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Header 3

List View

- General Information
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1324372

Procurement Type: Central Contract - Fixed Amt

Vendor ID:

Legal Name: TTEC Government Solutions, LLC

Alias/DBA: TTEC Government Solutions, LLC

Total Bid: \$812,180.00

Response Date:

Response Time:

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First Name:

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Solicitation Description:

Total of Header Attachments: 3

Total of All Attachments: 3



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1324372  
**Solicitation Description:** DMV Cloud-based Contact Center Solution  
**Proc Type:** Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2024-02-14 13:30	SR 0802 ESR02142400000004065	1

**VENDOR**  
 VS0000041124  
 TTEC Government Solutions, LLC

**Solicitation Number:** CRFQ 0802 DMV2400000001  
**Total Bid:** 812180      **Response Date:** 2024-02-14      **Response Time:** 09:11:49  
**Comments:** AWS Connect is discounted and is based on usage

**FOR INFORMATION CONTACT THE BUYER**  
 David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

<b>Vendor Signature X</b>	<b>FEIN#</b>	<b>DATE</b>
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				573095.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Attached in Exhibit A. Consumption is based on assumptions

**Extended Description:**

DMV Cloud-based Contact Center Solution Year One

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	DMV Cloud-based Contact Center Solution Year Two				79695.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** This is for MS and usage consumption based on assumptions

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Two

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	DMV Cloud-based Contact Center Solution Year Three				79695.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** This is for MS and usage consumption based on assumptions

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Three

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	DMV Cloud-based Contact Center Solution Year Four				79695.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** This is for MS and usage consumption based on assumptions

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four

## CRFQ DMV24\*01 - EXHIBIT A - CONTACT CENTER PRICING PAGE

### TOTAL INSTALLATION & DELIVERY COST

LOCATION -DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304

Item Number	QTY	Description	YEAR ONE	YEAR TWO	YEAR THREE	YEAR FOUR	Grand Total
3.1.1	1	Implementation – AI Augmented Contact Center	296,040				296,040
3.1.2	1	Implementation - AI Augmented Case Management/CRM (Amazon Profiles/Cases/Tasks)	197,360				197,360
3.1.3	1	Managed Services Program - Annual Support	51,870	51,870	51,870	51,870	207,480
3.1.4	1	Amazon Consumption/Usage Charges (pay for what you use)	27,825	27,825	27,825	27,825	111,299
		Total:	573,095	79,695	79,695	79,695	812,179

Notes:

### 1) Implementation Costs

The cost estimates presented for the implementation of Amazon Connect at the West Virginia Division of Motor Vehicles are intended to serve as representative figures. While they are grounded in the substantial volume data provided and informed assumptions to fill in the gaps, these estimates are preliminary. They provide an initial financial framework that will require validation and potential adjustment through subsequent discovery and design sessions.

During these sessions, we will engage in a comprehensive exploration of the West Virginia DMV's specific needs, workflows, and objectives. This granular approach will enable us to refine our cost estimates, ensuring they accurately reflect the unique characteristics and requirements of the contact center's operations. The aim is to transition from these representative estimates to a tailored, precise cost model that aligns closely with the actual implementation and ongoing operational expenses.

### 2) Amazon Connect Consumption Costs

The consumption-based pricing of Amazon Connect provides an adaptable and transparent cost structure that aligns with actual usage. The estimates provided are based on the detailed call volume data made available and are shaped to reflect expected usage patterns. However, it is during the discovery and design phases that we will solidify our understanding of the DMV's consumption patterns and validate the projected costs against the specific functionalities and features that will be deployed. It is essential to recognize that the actual costs will ultimately be determined by the precise volume of usage following the system's implementation.

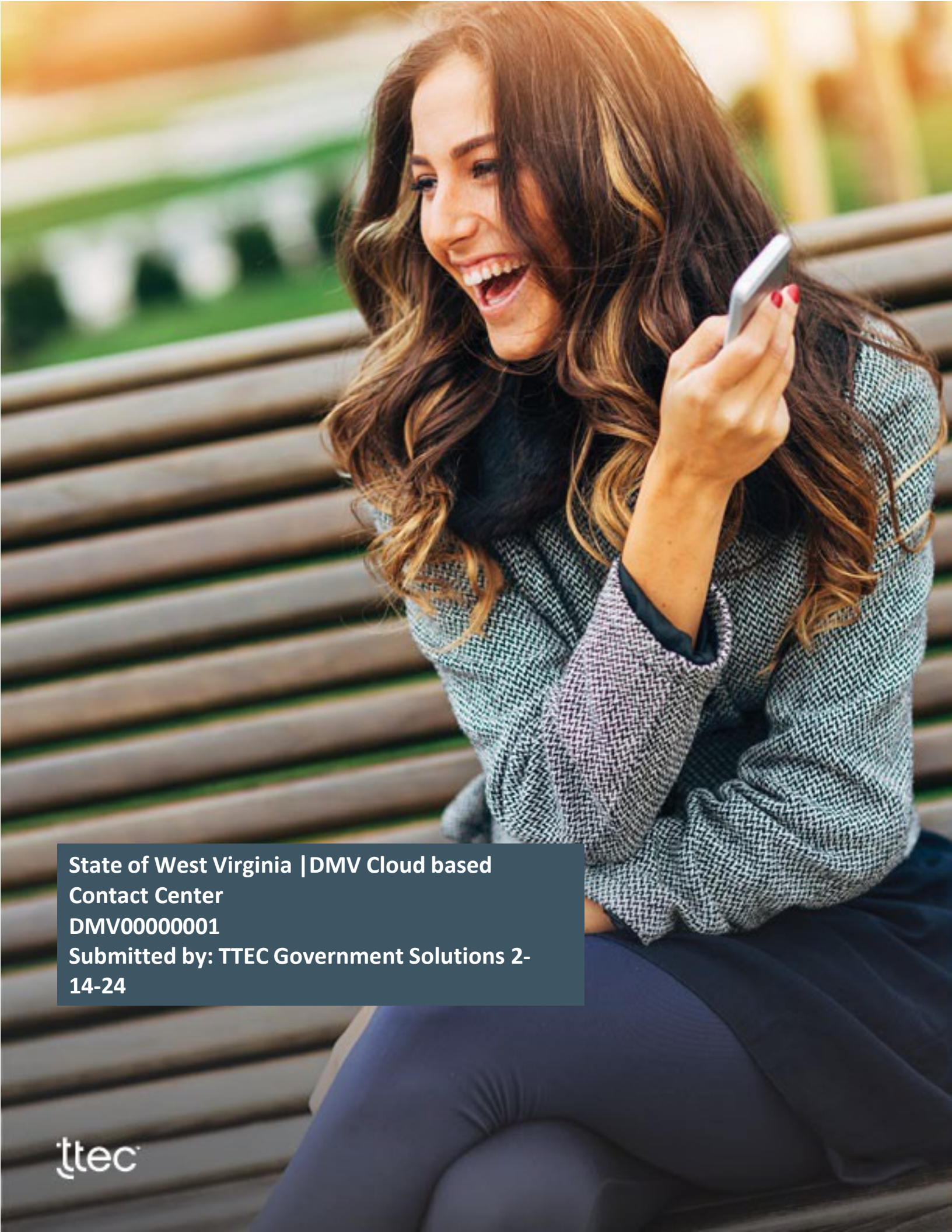
### **3) Billing and Account Management**

The direct billing setup through the state's Amazon Web Services (AWS) account will facilitate straightforward management of consumption costs. Detailed insights gathered during the discovery phase will further inform the establishment of a billing structure that is both clear and manageable for the West Virginia DMV.

### **4) Amazon Enterprise Discount Program**

We will also explore the application of the Amazon Enterprise Discount Program (EDP) during the discovery phase. This program has the potential to offer cost savings that can be significant when applied to the scale of public sector operations.





**State of West Virginia | DMV Cloud based  
Contact Center  
DMV00000001  
Submitted by: TTEC Government Solutions 2-  
14-24**



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## Executive Summary

Whenever citizens interact with WVDMV, without even knowing it, they are comparing the current experience to the last great experience they had. This experience measurement coupled with an ever-changing economic climate creates unforeseen business and customer challenges. The companies that continue to design with the customer experience in mind will financially outperform their competitors and gain a loyal following.

Every organization wants to provide amazing customer experiences at a lower total cost, but often feel like these are competing priorities. At TTEC Digital (a/k/a) TTEC Government Solutions, we make excellent customer service and cost-competitiveness complementary by providing insight-driven customer experience and technology services that improve customer satisfaction and reduce costs to serve. We stake our reputation on it.

### **Setting the Stage for Success.**

TTGS is pleased to provide WVDMV with this response to RFQ DMV Cloud-based Contact Center Solution. We believe the Amazon Connect Cloud platform is the foundation of a core telephony and CX strategy that provides the benchmark others try and imitate. It not only satisfies the technical requirements of WVDMV's RFP today, but future-proofs for the unforeseen needs of tomorrow.

Things like AI and Machine Learning are nearly impossible to create in WVDMV's own data centers; but in Amazon Connect Cloud, they are readily accessible. Better yet, under the covers WVDMV can leverage the elastic application layers to seamlessly extend critical omnichannel functionality to agents, business users and customers upon a whim.

### **Why TTGS?**

Because we have designed and deployed thousands of CX technology solutions across hundreds of technology vendors, we know how to optimize CX delivery solutions for the last mile of customer engagement.



TTGS is uniquely positioned to provide the contact center solution and services to exceed the needs of WVDMV and your constituents, based not only on your current requirements, but also on our ability to support your long-term initiatives. We have been implementing hosted and cloud solutions since 2010 and saw a significant acceleration in cloud adoption by 2015. We have completed more than 200 implementations of Amazon Connect Cloud, including being the firm that implemented Amazon Connect for AWS, themselves, and are excited to use our expertise to benefit WVDMV. Also, collectively, we already support statewide, enterprise contact center contracts for the State of Minnesota, the State of Indiana, and have been awarded for the State of Utah and about to start implementation, so we are uniquely qualified and experienced in full end to end support of statewide deployments with so many different needs out of each individual Agency.



