

# SmartAssist - Advanced for Amazon Connect

## Scope of Work Overview

### Project Summary

**SmartAssist** is a fixed-scope deployment of Amazon Connect, designed to accelerate the launch of modern, AI-enabled contact center functionality. This includes natural language IVR, chatbot automation, live chat, call recording, sentiment analysis, and CRM/ITSM integration- all delivered by Intelligent Visibility and supported through operational onboarding into our **Aegis CX co-managed service environment**.



### Scope of Work

#### Amazon Connect Configuration:

- Provisioning and configuration of a new Amazon Connect instance
- Up to **100 named agents** with routing profiles, user permissions, and softphone setup
- Up to **5 call flows** and **5 queues** designed, configured, and tested
- Full **call recording** and **Contact Lens** enablement (transcription, sentiment, categorization)

#### AI-Powered IVR and Chatbot Automation:

- One **Amazon Lex chatbot** for FAQs (up to 10 intents / 20 responses)
- One **Claude/Bedrock-powered IVR use case**, trained on up to 24 hours of client-provided contextual data
- One chatbot deployed via web or chat interface, integrated with fallback logic and API-based workflow triggers

#### CRM/ITSM Integration:

- Softphone enablement and click-to-call/screen pop setup with one platform
- **Salesforce** or a customer-provided **ITSM system** (e.g., ServiceNow)
- Coordination of API access, user credentials, and integration validation

## Reporting and Dashboards:

- Two days of custom reporting refinement
- Includes historical and real-time dashboards aligned to client KPIs
- Assistance with data visibility and performance tuning

## Testing and Validation:

- End-to-end testing of:
  - Call routing logic, IVR flows, and chatbot responsiveness
  - Integration points (CRM, ITSM, external services via Lambda)
  - User profiles, agent desktop, and channel failover behavior

## Onboarding to Aegis CX (Co-Managed Services):

- Shared runbook creation and operational guide handoff
  - Configuration of alerting, observability, and escalation workflows
  - Access to shared tooling and support channels under Aegis CX
  - Knowledge transfer session for customer IT or contact center operations teams

## Project Management and Delivery:

- Dedicated project manager and weekly standups
  - Shared timeline tracking and milestone documentation
  - Collaborative access to design artifacts and system configuration snapshots
  - Final project summary with go-live checklist and transition guide

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## Timeline

Estimated delivery: **6–8 weeks** (Assumes timely access to credentials, training materials, and stakeholder availability)

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## Why Intelligent Visibility

SmartAssist is delivered by a team with deep domain expertise across AWS Connect, Amazon Lex, Bedrock, and enterprise integrations. Unlike generic quick start services, SmartAssist is built for production, integrated with your systems, and supported through our **Aegis CX operational framework– ensuring continuity well beyond go-live.**