



BREAKOUT SESSION 2

RHYTHMS OF THE FRONTLINE: CONTACT CENTER INNOVATION





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CalSAWS IT Project Manager

Band Leader/Bass Guitar



DAWN WILDER

Gainwell Executive Director

Lead Singer/Violin



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CalSAWS Contact Center Manager

Guitar



BREAKOUT SESSION 2: PRESENTER ENSEMBLE

CC GROOVE TRIO



**Opening and Background
High-Level Roadmap and Video
Reporting**

Call Summarization

Call Recording and Workforce Management

Call Control Panel

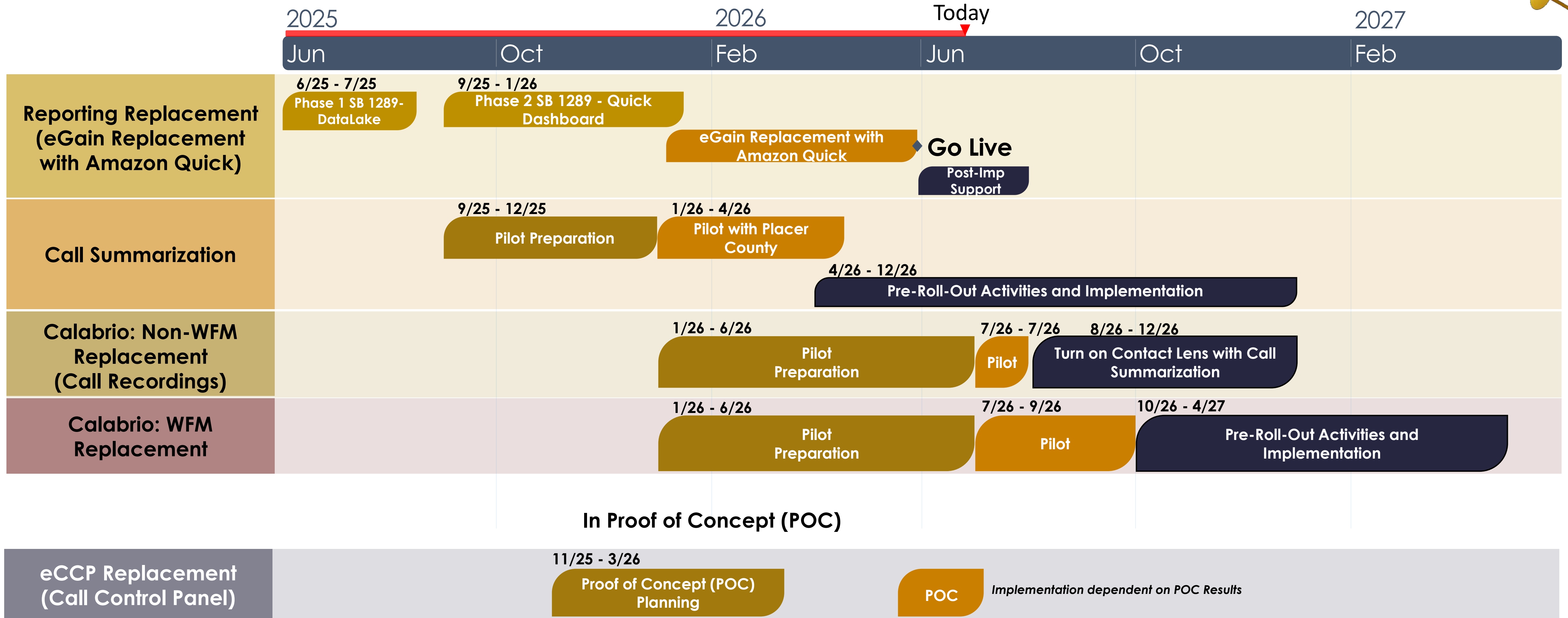
Innovations Under Consideration



HIGH-LEVEL ROADMAP

HIGH LEVEL ROADMAP

Initiative Timing



VIDEO:
CONTACT CENTER JAM
SESSION





REPORTING

CONTACT CENTER REPORTING

Composing

Noise

Why Change?

- ♪ Reporting is external to the Contact Center resulting in delayed information update
- ♪ Reporting flexibility is limited
- ♪ Data inconsistencies between Amazon Connect information and eGain reports
- ♪ Dashboard displays are delayed due to additional integration
- ♪ Resource-heavy and higher maintenance effort

Music

Benefits

- ♪ AWS Datalake is internal to the Contact Center and provides more timely updates
- ♪ AWS Quick reporting tool will be available to County staff to create reports
- ♪ Reporting data source will be the AWS Datalake eliminating inconsistencies
- ♪ Dashboards will refresh faster
- ♪ Reduced complexity and ongoing maintenance effort





CALL SUMMARIZATION

CONTACT CENTER CALL SUMMARIZATION

Creating

Noise

Why Change?