**Meeting WVDMV’s Objectives.**

It is clear that as you work to enhance the customer experience, WVDMV has no interest in the status quo – you want to achieve the utmost in agent and customer satisfaction and ultimately reduce agent attrition while retaining customer loyalty.

You also recognize the importance of engaging with WVDMV’s customers using *their* preferred channels of communication beyond traditional voice avenues, meeting them where they are in their journey. Customer experience is the ultimate differentiator, and omnichannel engagement is its foundation



**Fueling Exceptional Customer Experiences.**

Our mission at TTGS is to fuel exceptional customer experiences. We believe our experience not only in contact center technology design and implementation but also overall CX strategy and how technology fits into that strategy will be a winning combination to help WVDMV achieve your customer experience goals.

TTGS will strive to be WVDMV's strategic partner and trusted advisor rather than just your technology vendor and we appreciate the opportunity to demonstrate our solutions and capabilities.

In closing, our proposal clearly communicates the strength of the proposed software, our experience, and our ability to affect the changes you want for today, the future and the experiences WVDMV's customers expect. We accept all Addendums 1, 2, and 3. TTEC has reviewed the 's [Form of Contract], and we agree in principle with the terms and conditions contained therein.

However, our proposal is subject to mutually agreeable terms and conditions resulting from good faith negotiations.

Respectfully Submitted,

*Scott Hartman*

Scot Hartman | V.P. Digital Sales-Public Sector

[scot.hartman@tecdigital.com](mailto:scot.hartman@tecdigital.com)

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Scott Hartman

(Address) 6312 S. Fiddlers Green Circle 100N

(Phone Number) / (Fax Number) (518) 415-2614

(email address) scott.hartman@ttecdigital.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor’s behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

TTEC Digital (a/k/a) TTEC Government Solutions

(Company)

DocuSigned by:  
(Signature of Authorized Representative) Steve Pollema

(Printed Name and Title of Authorized Representative) (Date)  
Steven Pollema COO

(Phone Number) (Fax Number)

steven.pollema@ttecdigital.com

(Email Address)



# State of West Virginia Centralized Request for Quote

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract. (Printed Name and Title) (Address) (Phone Number) / (Fax Number) (email address)

**TTEC Response::**

Scott Hartman, VP Public Sector 9197 S  
Peoria Street  
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Phone: 518-415-2614 Fax: 303-397-8695  
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By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel. (Company) (Signature of Authorized Representative) (Printed Name and Title of Authorized Representative) (Date) (Phone Number) (Fax Number) (Email Address)

**TTEC Response::**

TTEC Government Solutions, LLC Steve  
Pollema, VP of Operations

## Contact Center Solution

The Contact Center Solution must provide a unified and multi- channel experience. TTEC

**Response::**

The Amazon Connect Cloud Contact Center solution provides a unified and multichannel experience allowing interactions across voice, chat, social media and more. It offers a single interface for agents to handle all customer interactions across different channels. Customer interactions can also seamlessly transition between different channels while context is preserved, providing a unified experience.



**The Contact Center Solution must provide data unification, management, and analytics to provide a source of truth for DMV decision making.**

**TTEC Response::**

In response to the RFP requirement for a contact center solution that emphasizes data unification, management, and analytics to establish a source of truth for decision making, Amazon Connect offers a comprehensive and integrated approach.

- **Data Unification:** Amazon Connect, as a part of AWS, facilitates the consolidation of data from various sources. This unification process is crucial in creating a single source of truth. The integration capabilities of Amazon Connect allow it to seamlessly connect with various databases and applications, both within the AWS ecosystem and external systems. This ensures that all relevant data, whether it's customer interaction history, transaction data, or service records, is brought together cohesively.
- **Data Management:** With AWS's robust data management tools, such as Amazon S3 for storage and Amazon RDS for database management, Amazon Connect ensures that the data is not only unified but also well-managed. These tools provide secure storage, efficient retrieval, and effective management of large volumes of data, ensuring that the information is available and accessible when needed. The emphasis on security and compliance with industry standards ensures that the data is not only managed efficiently but also securely, adhering to the stringent requirements of public sector entities.
- **Data Analytics:** For analytics, Amazon Connect leverages powerful AWS services like Amazon QuickSight and Amazon Redshift. These tools provide advanced analytics capabilities, enabling users to derive meaningful insights from their data. With real-time analytics and customizable dashboards, decision-makers can visualize key performance indicators, customer satisfaction metrics, and other relevant data points. This capability is crucial for informed decision-making, allowing for quick identification of trends, potential issues, and opportunities for improvement.
- **Decision Making:** The integration of these components – data unification, management, and analytics – positions Amazon Connect as a robust solution for informed decision-making. By providing a comprehensive view of the contact center's operations and customer interactions, it empowers decision-makers with actionable insights. This leads to more informed strategies, better resource allocation, and enhanced customer service experiences.





In conclusion, Amazon Connect's approach to data unification, management, and analytics aligns with the requirements of the RFP by offering a scalable, secure, and efficient solution that empowers public sector entities with the necessary tools for effective decision-making. This approach not only addresses the current needs but is also flexible enough to adapt to future demands and technological advancements.

**The Contact Center Solution must interface with DMV's document management solution (currently Application Xtender).**

**TTEC Response::**

To address the requirement of interfacing Amazon Connect Cloud Contact Center solution with DMV's document management solution, specifically ApplicationXtender, it's important to consider the integration capabilities of ApplicationXtender and its updated version, AppEnhancer.

ApplicationXtender, rebranded as OpenText AppEnhancer, is a robust electronic content management (ECM) platform. This platform boasts powerful workflow automation and integration capabilities, which are essential for seamless integration with other business applications, including Amazon Connect. Notably, AppEnhancer is designed to integrate with a range of applications, enhancing content management processes across various systems including electronic resource planning (ERP) software, accounting software, customer relationship management (CRM) solutions, and others.

A key feature of ApplicationXtender is its ease of integration with existing business applications without the need for extensive programming. This is facilitated through the OpenText ApplicationXtender Connector, which allows for instant retrieval of documents and information from the ApplicationXtender repository directly within core business applications. Users can access documents with a simple "hot key" or button click, streamlining the process of document retrieval and management.

The latest version of ApplicationXtender, AX 20.3, introduces improved cloud readiness and new internal and external integrations, enhancing user productivity and offering a powerful platform for electronic content management. These improvements include increased intelligent automation, advanced certifications, full-text services, and Office 365 integration, contributing to a more efficient and streamlined document management process.

Furthermore, AX 20.3's integration with third-party platforms like Microsoft 365 and Azure, along with its capabilities for scanning, capturing, and securely managing documents, make it a versatile solution for a variety of document management needs.



**Integrating Amazon Connect Cloud Contact Center solution with DMV's document management system, specifically ApplicationXtender (now OpenText AppEnhancer), would involve leveraging various AWS services and capabilities. These services facilitate seamless integration, data management, and enhanced functionality. Here's how some of the AWS services might come into play:**

- **AWS Lambda:** AWS Lambda could be used to run code in response to triggers from Amazon Connect, such as specific customer interaction events. This serverless compute service allows for executing code without provisioning or managing servers, enabling quick scaling and automation. Lambda can interact with ApplicationXtender's APIs or connectors to fetch or store documents as needed during a call or after its completion.
- **Amazon S3:** Amazon Simple Storage Service (S3) could be used for storing and retrieving any amount of data at any time. This could be particularly useful for large-scale document storage and management. S3 can work in tandem with ApplicationXtender for robust document storage solutions, with S3 serving as a repository for documents and other content.
- **Amazon API Gateway:** This service allows for creating, publishing, maintaining, monitoring, and securing APIs at any scale. API Gateway could be used as an intermediary to facilitate communication between Amazon Connect, AWS Lambda functions, and ApplicationXtender, ensuring secure and efficient data transfer and processing.
- **AWS Step Functions:** This service could be used to coordinate multiple AWS services into serverless workflows. In the context of document management and Amazon Connect, Step Functions can orchestrate the flow of data between services, ensuring that each step of a process, like document retrieval or update, is executed in the correct sequence.
- **AWS CloudFormation:** To manage and provision the AWS resources in an orderly and predictable fashion, AWS CloudFormation can be utilized. This service would allow for defining the entire AWS infrastructure needed for the integration in a template format, enabling easy deployment and management.
- **Amazon RDS or Amazon DynamoDB:** For managing metadata or transactional data related to the documents in ApplicationXtender, relational databases like Amazon RDS or NoSQL databases like DynamoDB could be used. These databases would store information like document metadata, access logs, and user interactions, providing quick access and query capabilities.



- **Amazon QuickSight:** For analytics and business intelligence related to the contact center and document management operations, Amazon QuickSight can be used. It can draw data from various AWS sources, including Lambda, S3, RDS, and DynamoDB, to create visualizations and insights that help in decision-making.
- **AWS Security & Identity Services:** Using services like AWS Identity and Access Management (IAM) and AWS Key Management Service (KMS), the integration can ensure that access to documents and data is securely managed, with encryption and access controls in place.
- **Amazon Elasticsearch Service:** For advanced search capabilities across the stored documents, Amazon Elasticsearch Service can be integrated. It would enable fast, scalable, and secure search functionality, enhancing the efficiency of document retrieval and management.

Each of these AWS services can play a crucial role in achieving a seamless and efficient integration between Amazon Connect Cloud Contact Center and ApplicationXtender, aligning with the specific requirements of the DMV's document management system. This approach would not only address the current integration needs but also offer scalability and adaptability for future enhancements and requirements.

