



# Contact Center Days

## Optimize workforce engagement and performance with data and ML in Amazon Connect

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# Amazon Connect

Easy to use omnichannel cloud contact center

## Dynamic, personal, and natural automated experiences



# Contact center operational needs



## **Agents**

Work-life balance  
Schedule flexibility  
Satisfaction from work



## **Operation managers**

Accurate predictions  
Easy and quick scheduling  
Useful and actionable insights



## **Business leaders**

Excellent customer service  
Regulatory compliance  
Operational cost saving

# Amazon Connect value proposition



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Ensure you have the **right number of agents working at the right times** to hit your operational targets, **without overspending, and without overrunning your workforce.**



## CHALLENGE

# Managing contact center workforce to deliver amazing customer experiences



Missed service level targets and business goals



Conventional tools don't leverage cloud benefits



Disparate, integrated tools create disjointed user experiences



High cost of ownership for traditional offerings

# Amazon Connect forecasting, capacity planning, and scheduling preview

New capabilities are built-in, not bolted-on

- Get started with a single click
- Improve accuracy and efficiency using machine learning
- Simplify staffing using Connect's native intuitive user experience
- Benefit from cloud flexibility, scalability, and reliability



# Forecasting preview

**Analyst or forecaster predict contact volume**



Use AI/ML tailored for contact center business needs



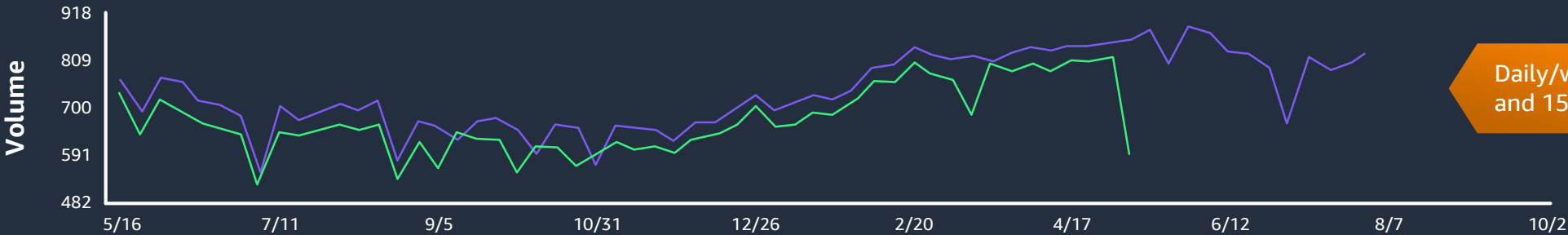
Help business planning with high accuracy forecasts



Auto generate long-term and short-term forecasts

# Forecasting preview

Contact volume/  
avg. handle time



Daily/weekly/monthly  
and 15/30mins interval

Support  
voice/chat

Queues	Channels	May 16–22, 2022		May 23–29, 2022		May 30–June 5, 2022	
		Last computed forecast	Last published forecast	Last computed forecast	Last published forecast	Last computed forecast	Last published forecast
All queues	All channels	763	736	689	643	766	719
	Voice	763	736	689	643	766	719
Sales	All channels	248	252	224	220	249	246
	Voice	248	252	224	220	249	246
Support	All channels	190	193	171	168	191	189
	Voice	190	193	171	168	191	189

Forecasting helps you determine future Incoming Contact Volumes and Average Handle Times.





# Capacity planning preview

**Planners generate plans for long-term resource needs, help with hiring, and budgeting**



Help resource planning with the consideration of metrics and shrinkage



Create resource plans based on scenario

# Capacity planning preview—calculate required FTE

## Scenario inputs

Planning scenario details	80/20	Inputs from long term forecasting
Scenario name	80/20	
Scenario description	80/20	Output required FTE and occupancy
Max. occupancy	100%	
Daily attrition	0%	Add your own FTE data to compare
Full time equivalent (FTE) hours per week	50	
Outsourced contacts (optional)	0%	Calculate overtime or voluntary time-off
Max. overtime (OT) allowed (optional)		
Max. voluntary time-off (VTO) allowed (optional)		
Service level goal #1	80% within 20 seconds of voice	

Metric	Mar 27–Apr 2, 2022	Apr 3–Apr 8, 2022	Apr 9–Apr 15, 2022	Apr 16–Apr 22, 2022
Forecasting inputs				
Forecasted contact volume	27,304	37,480	36,799	35,205
Forecasted Average Handling Time (AHT), second	81	80	81	80
Outputs				
Required FTEs (without shrinkage)	34	28	28	26
Forecasted occupancy %	69%	69%	68%	69%
Outputs with additional input				
Required FTEs (with shrinkage)	42	34	35	33
Available FTEs	37	36	36	36
Metrics calculated from available FTE input				
Gap between available FTEs and required FTEs	-5	2	1	3
Gap %	-14%	6%	3%	8%
Required OT %	14%	0%	0%	0%
Required VTO%	0%	6%	3%	8%

Create a capacity plan based on long-term forecast and business objectives.