- ♪ Agents must remember the conversation or take notes throughout
- ♪ Agents draft call summaries from scratch

Music

Benefits

- ♪ Agents can focus on listening and assisting the caller rather than documentation
- ♪ Time savings by presenting an initial draft of the call summary to the agent
- ♪ Call summaries are more consistent in format and content





CALL RECORDING AND WORKFORCE MANAGEMENT

CONTACT CENTER CALL RECORDING AND WORKFORCE MGMT

Conducting

Noise

Why Change?

- ♪ Workforce management is changing in the current software
- ♪ Additional licensing cost
- ♪ Additional software integration required

Music

Benefits

- ♪ Non-WFM Replacement uses Contact Lens which is turned on during the Call Summarization rollout
- ♪ Reduction in licensing cost
- ♪ Reduced operational maintenance





CALL CONTROL PANEL

CONTACT CENTER CALL CONTROL PANEL

Playing Tunes

Noise

Why Change?

- ♪ Duplicative of native AWS functions
- ♪ Less stable than native AWS control panel
- ♪ Additional licensing and resources to maintain

Music

Benefits

- ♪ Increased stability
- ♪ Reduction in software sprawl
- ♪ Easier to maintain and will benefit from AWS product updates





INNOVATIONS UNDER CONSIDERATION

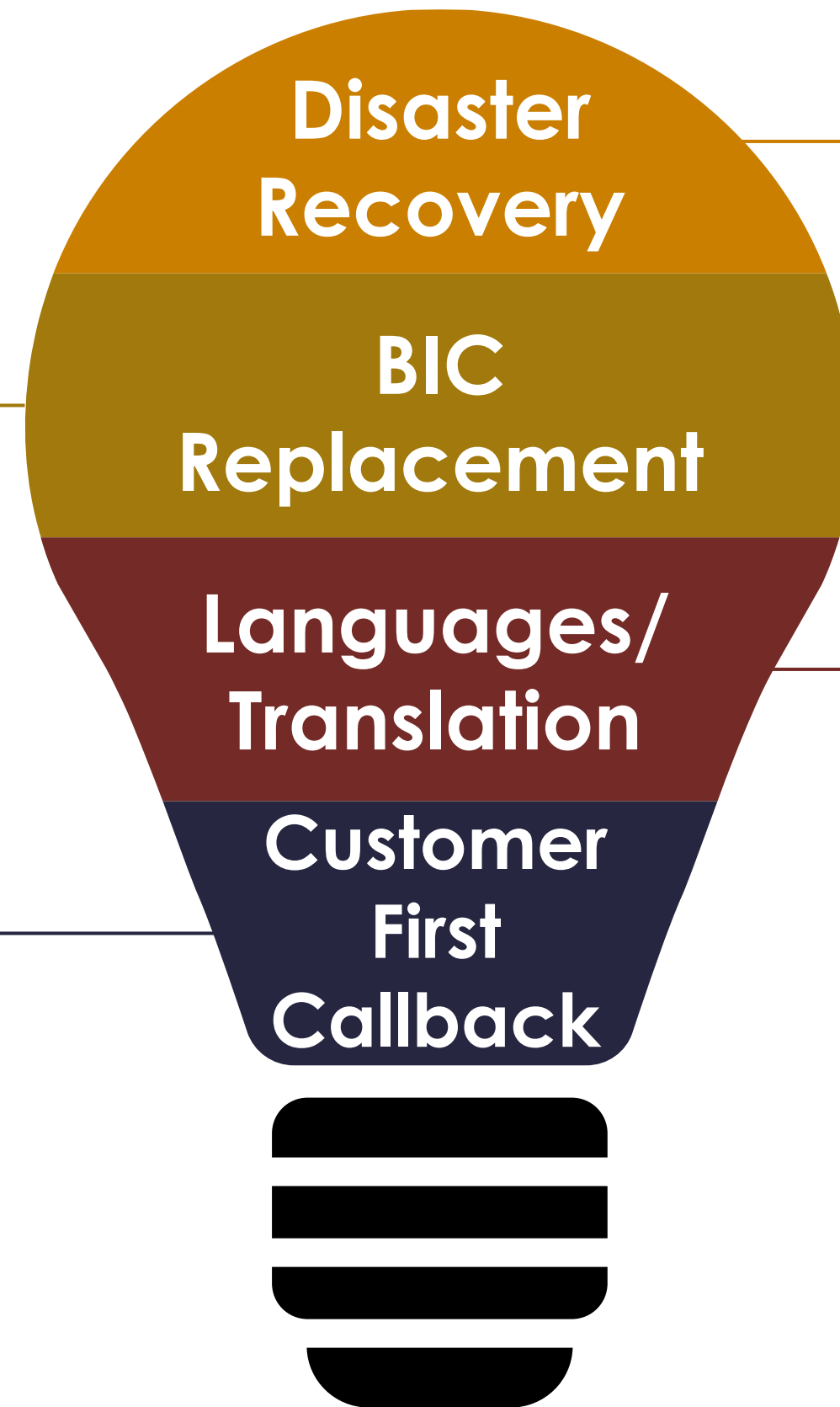
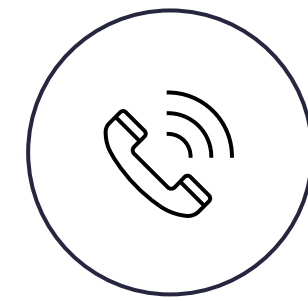
INNOVATIONS UNDER CONSIDERATION