**The Contact Center Solution must provide a method to authenticate the citizen's identity. TTEC**

**Response::**

To fulfill the requirement of authenticating a citizen's identity within the Amazon Connect Cloud Contact Center solution, there are several methods that can be leveraged, including the use of Amazon Connect Voice ID. Here's a detailed approach incorporating this and other methods:

- **Amazon Connect Voice ID:** Voice ID in Amazon Connect is a powerful tool for voice authentication. It uses machine learning to analyze the unique characteristics of a caller's voice to create a digital voiceprint. When a citizen calls into the contact center, Voice ID compares their voice against their stored voiceprint to authenticate their identity. This method is highly secure and efficient, as it provides real-time caller authentication, reducing the need for additional security questions or PINs.



- **Multi-Factor Authentication (MFA):** In addition to Voice ID, implementing multi-factor authentication enhances security. This can involve sending a one-time code via SMS or email, which the citizen then provides during the call. MFA ensures an additional layer of security beyond voice authentication.
- **Integration with Identity Verification Services:** Amazon Connect can be integrated with external identity verification services. These services can verify a citizen's identity based on personal information, such as date of birth or social security number, provided during the call. This method can be used in conjunction with Voice ID for enhanced security.
- **Custom Authentication Flows with AWS Lambda:** Using AWS Lambda with Amazon Connect allows for the creation of custom authentication flows. Lambda functions can be triggered during a call to perform identity verification checks against a database or third-party service.
- **Knowledge-Based Authentication (KBA):** KBA involves asking the caller questions that only the genuine citizen is likely to know the answers to. This method can be automated within Amazon Connect's IVR (Interactive Voice Response) system.
- **PIN/Password Verification:** For a traditional approach, asking for a pre-set PIN or password is still an effective method. This can be used as part of the IVR interaction or during a conversation with a contact center agent.
- **Secure Data Transmission and Storage:** Ensuring that all data, including voiceprints and personal information used for authentication, is transmitted and stored securely is paramount. Utilizing AWS's robust security features like encryption and access control is crucial in protecting citizen data.

Amazon Connect, supplemented by Voice ID and these additional methods, provides a comprehensive solution for authenticating a citizen's identity in a contact center environment. This multi-faceted approach enhances security and user experience while ensuring compliance with privacy and data protection standards.



**The Contact Center Solution must provide a citizen case management process. TTEC**

**Response::**

Amazon Connect provides comprehensive solutions for citizen case management through its Amazon Connect Cases and Amazon Connect Customer Profiles features. These tools are designed to streamline and enhance the management of customer interactions and data within a contact center environment.

- **Amazon Connect Cases:** This feature is specifically tailored for case management. It allows agents to efficiently manage customer issues requiring multiple interactions. With Amazon Connect Cases, agents can document customer issues in a unified view, tracking each case from its inception to resolution. This feature is particularly useful for managing complex customer interactions that may require follow-up actions or multiple steps to resolve. It ensures that all necessary information is easily accessible and manageable, significantly improving case resolution times and overall customer satisfaction.
- **Amazon Connect Customer Profiles:** This feature focuses on providing a holistic view of customer information. It aggregates data from various sources, including CRM systems, eCommerce platforms, and other customer databases, into a unified customer profile. This consolidation of data enables agents to offer personalized customer service by having immediate access to relevant customer information, including previous interactions, preferences, and transaction history. Customer Profiles enhance the efficiency of customer interactions, ensuring that agents have all the necessary information at their fingertips to provide effective and personalized service.

By combining these two features, Amazon Connect offers a robust citizen case management process. Agents are equipped with tools to manage complex customer issues effectively and efficiently, while also having access to comprehensive customer data that informs and enhances their interactions. This integrated approach ensures that customer cases are handled with the utmost care and efficiency, leading to improved satisfaction and trust in the contact center's services.



**The Contact Center Solution must provide an intelligent virtual agent with natural language processing that is able to handle multiple languages including: Spanish, German, Chinese, and French.**

**TTEC Response::**

**In response to the RFP requirement for a contact center solution with a multilingual intelligent virtual agent, Amazon Connect, in conjunction with Amazon Lex V2, offers a comprehensive solution.**

**Amazon Connect supports various languages in its different features. For instance, the Contact Control Panel supports languages including Spanish, German, Chinese (Simplified and Traditional), and French, among others. This is crucial for managing agent utilization and tracking performance metrics in different languages.**

**Furthermore, Amazon Lex V2, which can be integrated with Amazon Connect for building conversational interfaces, supports multiple languages and locales, including German, Spanish, French, and Mandarin. This support is essential for the natural language processing capabilities of the virtual agent, allowing it to understand and interact in the specified languages.**

**The combination of Amazon Connect's language support in its contact center functionalities and Amazon Lex V2's language capabilities in processing and understanding human language ensures that the solution can effectively meet the RFP requirement of handling multiple languages including Spanish, German, Chinese, and French. This integration enables the creation of an intelligent virtual agent capable of interacting with users in their preferred languages, ensuring effective communication and enhanced customer service experiences.**

**For more detailed information on the supported languages, you can refer to the Amazon Connect documentation here and the Amazon Lex V2 documentation**

**<https://docs.aws.amazon.com/lexv2/latest/dg/how-languages.html>.**





**The Contact Center Solution must provide an unlimited number of seamless transfers from virtual agent to human agent and back.**

**TTEC Response::**

Amazon Connect, in combination with Amazon Lex V2, offers a robust solution for transferring interactions from a Lex V2 bot to a human agent. The process involves setting up intents within your Amazon Lex bot, such as a "SpeakToAgent" intent, which allows customers to express their desire to speak with a human agent. This intent can be configured with specific utterances like "Speak to an agent" to trigger the transfer.

Once the intent is set up in Lex, you need to integrate the bot with your Amazon Connect contact center. This integration is facilitated by Amazon Connect's capabilities to handle various contact flow scenarios. In Amazon Connect, you can set up agent-to-agent transfers using the "Set working queue" block within the contact flow configuration. This feature supports seamless omnichannel experiences, ensuring that contacts can be transferred effectively to the appropriate agent or queue as needed.

There is no specific specified limit on the number of transfers from a Lex bot to human agents. Amazon Connect and Lex V2 can support an unlimited number of seamless transfers as per your operational requirements. The setup process is designed to be straightforward and efficient, allowing for a high degree of customization in handling customer interactions, from initial bot engagement to transfer to human agents.

**The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.**

**TTEC Response::**

Amazon Connect's introduction of generative AI capabilities, particularly within its Contact Lens feature, represents a significant advancement in the field of contact center management. These capabilities are designed to enhance the efficiency and effectiveness of contact center operations, leveraging the power of large language models (LLMs) and other foundational models available through Amazon Bedrock.

- **Post-Contact Summarization:** The generative AI-powered post-contact summarization is a standout feature. This technology condenses lengthy customer interactions into brief, coherent summaries.



By capturing crucial details such as the nature of customer issues, responses and actions taken by the agent, and necessary follow-up steps, it provides a comprehensive overview of each interaction. This is invaluable for contact center managers who need to monitor and evaluate contact quality and agent performance without the time-consuming process of listening to entire call recordings or reading through long transcripts.

- **Operational Efficiency:** This feature significantly boosts operational efficiency. By providing quick access to the essence of customer interactions, it allows managers and supervisors to swiftly identify and address key issues, trends, and training opportunities. This streamlined approach to reviewing interactions can lead to more effective agent coaching and performance improvement strategies, ultimately enhancing customer satisfaction.
- **Enhanced Analytics and Quality Management:** Generative AI in Amazon Connect Contact Lens also plays a pivotal role in analytics and quality management. It detects sentiment, identifies trends, and ensures policy compliance in real-time during customer interactions. This real-time analysis can guide agents in handling calls more effectively, thus improving the overall customer experience.
- **Generative AI in Amazon Lex and Connect Customer Profiles:** Beyond Contact Lens, Amazon Connect has infused generative AI into other areas as well. Amazon Lex in Amazon Connect now utilizes generative AI, making it easier and more efficient to build engaging self-service experiences through chatbots and IVR systems. Similarly, Amazon Connect Customer Profiles now leverage generative AI to aggregate customer data from various SaaS applications, simplifying the creation of personalized customer experiences.
- **Amazon Q in Connect:** Another notable feature is Amazon Q in Connect, which assists agents with real-time responses and recommended actions. This tool enhances the agents' ability to provide accurate and swift customer support, which is essential in building customer trust and loyalty.
- **Accessibility and Implementation:** These new AI capabilities in Amazon Connect are designed for easy implementation, allowing even non-technical business leaders to set up a cloud contact center with advanced AI features within minutes. This accessibility democratizes the use of sophisticated AI technologies, making them available to a wider range of organizations and industries.