# Scheduling preview

Contact center managers and schedulers generate agent schedules for day-to-day workloads



ML-powered scheduling capability optimized for contact center business needs



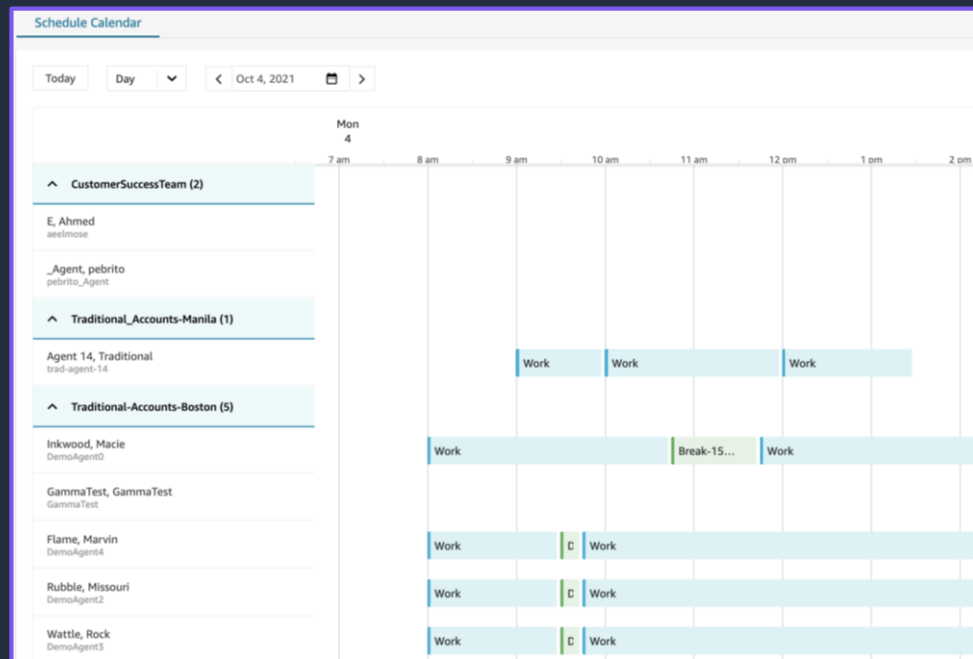
Generate high efficiency schedules that comply to HR/Legal/Business rules



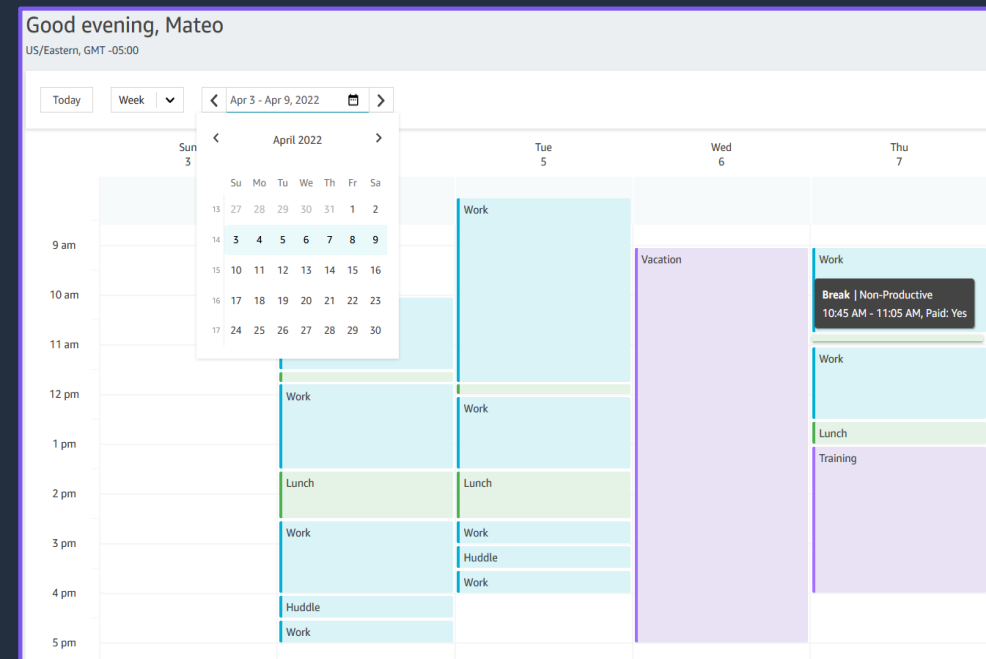
Schedule management and view experience integrated with Connect applications

# Scheduling preview—supervisor/agent view

## Supervisor view



## Agent view



Supervisor & agent can view schedules in Amazon Connect.

# Information on Forecasting, Capacity Planning, and Scheduling

- Forecasting, Capacity Planning, and Scheduling solution page
  - <https://aws.amazon.com/connect/optimization/>
- Register for the preview
  - <https://pages.awscloud.com/GLOBAL-field-GC-Amazon-Connect-Forecasting-2022-reg>
- Amazon Connect Administrator guide Forecasting, Capacity Planning, and Scheduling section
  - <https://docs.aws.amazon.com/connect/latest/adminguide/forecasting-capacity-planning-scheduling.html>
- Getting started blog
  - <https://aws.amazon.com/blogs/contact-center/optimization/>
- Reach out to your AWS account team for more information



# Thank you!