call Volume/512 for #GB per month)	BUILD	\$	-	\$	-	\$	-	\$	6,164	\$	6,164
Wave -5	Fresno	S3	Contact Center	New - Production Fresno - Contact	New - TBC	50	https://calculator.aws/#/	\$	0.02	\$	1.15	S3 - Misc (50 GB)	BUILD	\$	-	\$	-	\$	-	\$	12	\$	12
Wave -5	Fresno	S3	Contact Center	New - Production Fresno - Contact	New - TBC	1	https://calculator.aws/#/	\$	36.00	\$	36.00	S3 - IVR (Audio prompts) (Ref audio files - 225 * 100KB * # of languages - 15) Call Volume	BUILD	\$	-	\$	-	\$	-	\$	360	\$	360
Wave -5	Fresno	S3	Contact Center	New - Production Shared Services	New - TBC	28.34765625	https://calculator.aws/#/	\$	0.02	\$	0.65	S3 - Telephonic Signature (Telephonic Sig call volume/512)	TS	\$	-	\$	-	\$	-	\$	309	\$	1,292
Wave -5	Fresno	S3	Contact Center	New - Production Shared Services	New - TBC	114.6124	https://calculator.aws/#/	\$	0.03	\$	3.44	S3 - WFM/Calabrio (3GB per month for 58)	BUILD	\$	-	\$	-	\$	-	\$	34	\$	34
Wave -5	Fresno	API Gateway	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	73.82	\$	73.82	API Gateway - CCP (C-IV is at \$175 per month for these costs)	CCP	\$	-	\$	-	\$	-	\$	738	\$	738
Wave -5	Fresno	API Gateway	Contact Center	New - Production Fresno - Contact	New - TBC	0.272886667	Estimated based on current	\$	2.00	\$	0.55	API Gateway - IVR	BUILD	\$	-	\$	-	\$	-	\$	5	\$	5
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Shared Services	New - TBC	81866	Estimated based on current	\$	0.00	\$	147.36	CloudWatch - All Services (~\$0.0018 per call)	BUILD	\$	-	\$	-	\$	-	\$	1,474	\$	1,474
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - CCP	CCP	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Closure	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - External Party Access	EPA	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Features	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - IVR	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Outbound	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Outbound Campaign	OUT	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - RCC	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Remote Work	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Fresno - Contact	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Reporting	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled Callback	SCB	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Telephonic Signature	TS	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudWatch	Contact Center	New - Production Shared Services	New - TBC		Estimated based on current	\$	-	\$	-	CloudWatch - Scheduled WFM	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - CCP (\$1)	CCP	\$	-	\$	-	\$	-	\$	10	\$	10
Wave -5	Fresno	CloudFront	Contact Center	New - Production Shared Services	New - TBC	1	Estimated based on current	\$	1.00	\$	1.00	CloudFront - Route 53 & SSL Certificate (\$1)	BUILD	\$	-	\$	-	\$	-	\$	-	\$	-
Wave -5	Fresno	Comprehend	Contact Center	New - Production Shared Services	New - TBC	29028	https://aws.amazon.com/	\$	0.00	\$	2.90	Telephonic Signature - Comprehend (Number of Documents Signed *2 for units)	TS	\$	-	\$	-	\$	-	\$	29	\$	29
Wave -5	Fresno	Transcribe	Contact Center	New - Production Shared Services	New - TBC	14514	https://aws.amazon.com/	\$	0.03	\$	435.42	Telephonic Signature - Transcribe (\$0.03 per recording)	TS	\$	-	\$	-	\$	-	\$	4,354		