- **The integration of generative AI into Amazon Connect represents a significant step forward in redefining customer service experiences. It offers businesses the tools to efficiently process and analyze customer interactions, thereby improving operational efficiency, agent performance, and ultimately, customer satisfaction.**

**The Contact Center Solution must provide smart device interactions like photo, video, channel blending, and convenient on device authentication.**

**TTEC Response::**

**Amazon Connect, as a cloud-based contact center solution, offers a range of features that cater to smart device interactions, including photo and video handling, channel blending, and convenient authentication methods.**

- **Smart Device Interactions (Photo, Video): Amazon Connect's capabilities in handling multimedia interactions such as photos and videos are primarily integrated within its omnichannel framework. This allows for seamless interactions across different communication channels, though direct references to photo and video handling specifically in the documentation are limited.**
- **Channel Blending: Amazon Connect excels in providing a unified experience across multiple channels. It enables agents to interact with customers through voice, chat, and tasks using a single user interface. This omnichannel approach means that interaction flows built for one channel can be reused across others, increasing operational efficiency and ensuring a consistent customer experience. The system automatically collects metrics across these channels, allowing for a comprehensive view of customer interactions and agent performance.**
- **Convenient On-Device Authentication: Amazon Connect features Voice ID, which offers real-time caller authentication and fraud risk detection. This system uses machine learning to analyze a caller's unique voice characteristics, thereby providing an additional layer of security that doesn't require multiple security questions. Voice ID also facilitates passive enrollment of customers and batch enrollment options, allowing for a streamlined authentication process. This feature is particularly effective in quickly verifying customer identity and enhancing security by detecting potential fraudsters.**



- **SMS and Mobile Chat:** Amazon Connect includes SMS capabilities, allowing contact centers to engage with customers via text messaging. This feature supports two-way messaging and integrates Amazon Lex for intent detection and automated responses. It's part of Amazon Connect's broader chat messaging features, which cover mobile chat, web chat, and integration with third-party messaging services. These interactions are asynchronous, meaning customers can start a chat, step away, and resume it later, even on a different device.

Amazon Connect's features such as omnichannel routing, Voice ID for on-device authentication, and chat messaging capabilities including SMS, support smart device interactions and enhance the customer experience in a contact center environment. The solution's flexibility and integration with advanced AI and machine learning tools make it a robust choice for modern contact center needs.

#### **The Contact Center Solution must allow mobile device App integration. TTEC**

##### **Response::**

While Amazon Connect does not currently offer a dedicated mobile application specifically for agents, the platform is designed with a high degree of flexibility and compatibility with mobile devices. This feature ensures that all cloud contact center channels accessible through Amazon Connect are fully supportive of mobile usage. Here's how this plays out in practical terms:

**Web-Based Interface:** Amazon Connect utilizes a web-based interface for its agent console, which is optimized for mobile browsers. This allows agents to access the platform from any device with internet connectivity, including smartphones and tablets, ensuring they can manage customer interactions on-the-go.

**Responsive Design:** The interface adapts to different screen sizes and resolutions, ensuring that agents have a seamless experience whether they are accessing Amazon Connect on a desktop, laptop, tablet, or smartphone.

**Cross-Channel Support:** Amazon Connect supports various channels such as voice, chat, and email, which are all accessible via mobile devices. This multi-channel flexibility ensures that agents can interact with customers through their preferred channels without any limitations due to device type.



**Integration with Mobile Applications:** For organizations that wish to develop a custom mobile application for their agents, Amazon Connect can be integrated via APIs. This allows the creation of a tailored mobile app that can leverage the full capabilities of Amazon Connect while providing a unique user experience suited to the organization's specific requirements.

**Real-Time Analytics and Management:** Managers and supervisors can monitor contact center performance and access real-time analytics from their mobile devices, enabling effective management and decision-making even when they are away from their desks.

**Security and Compliance:** Despite being accessible on mobile devices, Amazon Connect maintains its high standards of security and compliance, ensuring that customer data is protected across all devices.

**The Contact Center Solution must provide natural language processing to help contact center managers by identifying call drivers, sentiment, popular questions, and other information about customer interactions.**

**TTEC Response::**

Amazon Connect's natural language processing (NLP) capabilities are a cornerstone of its value proposition, offering a comprehensive suite of functions and applications to enhance the efficiency and effectiveness of contact center operations. Here are the key features and applications:

**Call Driver Analysis:** Amazon Connect's NLP tools excel in identifying the primary reasons for customer calls. By analyzing voice interactions, the system categorizes calls based on their content and context, facilitating a more targeted and efficient response from agents.

**Sentiment Analysis:** Leveraging AWS's sophisticated AI models, Amazon Connect performs real-time sentiment analysis on customer interactions. This feature helps in understanding the emotional tone of the customer, allowing agents to adjust their approach dynamically for improved customer satisfaction.

**FAQ and Query Identification:** The system efficiently identifies common questions or concerns raised by customers. This feature aids in developing a more effective knowledge base and training materials, as well as in automating responses for frequently asked questions.



**Trend Analysis and Reporting:** Amazon Connect's NLP capabilities extend to analyzing trends over time. This includes tracking changes in call drivers, customer sentiment, and frequently discussed topics. Such insights are crucial for strategic planning and for adapting services to evolving customer needs.

**Automated Interaction Summaries:** Post-call summaries are generated using NLP, providing concise and relevant overviews of each interaction. These summaries are invaluable for record-keeping, quality assurance, and for providing context in follow-up interactions.

**Customizable NLP Models:** Recognizing the unique needs of different public sector entities, Amazon Connect allows for customization of its NLP models. This ensures that the NLP analysis is tailored to the specific terminology, interaction styles, and objectives of your organization.

**Integration with Other AWS Services:** The NLP capabilities are further enhanced by seamless integration with other AWS services, such as Amazon Lex for building conversational interfaces and AWS Comprehend for advanced text analysis.

**The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls.**

**TTEC Response::**

Amazon Connect offers a comprehensive and robust recording system, designed to meet the diverse needs of modern contact centers. This system encompasses the recording, storing, and tagging of calls, ensuring high levels of efficiency and compliance. Here are the key functionalities:

**Call Recording:** Amazon Connect provides seamless call recording capabilities. All voice interactions can be recorded for quality assurance, training, and compliance purposes. This feature can be activated for all calls or configured for specific types of interactions based on your organization's needs.

**High-Quality Storage:** Recorded calls are securely stored in the AWS Cloud. This ensures not only high availability and redundancy but also scalability to accommodate varying volumes of call recordings. The cloud storage solution is designed to handle large data volumes efficiently while maintaining quick access when needed.

**Automated Tagging and Categorization:** The system supports automated tagging of calls. Using custom-defined criteria, calls can be tagged for easier categorization and retrieval. For instance, calls can be tagged based on the nature of the inquiry, customer sentiment, call duration, or any other relevant parameter. This aids in quick retrieval and organization of call





recordings.

**Search and Retrieval:** Amazon Connect provides advanced search capabilities to easily locate specific call recordings. You can search based on tags, date, time, agent, customer information, and other metadata. This makes it easy to find and review relevant interactions for training, quality control, or compliance auditing.

**Integration with Analytics and AI Services:** The system integrates seamlessly with Amazon's analytics and AI services like Amazon Transcribe and Amazon Comprehend. This enables the transcription of calls and the extraction of insights such as customer sentiment, call drivers, and key topics discussed, adding an additional layer of value to the recorded data.

**Compliance and Security:** The recording system is built with compliance and security at its core. It adheres to various industry standards and regulations, ensuring that recorded data is handled and stored securely. Encryption in transit and at rest, along with strict access controls, are standard features.

**Customization and Control:** You have control over the recording settings, including the ability to start, pause, and stop recordings as needed. This flexibility allows you to tailor the recording system to your specific operational and compliance requirements.

**The Contact Center Solution must provide call search capability including the ability to search for sentiment.**

**TTEC Response::**

Amazon Connect, in conjunction with Amazon Connect Lens, offers an advanced call search capability that includes sentiment analysis, aligning perfectly with the stated requirement of your RFP. Here's how Amazon Connect Lens addresses this specific need:

**Advanced Call Search with Sentiment Analysis:** Connect Lens allows for in-depth search across your call recordings. This includes the ability to search based on customer sentiment - a key feature that distinguishes Amazon Connect in the market. Sentiment analysis is conducted in real-time, evaluating the tone and mood of the customer throughout the call.

**Transcription and Keyword Tagging:** The system transcribes calls and applies keyword tagging. This enables you to search for specific phrases or words used during a conversation. The transcription process is nuanced enough to capture various dialects and accents, ensuring accuracy and comprehensiveness.

**Custom Search Filters:** Beyond sentiment, Amazon Connect Lens allows for the creation of custom search filters. You can search calls based on a range of criteria, including date, time, agent name, call duration, and specific customer issues. This level of detail in search



capabilities ensures that you can quickly and efficiently find the exact calls you need for analysis, training, or quality assurance purposes.

**Real-Time Sentiment Analysis:** Connect Lens provides real-time sentiment analysis during live calls. This feature allows agents and supervisors to gauge customer emotions as the conversation unfolds, enabling immediate intervention or follow-up actions if necessary.

**Visualization of Sentiment Over Time:** The platform visualizes the sentiment throughout the call, offering insights into how customer emotions change at different stages of the conversation. This can be instrumental in understanding the customer journey and identifying key moments that drive satisfaction or dissatisfaction.

**Integration with AWS Services:** Connect Lens is seamlessly integrated with other AWS services, enhancing its capabilities. For instance, integration with Amazon Comprehend allows for deeper text analytics, and integration with Amazon S3 ensures secure and scalable storage of call data and transcripts.

**Compliance and Security:** As with all Amazon Connect features, Connect Lens adheres to stringent compliance and security standards. This ensures that sensitive customer data is handled securely, maintaining confidentiality and integrity.

**The Contact Center Solution must provide AI-based omni- channel routing. TTEC**

**Response::**

Amazon Connect's AI-based omni-channel routing capability is a key feature that aligns with your RFP requirement for an intelligent and efficient contact center solution. Here's how Amazon Connect addresses this need:

**Intelligent Routing Across Multiple Channels:** Amazon Connect offers sophisticated routing capabilities across various channels, including voice, chat, email, and social media messaging. This omni-channel approach ensures that customers can reach your contact center through their preferred communication method.

**AI-Powered Contact Routing:** Leveraging advanced AI algorithms, Amazon Connect dynamically routes contacts based on a variety of factors, such as customer history, issue complexity, and agent skill sets. This ensures that each contact is directed to the agent best equipped to handle the specific inquiry, thereby improving first contact resolution rates and overall customer satisfaction.

