

Quick Start Bundle

This bundle is a complete starter pack for small contact center installations. The outline below is a guideline of what's included for typical installations. Full inclusions and a statement of works will be provided after the initial consultation.



Best suited for a:

- No-fuss journey to the cloud
- Quick and easy set-up
- Single team engagement
- Fast time to value



Your implementation will be led by:

- Dedicated Project Manager to manage scheduling, tasks, scope alignment and project success
- Dedicated Solutions Architect as your primary technical expert and best practice advisor

Core Amazon Connect set up

Two base environments	Pre-Production and Production
Base Amazon Connect instance set up	<ul style="list-style-type: none"> • Phone numbers (support for routing phone numbers from existing Telco provider to Amazon Connect) • Hours of Operation • User Management (security profiles, routing profiles, agent hierarchy etc) including user hierarchy. Setting up Queues/Routing Profiles
Identity management	<ul style="list-style-type: none"> • Configure using supported SAML provider (Okta, Google Workspace, Microsoft Active Directory, AWS SSO)
Reporting and analytics	<ul style="list-style-type: none"> • Contact Lens - real-time contact center analytics powered by machine learning • Basic Amazon Connect reports

Voice Routing set up

Main contact flows	<ul style="list-style-type: none"> • Up to 5 main flows for inbound voice • Simple IVR queue selection using DTMF inputs • Checks for agent availability, queue capacity, hours of operation & wait times
Secondary contact flows	<ul style="list-style-type: none"> • Customized as required such as callback queues and flow, basic voicemail to a generic mailbox, queue waiting flows, hold flows, outbound flows and whisper flows

Social Routing set up

Main contact flow	<p>One (1) main contact flow for inbound social chat including:</p> <ul style="list-style-type: none"> • Routing to queues based on channel or account • Includes deployment of up to 5 domains and a single Lex Bot with the same behaviour and language. 15 intents and utterances. Training provided if additional intents and utterances are required. Excludes UI/UX development.
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Local Measure set up

Local Measure to Amazon Connect integration	<ul style="list-style-type: none"> • SAML integration with known provider (Okta, Google Workspace, Microsoft Active Directory, AWS SSO) • Snippets & auto-messages • Local Measure customer profiles • Included network - WhatsApp, Facebook Messenger, Twitter Direct Messages, Instagram Direct Messages, Wechat, LINE
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Email Channel set up

Emails flowing into Amazon Connect via Amazon SES

- Up to 10 email addresses on up to 2 different domains
- Configuration of Amazon SES
- Guided support for existing domain forwarding
- Setup of Connect Contact Flows including set up to re-queue emails after Connect's default queue time limit and email routing based on an email address or subject

IMPORTANT: Specific set up details differ depending on your current email services. In most cases, you will need to be able to access your existing email provider and domain settings.

Third-Party Integrations

Basic	Premium	Pro
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Integration of third-party applications into Amazon Connect and Engage to display customer data. These include Microsoft Dynamics (including Wisdom), Zendesk, Salesforce, ServiceNow, JIRA ticketing system, Shopify, Confluence for Wisdom and HubSpot.

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NB: Integration with third-party applications not listed above will require further analysis. All integrations are dependent on availability of an API and appropriate documentation.

Scorecard Evaluations

Creation of a Scorecard with up to 5 sections, each section can have up to 5 evaluation questions. A Quicksight Report which displays:

- Average Agent Evaluations
- Question Evaluation
- Total number of Evaluations (Inbound/Outbound)

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Voice-based Post Call Survey

At the end of a voice call, the customer is offered the choice to participate in a Post Call Survey where they are asked to provide a score between 1 and 5 for 3 questions. Total score is saved as an attribute in Contact Trace Record.

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Implementation

Design and discovery

We will run multiple sessions with your team to gather your requirements and design a solution that works best for your needs.

- Technical Discovery
- Security Requirements
- Call Center operations requirements

Project management

- Weekly project status meetings for the implementation period for Premium and Pro packages. For Quick Start, daily 15 min standups with the team to review progress and blockers.

Training

We will run sessions to train the relevant members of your team:

- Administrators and Supervisors
- Agents (For up to 14 agents this would involve direct agent training in 2 groups of 7 agents. For greater than 14 agents, 'train the trainer' sessions for up to 5 trainers)

Testing

- Preliminary testing by Local Measure
- User Acceptance Testing by the client

Customizations and out of scope work

These inclusions form the basic framework of Local Measure's Quick Start Bundle. Customizations and changes are available upon request. These can be discussed during the initial customer scoping session and revised pricing will be supplied thereafter.