Delivering a Seamless Customer Experience

Georgia Technology Authority – Amazon Connect Service Catalog

1. Introduction

Amazon Connect is quickly becoming a popular choice for many government agencies who are looking to modernize their contact centers. Amazon Connect offers a feature rich portfolio of contact center applications that are constantly changing and evolving to add new features for their customers. As a cloud-based Contact Center as a Service provider Amazon Connect is releasing updates and new features on a weekly basis. Having a partner like TTEC Digital who has worked with Amazon Connect since their launch, we have developed a portfolio of managed services for our customers to help them maximize the benefit of Connect. Our premise for managed services is simple, no two journeys are the same and every agency needs different support options for their unique needs.

Custom Fit Managed Services:

TTEC Digital Managed Services offers customized support for you Amazon Connect contact center operations. Each offering is designed to improve how existing teams and functional groups currently provide support for contact center infrastructure.

Simplified Management

We help manage complicated multi-vendor infrastructure so your in-house staff can focus on you core business initiatives and providing support to the citizens of Georgia.

Dedicated Expertise

Leverage our proven expertise to identify areas of service optimization, implement new contact center technology solutions and upgrade your existing technology stack with assurance of on-time delivery and no costly delays.

Continuous Improvement

Our team monitors, supports and optimizes your contact center, ensuring solid solution performance and efficiency in order to deliver an enhanced customer experience.

Flexible Delivery

We mange you solution in a private cloud environment to allow you to realize cost, reliability, and scalability advantages.

Services to Meet your needs

2

Our managed services model continues to grow and evolve to meet the feedback we hear from our customers in what they are looking for in a managed service. The TTEC Managed Services portfolio offer 3 tiers of support that we can tailor to meet your specific needs.

Services include:

Customer Support – Traditional Maintenance and application support.

Proactive Support – The services include alerting and monitoring, preventative maintenance and pulse check.

Systems Administration – which include a monthly services budget and a Technical Account manager.

Strategic Partnering – Monthly stewardship meetings, annual performance review and providing trusted advisor support.

Managed Services to fit your needs

Our methodology is built around customer options to support Amazon Connect contact center and the components you need for success.

Improvements

Change Requests – Monthly stewardship meetings and allocated hours to assist with incremental enhancements.

Peak Demand Staffing – Priority Access Staffing provides resource continuity for larger projects.

Virtual Resource Availability – Just in-time availability to cross-trained staff and access to subject matter experts in IVR, CTI, PM, BA, Development, Speech Design, and UI.

Relationship Management

Change Management – Source/release management, centralized documentation management, and regression testing to help you navigate growth and change.

Technical Account Manager – A single point of contact and expert resource for a formal monthly report card to keep you updated.

Forward Planning – Strategic focus, adherence to best practice, and knowledge of industry trends and improvement opportunities to inform you of future developments.

Operations

Monitoring and Alerting – An operational dashboard with KPI adherence monitor to keep you on

track.

Preventative Maintenance – Scheduled routine health checks to prevent surprises.

24/7 Hotline – Expert resources available 24 hours a day, 7 days a week, 365 days a year.

2. Maintenance Tiers

TTEC offers 3 tiers of maintenance: Core, Full Managed Services, and Enhanced. Below is a description of what is included in each.

Basic Managed Service

TTEC Provided Resources:
- 24x7 Service Desk
- Tier 3 (specialized) support
- Service requests/Bundles
- Projects/Training

Agency Provided Resources:
- Service Desk
- Tier 1 -Basic
- Tier 2 -In-depth
- Proactive Monitoring
- Service Level Management
- Incident Management
- Change Management
- Problem Management
- Process Improvement

Full Managed Service

24x&TTEC Provided Resources:
24x7 Service Desk
- Tier 1 Basic
- Tier 2 In Depth
- Tier 3 Specialized
- Proactive Monitoring
- Service Level Management
- Incident Management
- Problem Management
- Process Improvement

- Service Requests/Bundles
- Projects/Training
- Peak Staffing (priority)
- Assigned Technical Account Management
- ASR Tunings

Agency Provided Resources:
- Agency program manager
- Relationship Management

Enhanced Managed Service

TTEC Provided Resources:
- 24x7 Service Desk
- Tier 1 Basic
- Tier 2 In depth
- Tier 3 Specialized
- Future Strategy Assessment
- Enhanced Delivery Services
- Future State Management
- 24x7 Dedicated Support Team
- Assigned Customer Success Manager
- Assigned Technical Account Manager
- First Adoption of New AWS Offerings
- Full Management of Amazon Connect Eco-system
  - Development
  - Pre-production
  - Production
- CICD Pipeline Management
- Managed Upgrade Path for new AWS and TTEC Offerings
- 3rd Party Relationship Management
- Continuous Strategy Assessment
- Continuous Improvement Enablement

Agency Provided Resources:
- Agency Program manager
- Relationship Management

3. Pricing Scenarios

AWS Connect Pricing Tiers (per month)			
Seats	Core	Standard	Extended
10 agents	$ 500.00	$2,425.00	$ 35,879.00
50 agents	$ 525.00	$3,325.00	$ 36,329.00
100 agents	$1,05.000	$4,450.00	$36,892.00

Pricing for sizes larger than 100 agents will be provided on an individual case basis, pricing will be discounted to account for the size and scope of the individual agency scope.

Your TTEC Account Manger will work with you to determine the pricing.

Additional Professional Services

Customers may require project level work to deploy new features and enhancements with the Amazon Connect platform. TTEC will work with GTA and the appropriate agency to develop a Scope of work that will be reviewed and signed off on by the Agency. Below are a representation of what roles and responsibilities are required to do a project.

TTEC - Amazon Connect Professional Services Pricing		
Role	Description	Price (hourly rate)
Project Manager	Senior level resource responsible for overall project and all project documentation and deliverable	$ 325.00
Solutions Architect	Senior level resourcse who is responsible for the technical architecture and all Amazon CCaaS components required for CCaaS solution	$ 325.00
Developer	Technical resource responsible for taking all project deliverables for inclusion in customer project. Also responsible for QA and User Acceptance testing and remediation	$ 325.00