**Real-Time Decision Making:** The AI system continuously analyzes contact center performance and customer interaction patterns. This real-time analysis allows the system to make immediate adjustments to routing strategies, ensuring optimal performance even



during peak times or unexpected surges in contact volume.

**Personalized Customer Experiences:** By integrating with AWS services like Amazon Lex and AWS Lambda, Amazon Connect can personalize interactions based on customer data. For example, customers can be routed based on their previous interactions, preferences, or transaction history, enabling a more tailored and efficient service experience.

**Seamless Integration with CRM Systems:** Amazon Connect can be integrated with existing CRM systems, allowing for a unified view of the customer. This integration ensures that customer data and interaction history inform routing decisions, further enhancing the effectiveness of the omni-channel strategy.

**Scalability and Flexibility:** The AI-based routing system is highly scalable, capable of adapting to changing contact volumes and business needs. This scalability ensures that the contact center's routing capabilities can grow and evolve with your organization.

**Analytics and Reporting:** Amazon Connect provides comprehensive analytics and reporting tools that offer insights into routing efficiency, channel effectiveness, and customer satisfaction. These insights enable continuous improvement of routing strategies and contact center operations.

**The Contact Center Solution must maintain 99.9% uptime. TTEC**

**Response::**

According to the Amazon Connect Service Level Agreement (SLA), AWS commits to a Monthly Uptime Percentage of at least 99.99% for Amazon Connect. This commitment is a part of their service agreement and applies to each account using Amazon Connect. In the event that Amazon Connect does not meet this Service Commitment, customers are eligible to receive service credits as described in the SLA.

This commitment exceeds the requirement stated in your RFP for a contact center solution to maintain 99.9% uptime, thereby ensuring that Amazon Connect is a reliable choice for your needs, offering higher uptime than the minimum required. The robust infrastructure and service commitment of AWS provide a strong foundation for Amazon Connect, ensuring high availability and minimal downtime for your contact center operations.

Find more information at this link: <https://aws.amazon.com/connect/sla/>



## **Disaster Recovery must be included in the Contact Center Solution. TTEC**

### **Response::**

**Amazon Connect's approach to disaster recovery is well-suited to meet your requirement for including disaster recovery in the contact center solution. Here are the key aspects:**

**Reduced Complexity in Recovery:** Amazon Connect, being cloud-based, offers a more simplified and effective approach to disaster recovery compared to traditional on-premises solutions. This includes quicker recovery times and less operational burden.

**Continuous Data Backup:** Amazon Connect benefits from AWS's robust infrastructure, which includes continuous backup of data within a single AWS Region. This backup strategy mitigates risks related to data loss due to human errors or unauthorized activities.

**High Availability Across Multiple Zones:** By operating across multiple Availability Zones within a single AWS Region, Amazon Connect ensures high availability and resilience. Each Availability Zone is isolated from faults in others, offering protection against a range of natural and technical disasters.

**Multi-Region Resilience:** For added protection, data and configurations can be backed up to another AWS Region. This multi-region strategy enhances the disaster recovery plan, ensuring data integrity and availability even in the event of significant regional disruptions.

**Automated and Flexible Recovery Options:** Amazon Connect, utilizing AWS services, offers opportunities to automate disaster recovery processes, reducing the chance of errors and improving recovery time. The flexibility of AWS services allows for tailoring the disaster recovery plan to specific organizational needs and regulatory requirements.

**Cost-Effective Disaster Recovery:** Transitioning from the capital expense of physical backup data centers to the variable operating expense of a cloud-based environment like AWS can significantly reduce costs associated with disaster recovery.

**Compliance with Data Residency Requirements:** AWS's global infrastructure allows for addressing data residency requirements in regions with specific regulatory needs, adding an additional layer of compliance to the disaster recovery strategy.



**The Contact Center Solution must include an automatic call back function for dropped calls. TTEC**

**Response::**

To address the requirement for an automatic callback function for dropped calls, Amazon Connect offers customizable solutions within its Contact Flows editor to handle various drop scenarios—whether the call was dropped during the IVR process, while in queue, on hold, or during an agent interaction. The system can be configured to automatically detect when a call is dropped and initiate a callback, ensuring continuity in customer service. For instance, if a call is dropped while interacting with an agent, Amazon Connect can prompt the agent to call the customer back immediately. Similarly, for calls dropped in the queue or during the IVR process, the system can offer a callback to the customer, maintaining their position in the queue. This approach minimizes customer frustration and improves the overall experience but requires detailed scenario analysis and customization to effectively address the specific needs of different dropped call situations.

**The Contact Center Solution must be capable of creating seamless voice and chat support experiences for users of mobile device apps and must seamlessly integrate with existing mobile applications.**

**TTEC Response::**

Amazon Connect is uniquely equipped to provide a seamless voice and chat support experience for users of mobile device applications, while also ensuring smooth integration with existing mobile apps. This capability is pivotal in delivering consistent and efficient customer service across diverse communication channels.

For voice and chat support, Amazon Connect offers a unified platform that allows users on mobile apps to effortlessly switch between these modes of communication. This flexibility is key in enhancing the customer experience, as it caters to the dynamic preferences of mobile users. The system maintains the context of interactions across channels, ensuring that customers do not have to repeat information and that agents have a complete understanding of the customer's journey for more personalized service.

In terms of integration, Amazon Connect can be seamlessly incorporated into existing mobile applications via its comprehensive APIs. This integration enables direct communication between the mobile app and the contact center, facilitating features like click-to-call or in- app messaging. The platform's customizability allows for the creation of tailored contact flows, specifically designed for mobile app users, considering the unique aspects of mobile interactions.



Moreover, Amazon Connect's integration with other AWS services like Amazon Lex for chatbots and AWS Lambda for business logic execution further enhances mobile app support. This integration allows for automated responses and intelligent routing based on user interactions within the app. The scalability and flexibility offered by Amazon Connect, being a cloud-based solution, are crucial for mobile applications that may experience fluctuating traffic volumes.

In essence, Amazon Connect's advanced capabilities in providing seamless voice and chat support, along with its ease of integration with mobile applications, make it an ideal choice for a contact center solution that aims to support and enhance the functionality and user experience of mobile device apps.

**The Contact Center Solution must allow users to make voice calls using data instead of minutes.**

**TTEC Response::**

Amazon Connect's architecture effectively combines the functionalities of a PBX and a Contact Center system, primarily utilizing IP telephony and softphones. As a cloud-based solution, it offers a comprehensive telephony system that aligns well with modern contact center requirements. The default mode of operation for Amazon Connect is through its softphone capabilities, which enable voice communication entirely over the internet. This approach negates the need for traditional telephone hardware, allowing agents to manage calls directly from their computers or mobile devices with internet connectivity.

PSTN (Public Switched Telephone Network) usage in Amazon Connect is limited and only comes into play when calls are forwarded to a Direct Inward Dialing (DID) number. For most operations within Amazon Connect, reliance on PSTN is minimized, leading to potential cost savings, and increased operational efficiency. Additionally, Amazon Connect encompasses essential PBX features like call routing, queuing, and extension handling, all managed within its cloud infrastructure. This setup offers the flexibility and advanced functionality of a modern PBX system without the necessity for physical hardware or extensive on-site infrastructure, making it a scalable and cost-effective choice for organizations seeking an integrated telephony and contact center solution.





**The Contact Center Solution must provide fallback calls. When the end-user does not have a strong enough data connection for VoIP, the solution will fallback to a PSTN call while still sending the important customer data packet to the CRM record.**

**TTEC Response::**

The requirement specified in the RFP for a fallback call feature in the Contact Center Solution is not an out-of-the-box feature of the Amazon Connect platform. However, it is feasible to develop a solution that meets this requirement by utilizing various AWS components. AWS Lambda, known for its flexibility and capability to handle custom logic, stands as a key component in this potential solution. Alongside Lambda, other AWS services and APIs could be strategically integrated to create a robust system that aligns with the specific needs outlined in the RFP. This approach would leverage the extensive capabilities of AWS to tailor a solution that addresses the unique demands of the project.

**The Contact Center Solution must provide queued callback allowing the constituent to receive a call back from an agent through a virtual queue.**

**TTEC Response::**

The requirement for a queued callback feature in the Contact Center Solution, as outlined in the RFP, is inherently supported by Amazon Connect. This feature enables constituents to opt for receiving a call back from an agent, rather than waiting on hold, via a virtual queue. The virtual queue management system within Amazon Connect efficiently handles the queue of callback requests. When a constituent selects the callback option, their request is queued until an agent becomes available.

Upon availability, the system automatically initiates a callback, connecting the constituent with an available agent. This approach not only enhances the user experience by reducing hold times but also optimizes agent efficiency and resource utilization. Additionally, the queued callback feature can be tailored to offer a more personalized experience, including providing custom messages or estimated wait times.

Furthermore, this functionality can be integrated seamlessly with existing CRM systems, ensuring comprehensive recording, and tracking of all constituent interactions. This integration is crucial for agents to have relevant information readily available during callbacks. Overall, by leveraging Amazon Connect's queued callback capability, the Contact Center Solution can effectively meet the demands of modern communication needs, ensuring both efficiency and high constituent satisfaction.



**The Contact Center Solution must deliver high quality audio with a maximum packet loss less than 1%.**

**TTEC Response::**

The requirement for the Contact Center Solution to deliver high-quality audio with a maximum packet loss of less than 1% is a critical aspect of ensuring a seamless and effective communication experience. Amazon Connect, as a cloud-based contact center solution, is designed to prioritize high-quality audio transmission.

To meet this stringent requirement, Amazon Connect relies on robust cloud infrastructure and network optimization techniques. The AWS global infrastructure, which underpins Amazon Connect, provides a resilient and high-performance backbone. This infrastructure is essential in minimizing network-related issues, such as latency and packet loss, that can affect audio quality.

