WaTech Connect Contact Center

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[WaTech Connect Contact Center (WaTech Connect)](#), allows WaTech customers to use cloud-based contact center functions in Amazon's highly adaptable environment. WaTech Connect can leverage other Amazon AWS services (Polly, Lex, Pinpoint, Lambda, S3 and more) to meet the needs of the end user and enhance their experience.. WaTech Connect can be configured to retrieve information from a computer database or other data source in the cloud or datacenter to automatically provide the information to customers or to the contact center staff (agents) assisting the customers through secured interactions. Agents are the people who answer calls and respond to chats and emails in a multichannel environment. Answers to frequently asked questions can be made available to customers for self-service. Automation using WaTech Connect can reduce staff time, operator errors, and enhance customer service.

Features/Benefits:

- Cloud-based Contact Center that can scale up or down quickly utilizing the elasticity of the AWS cloud in response to changing demand and peak volumes.

- Pay-as-you-go pricing, so that you only pay for what you use. For most customers it is a significant cost savings from current WaTech Avaya call center rates.

- High-quality audio that is resistant to packet loss that causes choppy speech.

- Flow routing for voice, chat, and tasks that include contact queuing, analytics and management. The flow includes setting logging behavior, setting text-to-speech language and voice, capturing customer inputs (spoken or by pressing 0–9 on the phone keypad), playing prompts and transferring a customer to a queue.

- Skills-based routing to increase efficiency among contact center agents, minimize wait times and ensure the end customers get the assistance they need. Routing is based on variables such as availability, skillset, customer sentiment and customer history.

- Call recording comes integrated for agent performance assessment to help monitor and improve customer experiences.

- Agent Workspace provides a single, intuitive web-based application for your agents with the tools and step-by-step guidance needed to onboard quickly, resolve issues efficiently and improve customer experiences. It combines the ability for agents to accept calls and chats using the built-in Contact Control Panel (CCP).

- Agent Workspace provides task management for follow-up items to resolve customer issues and requests are essential to maintaining high customer satisfaction, making it easier for you to prioritize, assign and track agent tasks to completion--including work in external applications--to ensure customer issues are quickly resolved.

- IVR, chatbots, and Contact Center automation can provide intelligent tools for automation including natural language understanding (NLU) integration, context conversations and task management self-service tools that work across both voice and digital channels.

Helpful information

Service category
Communications & Collaboration

Service availability
24/7/365

Planned maintenance
Performed as required during non-peak hours.

Related services
- [Interactive Voice Response](#)
- [Teams Telephony](#)

How to request service
Submit a request for service through our [Customer Portal](#).

Service owner
Eric Talberg

- Web and mobile chat using Amazon Lex supporting asynchronous messaging and encryption using compliance certifications.

- API Integration using AWS Lambda so you can create personalized experiences by accessing virtually any backend system and retrieving information to anticipate end-customer needs and deliver answers to questions before they are asked. This could include customer information on past interactions, contact history or customer tendencies.

- Outbound campaigns using voice, SMS, and email to serve your customers quickly and improve agent productivity, while supporting compliance with local regulations.

- Predictive dialer with answering machine detection designed to automatically call customers on a list, while throttling outreach based on predicted agent availability. The dialer also uses a machine learning (ML) model to distinguish between a live customer, voicemail greeting, or busy signal, connecting agents only with live customers.

WaTech Connect includes:

- Consultation for design and configuration of contact center call flow.
- Coordination of qualified AWS Connect partners for advanced features and integrations.
- Assistance in porting phone numbers or assigning new phone numbers.
- Training of agency staff in application administration and use of the Agent Workspace. Agencies can do as little or as much as they choose to do within their application, except for changing security policies and adding users.
- Administering contact call flow.
- Administering call queues, contact center agent groups and other named users.
- Limited capabilities for customers to change announcements and flow events.
- Contact center reporting and analytic tools

Intended customers

WaTech Connect is currently only available to members of the Enterprise Tenant since it leverages Azure Active Directory to build groups within WaTech Connect and access to the web based application.

Options available with this service

For options and features available with this service please visit the WaTech Connect product page.

Customer engagement

- Semi-annual customer town hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives and services.
- Requests for new consultations and movement away from legacy call center telephony solutions.

Action plan

Current activity

WaTech is actively training staff to support the product and is converting customers to the WaTech Connect service from other telephony call center solutions such as Avaya or Cisco. WaTech Connect is positioned as the replacement service for customers currently using premise-based call center technology.
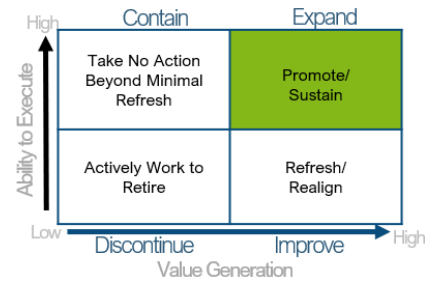
One- to two-year goals

- Build the service by enhancing the skills of support staff and expanding the capabilities of the product while we continue to convert customers to the WaTech Connect service. Phase out legacy on-premise call center solutions such as Avaya and Cisco in favor of WaTech Connect. There are currently about 3,500 call center agents on the modern Avaya system. The WaTech Connect product will provide access to advanced customer service technologies like advanced artificial intelligence capabilities, voice recognition enablement and biometric (voice) authentication. It will also include digital channels such as text, email and web chat as part of contact center handling and metrics.
- Add automation tools and enhanced customer controls of voice applications and better performance reporting to WaTech Connect.

Three- to five-year goals

- Convert all customers who are interested in the Connect service.
- Incorporate Amazon product improvements into the service.
- Revisit the rates currently charged for WaTech Connect to assign appropriate support costs to the product.
- Look at the opportunity and capability to make this an enterprise service.
- Publish an end of life date for on premise telephony solutions for locations that do not have a on premise requirement like prisons, hospitals, etc.
- Examine the product for potential usage as an umbrella product to front end state services.

Service review and fully loaded service budget projection

Revenue source

The WaTech Connect service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service. WaTech collects a per user rate and an engagement fee. Other costs such as third party developer costs and application usage costs from Amazon are passed through to the customer with no markup.

Net Income over time

Since WaTech Connect is a new service it has a very short sales history. There are currently no agency support costs allocated to the service at this time.