Improving

**BIC replacement
BOT for self-service
through the IVR**



**Callback that
connects the agent
only when the
customer answers**



**Disaster Recovery for
the AWS Connect**

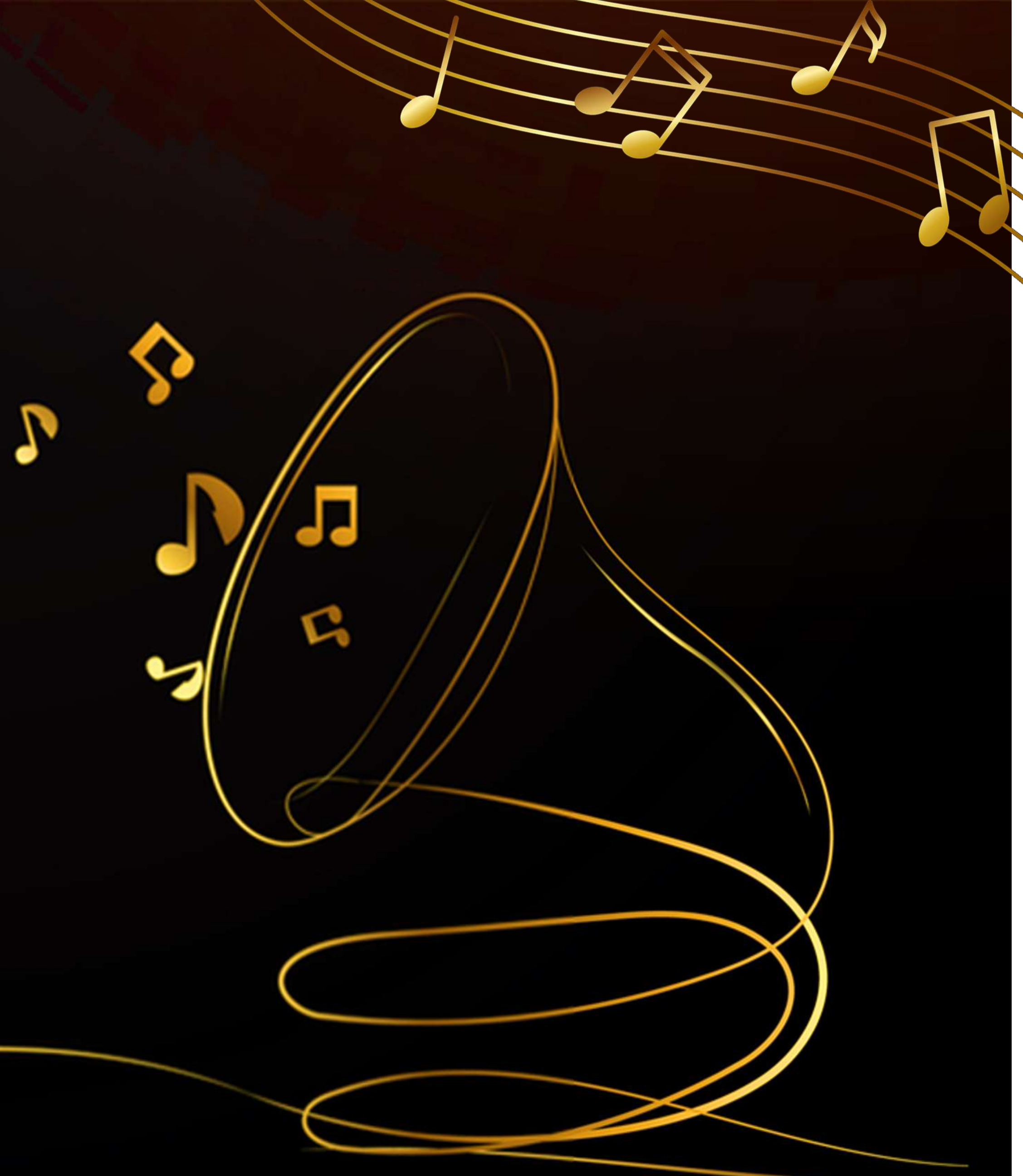
**Real-Time
Translation and
Additional
Languages for
Transcription
and Call
Summarization**



WE'D LOVE TO JAM WITH YOU!



ANY QUESTIONS ON THE
CONTACT CENTER INNOVATION?



THANK
YOU FOR
ATTENDING!



MENTI

Instrument and Performance Tuning

**The Menti
Survey
Results
Are In!**

**Which session
are you
most interested
in attending?**



[Insert Menti Results on Day of Conference]



LUNCH BREAK!

We will return at 1:45 PM
with Plenary Session 2