Moreover, Amazon Connect utilizes advanced audio codecs and streaming protocols optimized for voice communication over the internet. These codecs are designed to deliver clear audio quality even under varying network conditions. They are particularly effective in environments where network stability might fluctuate, ensuring that the audio quality remains consistently high.

In addition to the inherent capabilities of Amazon Connect, it's advisable to implement best practices in network management within the operating environment of the Contact Center Solution. This includes ensuring a high-quality and stable internet connection, using quality of service (QoS) configurations to prioritize voice traffic, and regularly monitoring network performance to identify and address any issues proactively.

Through the combination of Amazon Connect's advanced technology and proper network management practices, the requirement of delivering high-quality audio with a maximum packet loss of less than 1% can be effectively met. This will not only enhance the user experience but also ensure reliable and professional communication standards are maintained in the Contact Center Solution.

**The Contact Center Solution must allow users to schedule a time to talk with the support team; AI powered algorithms predict and provide fifteen-minute time slots based on agent availability, ensuring that constituents do not have to wait on hold.**

**TTEC Response::**



The requirement for the Contact Center Solution to enable users to schedule a time to talk with the support team, using AI-powered algorithms to predict and provide fifteen-minute time slots based on agent availability, is an innovative approach to enhancing user experience. This functionality is designed to eliminate the need for constituents to wait on hold, offering a more efficient and user-friendly interaction with the support team.

To implement this feature within the Contact Center Solution, the integration of AI algorithms is key. These algorithms would analyze various factors such as historical call data, agent availability, and call duration trends to accurately predict and allocate time slots. This predictive capability ensures that the scheduling system is dynamic and responsive to the real-time demands of the contact center.

Amazon Connect, supplemented with additional AWS services like Amazon SageMaker for machine learning capabilities, can be leveraged to build this feature. Amazon SageMaker can train and deploy AI models that analyze call center operational data, enabling the prediction of optimal time slots for scheduling calls. These predictions would take into account the expected availability of agents, ensuring that time slots are offered only when agents are likely to be available, thereby reducing the risk of overbooking or scheduling conflicts.

Furthermore, this system can be integrated with the existing user interface of the contact center, allowing constituents to easily select their preferred time slot for a callback. The system would automatically update the contact center's schedule, ensuring that agents are aware of upcoming calls and are prepared to provide assistance at the scheduled times.

By implementing such an AI-powered scheduling system, the Contact Center Solution can significantly enhance the efficiency of the support team and improve the overall user experience. Constituents can enjoy the convenience of speaking with support at a time that suits them best, without the frustration of prolonged waiting times. This approach not only streamlines the operation of the contact center but also demonstrates a commitment to leveraging advanced technology to meet and exceed user expectations.

**The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number.**

**TTEC Response::**

To address the requirement of instant user verification through various methods such as fingerprint, face, passcode, and account number in the Contact Center Solution, Amazon Connect and AWS offer several functionalities.



**Voice Authentication with Amazon Connect Voice ID:** Amazon Connect Voice ID uses machine learning to provide real-time caller authentication and fraud risk detection. This tool analyzes a caller's unique voice characteristics to authenticate their identity and can detect fraudulent callers in real time. Voice ID is integrated into Amazon Connect's Contact Control Panel (CCP) and can be configured using Amazon Connect's Contact Flows. It allows for enrollment and verification of customers' voiceprints during calls, offering a passive authentication approach that doesn't require specific phrases or words.

**Amazon Rekognition for Identity Verification:** Amazon Rekognition offers facial recognition and analysis capabilities for user onboarding and authentication. It provides various features like face liveness detection, selfie picture validation, face comparison, and duplicate user detection. This service can help in verifying users' identities by comparing their live selfie pictures with their identity document pictures. It also offers the capability to extract key data from identity documents, such as name and identification number, for verification purposes.

By combining these AWS services, a Contact Center Solution can be developed that meets the RFP requirement for instant user verification through multiple methods. The solution would leverage Amazon Connect Voice ID for voice-based authentication and Amazon Rekognition for facial recognition and document verification, thereby providing a comprehensive and secure verification system.

**The Contact Center Solution must allow the agent to request photos, videos, screenshots, and input text.**

**TTEC Response::**

To meet the requirement in your RFP where the Contact Center Solution must allow agents to request photos, videos, screenshots, and input text, third-party addons can be utilized with Amazon Connect. These addons are designed to integrate seamlessly with the Amazon Connect platform, providing additional functionalities such as file sharing and enhanced interaction capabilities between agents and customers. By leveraging these third-party solutions, the Contact Center Solution can be enriched to accommodate the specific needs outlined in your RFP.



## The Contact Center Solution must be able to send SMS. TTEC

### Response::

Amazon Connect now supports the capability to send SMS messages, which can be integrated into your Contact Center Solution. This feature is facilitated through Amazon Pinpoint SMS, and it enables two-way SMS communication, allowing both sending and receiving of text messages. This addition enhances the customer experience by providing an additional, convenient communication channel.

To set up SMS messaging in Amazon Connect, you start by requesting an SMS-enabled phone number through Amazon Pinpoint SMS. After obtaining the number, you enable two-way SMS on it, ensuring that messages sent to this number are received in Amazon Connect. This setup allows for seamless integration of SMS messaging into your contact center's communication flow.

Once the phone number is enabled for two-way SMS, you can incorporate it into your Amazon Connect instance. This integration includes updating your contact flows to handle SMS contacts, allowing for tailored responses and interactions via text messaging.

Additionally, you can test sending and receiving SMS messages to ensure the system works as expected.

Furthermore, integrating Amazon Connect and Amazon Pinpoint with AWS Lambda provides further customization and automation possibilities. You can write Lambda functions to send SMS messages through Amazon Pinpoint, giving you more control over the messaging process and content. This setup allows for a variety of use cases, such as sending call recaps, helpful information links, or conducting post-call surveys via SMS.

This SMS capability in Amazon Connect offers a ubiquitous and cost-effective channel for customer support, allowing your customers to get help through text messages, which can be particularly useful for quick queries or follow-ups. The integration of SMS with Amazon Connect's automation, routing, and analytics ensures a seamless omnichannel customer experience, enhancing the overall efficiency and effectiveness of your Contact Center Solution.



**The Contact Center Solution must allow call deflections based on volume and business needs by; allowing the caller to schedule a call for a later time, providing an email address for response, forwarding the call to another number directly, or forwarding the call to voice mail.**

**TTEC Response::**

**To meet the requirement of call deflection in the Contact Center Solution using Amazon Connect, several features and functionalities can be leveraged to allow callers to schedule a call for a later time, provide an email address for a response, forward the call to another number, or forward the call to voicemail.**

**Scheduling a Call for a Later Time: Amazon Connect's contact flows can be customized to include options for callers to schedule a callback. This can be configured within the contact flow, where callers can choose a callback option, and their details are then queued for a later response from an agent.**

**Providing an Email Address for Response: Within the contact flows, you can set up an option for callers to leave their email address. This information can be collected through an automated system and used to send responses or further information via email.**

**Forwarding Calls to Another Number: Amazon Connect allows for the setting up of contact flows that can redirect calls to external numbers. This can be particularly useful for routing calls to specialized departments or external agencies based on the caller's input or the nature of the inquiry.**

**Forwarding Calls to Voicemail: Amazon Connect supports voicemail functionality through the "Voicemail for Amazon Connect" solution. This feature enables callers to leave a voicemail if they cannot connect with an agent immediately. The voicemails can be recorded and routed to agents for follow-up. This solution can be implemented using an AWS CloudFormation template or customized via an open-source code available on GitHub.**

**Voicemails can be configured to be delivered to agents via email or SMS, and there's also an option to transcribe the voicemail messages using Amazon Transcribe.**

**Implementing these features in your Contact Center Solution using Amazon Connect will enhance the flexibility and responsiveness of your system, improving the overall customer experience and meeting the specific requirements of your RFP.**



**The Contact Center Solution must provide unique visual queue configuration settings to direct queues to a particular website or direct queues to a visual message.**

**TTEC Response::**

To address the requirement of providing unique visual queue configuration settings in the Contact Center Solution using Amazon Connect, several configurations and customizations can be applied. Amazon Connect offers flexibility in creating and managing queues, which can be tailored to direct queues to a specific website or present a visual message to the caller.

**Creating and Configuring Queues:** Amazon Connect allows the creation of various queues, each with its own specific configuration. This includes setting up hours of operation, outbound caller ID, and maximum contacts in the queue. These configurations are crucial in determining how calls are routed and managed within the queue system. By defining these parameters, you can tailor the queue experience to match your business needs and the specific requirements of your RFP.

**Customizing Contact Flows:** Contact flows in Amazon Connect can be customized to enhance the caller experience. This involves setting up a main menu and then drilling down to more specific settings based on the selected queue. For instance, you can configure specific actions like forwarding the caller to a designated webpage or displaying a visual message based on the queue they are directed to. This modular approach to contact flow design allows for a more tailored and efficient management of calls, offering a better experience for both callers and agents. Additionally, the use of contact attributes in these flows can provide a more personalized interaction with callers.

**Implementing Voicemail Options:** Although direct information on forwarding calls to voicemail was not found in the specific context of visual queue configuration, Amazon Connect does support voicemail functionalities. This can be included as part of the contact flow, where callers are given the option to leave a voicemail if they cannot reach an agent. Such functionalities enhance the flexibility of the contact center solution in handling high call volumes or after-hours calls.

**The Contact Center Solution must provide administrative functionality for WVDMV to create users, assign roles, and create reports.**

**TTEC Response::**

**Creating Users:** Amazon Connect provides administrators with the ability to create users within the system. This process typically involves specifying user details such as names and email addresses and assigning them to appropriate security profiles based on their roles and



responsibilities within the contact center.

**Assigning Roles:** In Amazon Connect, roles are usually associated with security profiles. These profiles define the permissions and access levels for different users. Administrators can assign users to predefined profiles like Agent, Manager, or Admin, or create custom profiles with specific permissions tailored to their organization's needs.

**Creating Reports:** Amazon Connect offers reporting capabilities that allow administrators to generate various types of reports. These can include performance reports, usage statistics, service quality metrics, and more. The platform's reporting tools are designed to help administrators monitor and analyze contact center operations, providing insights that can be used to improve efficiency and customer service.

**The Contact Center Solution must detect calls to the main support number from the device's dialer and convert the call to a mobile call.**

#### **TTEC Response::**

To address the requirement for the Contact Center Solution to detect calls to the main support number from the device's dialer and convert the call to a mobile call, Amazon Connect provides certain functionalities that can be leveraged.

**Forwarding Calls to a Mobile Device:** Amazon Connect allows for the audio portion of a call to be taken on a mobile device while simultaneously using a computer to access the Contact Control Panel (CCP). This is achieved by setting the phone type to 'Desk phone' in the CCP settings and entering the mobile device's phone number. When a contact calls, the audio portion of the call is directed to the mobile device, enabling the agent to manage the call using the CCP on their computer.

**Transferring Calls to External Numbers:** Amazon Connect also supports transferring calls to external phone numbers. This can be done by using the 'Quick connects' feature in the CCP, where calls can be transferred to another agent or an external number entered via the number pad. This feature allows for a flexible call handling process, where calls can be redirected as needed based on the situation.

**Click-to-Dial Functionality:** While not directly related to converting calls from a device's dialer to a mobile call, Amazon Connect customers can configure click-to-dial functionality on their website. This enables agents to reach out to callers in a wider area without the need to provision numbers in several regions. However, it's important to be aware of and protect against potential spam calls and toll fraud in such setups.

These functionalities in Amazon Connect can be utilized to create a more dynamic and





responsive contact center solution, enhancing the ability to manage calls efficiently and provide better service to callers.

**The Contract Center Solution must determine which queue, language, and channel the constituent should reach when the SDK is invoked in various parts of the App.**

**TTEC Response::**

The Amazon Connect SDK can be configured to dynamically determine the appropriate queue, language, and channel for a constituent when invoked in different parts of an application. This capability is essential for providing a tailored and efficient customer experience. Here's an overview of how this can be achieved:

**Determining the Queue:** The SDK can be set up to select the queue based on certain criteria or inputs. This might involve analyzing the user's navigation path within the app or specific actions they have performed. For example, if a user is in the billing section of the app, the SDK could route them to a billing-related support queue.

**Setting the Language:** The language preference can be determined based on the user's settings in the app or by detecting the language from the user interface context. The SDK can then route the call or message to an agent or queue that handles the preferred language, ensuring effective communication.

**Choosing the Channel:** The channel (voice, chat, etc.) can be selected based on the context in which the SDK is invoked. If a user is on a chat page, for instance, the SDK might initiate a chat session. If they are on a contact information page, it might initiate a voice call.

**SDK Configuration:** These behaviors are typically configured in the SDK through custom coding. It involves setting up rules or logic within the app that instruct the SDK to make these determinations based on the context of the interaction.

**Integration with Amazon Connect:** The SDK interacts with Amazon Connect to route the calls/messages to the appropriate queues and agents. This integration involves leveraging Amazon Connect APIs and possibly AWS Lambda for more complex routing logic.

**User Experience Consideration:** The key to successfully implementing this functionality is understanding the user journey within the app and aligning the SDK's behavior with the expected support needs at different interaction points.



## The Contact Center Solution must provide GenAI capabilities. TTEC

### Response::

Amazon Connect has introduced new generative AI (GenAI) capabilities, enhancing how contact centers can service customers. These features leverage large language models (LLMs) and other foundation models available through Amazon Bedrock to transform customer service interactions.

**Amazon Q in Connect:** This is a generative AI-enhanced agent assistant that provides agents with recommended responses and actions based on real-time customer questions, allowing for faster and more accurate customer support. It helps agents address a broad range of customer needs more efficiently by using relevant information to deliver accurate responses and actions. This tool is particularly useful for guiding customers through complex decisions, suggesting products or services, and providing fast solutions.

**Amazon Connect Contact Lens:** Now enhanced with GenAI, Contact Lens generates concise summaries of customer conversations. This feature identifies important details of customer interactions, such as the issue, actions taken by the agent, and the next steps required. It assists supervisors in monitoring and improving contact center quality by providing rich, context-aware summaries of customer calls, which are useful for tracking commitments and reviewing previous interactions.

**Amazon Lex in Amazon Connect:** Amazon Lex now utilizes GenAI to simplify the creation of chatbots and interactive voice response (IVR) systems. It allows contact center administrators to build and improve self-service systems more effectively by generating responses to commonly asked questions and interpreting less common customer responses with high accuracy. This enhancement enables a more personalized and effective self-service experience for customers.

**Amazon SageMaker:** This is a fully managed service that provides every developer and data scientist with the ability to build, train, and deploy machine learning (ML) models quickly. SageMaker removes the heavy lifting from each step of the machine learning process, making it easier to develop high-quality models. In the context of Amazon Connect, SageMaker can be used to develop custom ML models that could analyze and predict customer behavior, enhance agent performance, and optimize routing strategies based on historical data.

**Amazon Large Language Models (LLMs):** These are advanced AI models trained on vast datasets to understand and generate human-like text. They can be used to power conversational AI, enabling more natural and effective interactions with customers. When



integrated with Amazon Connect, LLMs could enhance chatbots and IVR systems, making them more responsive and capable of handling complex customer queries. They could also assist in generating more accurate and contextually relevant responses for agents in real-time.

**Combining SageMaker and LLMs with Amazon Connect:** By integrating SageMaker and LLMs with Amazon Connect, you can leverage the strengths of advanced machine learning and natural language processing to improve the overall efficiency and effectiveness of the contact center. This could include more personalized customer interactions, predictive analytics for customer service issues, and enhanced self-service options.

**Application Scenarios:** Potential use cases might include predictive analytics for customer call reasons, sentiment analysis to gauge customer satisfaction, and automated summarization of calls for quicker resolution and follow-up. Additionally, custom models developed with SageMaker can be fine-tuned to meet specific needs of your contact center, such as identifying customer trends or predicting call volumes.

**GenAI must personalize customer interactions by providing agents with insights into customer preferences and past interactions.**

**TTEC Response::**

Amazon Connect's Generative AI (GenAI) capabilities have been significantly enhanced to personalize customer interactions by providing agents with insights into customer preferences and past interactions.

**Amazon Q in Connect:** This feature acts as a generative AI-powered agent assistant, which helps in understanding customer intents and uses relevant sources of information to deliver accurate responses and actions for agents. This feature is designed to assist agents in real-time by providing suggested responses and actions based on the current customer's queries. It effectively reduces the need for agents to search through various sources of information, leading to quicker and more accurate customer support.

**Amazon Connect Contact Lens:** Enhanced with GenAI, Contact Lens now offers AI-powered post-contact summarization. This feature generates concise summaries of customer interactions immediately after they occur. These summaries provide crucial details such as the customer's issue, the actions taken by the agent, and necessary next steps. This enhancement enables managers to efficiently monitor and improve contact center quality and agent performance.

**Amazon Lex in Amazon Connect:** Leveraging GenAI, Amazon Lex now allows contact center administrators to build more effective chatbots and IVR systems using natural language



prompts. This feature also improves the ability of these systems to interpret and respond accurately to less common customer inquiries, enhancing the overall effectiveness of self-service options.

**Amazon Connect Customer Profiles:** This feature now uses GenAI to create unified customer profiles from a variety of data sources. By analyzing and combining data from disparate sources such as Adobe Analytics, Salesforce, or Amazon S3, Customer Profiles can now provide agents with comprehensive and personalized information about customers. This capability allows for more personalized interactions and improved customer satisfaction.

These advancements in GenAI within Amazon Connect demonstrate a significant step forward in using AI to enhance customer service experiences. By integrating these capabilities, contact centers can provide more personalized and efficient services to their customers, leveraging insights from past interactions and preferences.

**GenAI must automate tasks such as answering FAQs and routing calls to the appropriate agents.**

**TTEC Response::**

Amazon Connect, with its generative AI (GenAI) capabilities, offers advanced features that can automate tasks such as answering FAQs and routing calls to the appropriate agents, significantly enhancing agent productivity and the overall customer experience.

**Amazon Connect Tasks:** This feature allows contact centers to intelligently route work to the right agents by automatically prioritizing tasks based on criteria such as time to completion or critical needs. Managers can set up automated workflows for common customer service tasks like collecting information or escalating issues, which helps in reducing repetitive manual work. This allows agents to focus more on delivering personalized customer experiences.

**Amazon Q in Connect:** This generative AI-powered agent assistant provides real-time recommended responses and actions to agents, based on customer questions. It can understand customer intents and use relevant sources of information to deliver accurate responses for the agent to communicate. This not only speeds up the resolution process but also increases customer satisfaction. For example, Amazon Q in Connect can detect a customer's intent in contacting a rental car company to change their reservation and guide the agent through the necessary steps to update the reservation.

**Amazon Lex in Amazon Connect:** Leveraging GenAI, Amazon Lex simplifies the creation of chatbots and interactive voice response (IVR) systems, making it easier to build effective and engaging self-service experiences.



This can be particularly useful for handling FAQs, as the system can generate responses to commonly asked questions and interpret customer inquiries with greater accuracy. It helps in reducing the need for escalation to contact center agents, minimizing customer frustration and enhancing self-service interactions.

**Generative AI Use Cases:** Apart from these specific features, GenAI in Amazon Connect can be applied to various use cases such as automating responses for customer service queries through AI-powered chatbots, voice bots, and virtual assistants. This includes streamlining customer self-service processes and reducing operational costs.

These GenAI features in Amazon Connect demonstrate a substantial advancement in using AI to improve customer service operations, making the contact center more efficient and responsive to customer needs.

**GenAI must get insights from CRM data and understand call drivers and call topics. TTEC**

**Response::**

Amazon Connect's generative AI (GenAI) capabilities, enhanced by large language models (LLMs) and other foundation models available through Amazon Bedrock, are designed to extract insights from CRM data and understand call drivers and topics. These features aim to improve customer service experiences by leveraging AI to assist contact center agents and supervisors.

**Amazon Connect Customer Profiles with GenAI-Powered Data Mapping:** This feature allows contact center administrators to create unified customer profiles by automatically organizing and combining data from various sources, such as Adobe Analytics, Salesforce, or Amazon S3. This capability enables more personalized customer experiences by providing agents with relevant customer information and dynamically personalizing IVRs and chatbots. This streamlined access to comprehensive customer data can significantly improve the efficiency of handling customer queries and enhance agent productivity.

**Amazon Q in Connect:** This GenAI-enhanced agent assistant offers real-time recommended responses and actions to agents based on customer queries. By understanding customer intents and leveraging relevant information sources, Amazon Q in Connect can deliver accurate responses, aiding agents in quickly resolving customer needs. This feature reduces the need for agents to manually search for information, thus speeding up customer support and enhancing satisfaction.



**Amazon Connect Contact Lens:** This feature provides real-time contact center analytics and quality management, now enhanced with GenAI capabilities. It generates AI-powered summaries of call center conversations, identifying crucial details such as sentiment, trends, and policy compliance. These summaries help supervisors better understand call drivers and topics, enabling them to optimize agent performance and improve overall contact center quality.

**Amazon Lex in Amazon Connect:** Also powered by GenAI, Amazon Lex facilitates the creation of new chatbots and IVR systems using natural language prompts. This feature can generate responses to commonly asked questions, improving the self-service experience for customers. It helps in efficiently addressing FAQs and reduces the need for agent escalation, thereby streamlining customer interactions.

These GenAI features within Amazon Connect demonstrate how AI can transform contact center operations, making them more efficient and responsive to customer needs. They offer a way to leverage AI for understanding customer preferences, past interactions, and key topics in customer calls, thereby improving the customer service experience.

**GenAI must provide contact deflection, predictive routing, and turn by turn guidance on the conversation flow based on the customer intent.**

**TTEC Response::**

An overview of how generative AI (GenAI) capabilities within Amazon Connect might address the requirement for contact deflection, predictive routing, and turn-by-turn guidance based on customer intent:

**Contact Deflection:** GenAI can enhance Amazon Connect's ability to offer self-service options to customers, effectively deflecting contacts that do not require agent intervention. This can be achieved through intelligent chatbots and IVR systems powered by GenAI, which understand and respond to customer inquiries, resolving simple queries or guiding customers through self-help steps.

**Predictive Routing:** Leveraging AI, Amazon Connect can analyze incoming calls or messages and predict the most suitable agent to handle each contact based on various factors like past interactions, agent skill sets, and customer preferences. This predictive routing ensures that customers are matched with the agent best equipped to address their specific needs, improving first contact resolution rates and overall customer satisfaction.



**Guidance Based on Customer Intent:** GenAI can provide agents with real-time guidance during conversations. By analyzing the context and intent of the customer's queries, the system can suggest the next best steps, responses, or resources to the agent. This can include offering turn-by-turn guidance on handling complex customer issues, suggesting cross-sell or upsell opportunities, or providing compliance-related prompts.

While these capabilities showcase the potential of incorporating GenAI in Amazon Connect, the specific features and implementations would depend on the latest updates and releases from Amazon. For the most current and detailed information on GenAI capabilities in Amazon Connect, it would be best to refer to the official Amazon Connect documentation or contact Amazon Web Services directly.

**The Contact Center Solution must provide a multimodal, omnichannel customer experience using web and mobile SDKs (iOS and Android) to embed the support experience across all channels (VoIP) via WebRTC and PSTN, chat, and SMS for consistent customer experience across all devices.**

**TTEC Response::**

Amazon Connect is well-equipped to provide a multimodal, omnichannel customer experience, integrating support across various channels including VoIP via WebRTC, PSTN, chat, and SMS. This ensures a consistent customer experience across all devices and platforms.

**Unified Omnichannel Solution:** Amazon Connect is built as a unified omnichannel solution, allowing the delivery of personalized, efficient, and proactive experiences across different customer-preferred channels. It offers features such as AI-powered chatbots for self-service in multiple languages, helping to save customers time and effort.

**Web and Mobile Messaging Capabilities:** Amazon Connect enables the integration of chat messaging features like mobile chat, web chat, SMS, and third-party messaging services into websites and mobile apps. This allows customers to start chatting with contact center agents from any business application, web or mobile, and even switch devices during the conversation. The system supports asynchronous interactions, ensuring a seamless experience across different platforms.

**Mobile SDK for iOS and Android:** Amazon Connect provides a mobile SDK that can be used to embed chat capabilities directly into iOS and Android applications. This SDK supports the creation and management of chat sessions, allowing for a comprehensive mobile chat solution that integrates with the broader capabilities of Amazon Connect. The SDK facilitates the start and end of chat contacts, message sending, and other chat-related functionalities, providing a complete toolkit for building a robust mobile chat solution.



Through these features, Amazon Connect enables a comprehensive customer experience strategy that spans multiple channels and devices, enhancing customer engagement and satisfaction. The platform's flexibility in integrating with different communication methods and its advanced AI capabilities make it a robust solution for providing a seamless and efficient customer service experience.

**The Contact Center Solution must provide visual IVR to provide customers with self service via web or mobile interfaces. The visual IVR must function just like an IVR or virtual agent using a visual interface.**

**TTEC Response::**

To meet the requirement of providing a visual IVR for a multimodal, omnichannel customer experience via web and mobile interfaces, Amazon Connect offers a range of features and capabilities.

Amazon Connect's omnichannel capabilities enable you to create a consistent customer experience across various channels, including voice, chat, and tasks. This integration allows customers to interact with agents on both voice and chat channels, based on their preferences and wait times. Furthermore, Amazon Connect preserves the interaction history, so customers don't have to repeat themselves when switching channels or agents. This omnichannel approach is key to improving customer experience and reducing resolution time.

For IVR applications, Amazon Connect provides a graphical user interface-based, self-service flow designer. This drag-and-drop interface helps in creating personalized customer experiences and allows for intuitive and on-the-fly adjustments to the IVR and routing experience. Flows, the core of this system, define the customer experience from start to finish. These flows can interact with other AWS services, such as AWS Lambda, to create dynamic and personalized experiences. Additionally, they can integrate with Amazon Lex to provide lifelike natural language interactions, enhancing the visual IVR experience.

In terms of analytics, organizations use Amazon Connect in conjunction with services like Amazon Lex to build and deliver multi-modal self-service and conversational applications. These applications can use conversational AI to deliver rich customer experiences. Analytics tools can help identify the most effective parts of the flow and opportunities for improvement, ensuring a responsive and efficient visual IVR system.





By leveraging these features of Amazon Connect, you can build a visual IVR that functions similarly to a traditional IVR but with a visual interface, offering an enhanced and intuitive self-service experience for customers on web and mobile platforms.

**The Contact Center Solution must provide inbound and outbound voice, SMS, and chat that can handle multiple channels simultaneously and pivot between channels during a customer interaction.**

**TTEC Response::**

Amazon Connect offers a comprehensive solution to provide inbound and outbound voice, SMS, and chat capabilities, which can handle multiple channels simultaneously and allow for seamless pivoting between channels during customer interactions.

**Cross-Channel Concurrency:** Amazon Connect enables agents to handle contacts across multiple channels, such as voice, chat, and tasks. This setup, known as cross-channel concurrency, allows agents to manage contacts while already engaged on another channel. For example, an agent could be on a voice call and simultaneously handle a chat interaction. This feature is part of the agent's routing profile configuration in Amazon Connect.

**Web and Mobile Messaging Capabilities:** Amazon Connect also allows for the integration of chat messaging features, including mobile chat, web chat, SMS, and third-party messaging services, into websites and mobile apps. This enables customers to initiate chat conversations with contact center agents from any business application, whether web or mobile, and to continue these conversations across different devices. The system supports asynchronous interactions, meaning customers can start a chat, step away, and resume it later, even on a different device.

**Omnichannel Outbound Campaigns:** Additionally, Amazon Connect outbound campaigns support proactive communication across voice, SMS, and email. This functionality is crucial for designing customer outreach campaigns that can blend across multiple channels. The outbound campaigns feature includes predictive dialing and machine learning-powered answering machine detection, optimizing agent productivity and increasing live-party connections.

These capabilities of Amazon Connect provide a robust foundation for a contact center solution that needs to manage multiple communication channels effectively and pivot between them during customer interactions. This setup ensures that customers receive a consistent and seamless experience, regardless of the channel they choose to interact through.



The Contact Center Solution shall be hosted in a state owned public or private cloud environment. Vendor(s) must present as part of their proposal a RACI model, a proposed cloud architecture design plan, software licensing list, and projected total cost of ownership (yearly) for both the solution and cloud infrastructure including consideration for network inbound and outbound traffic.

TTEC Response::

Amazon Connect is exclusively available within the Amazon Web Services (AWS) Cloud and does not offer a private cloud option. As a cloud-based contact center service, Amazon Connect operates on the AWS platform, known for its secure, scalable, and reliable cloud infrastructure. While it cannot be hosted in a state-owned public/private cloud environment outside of AWS, it can be configured to comply with specific state and local regulations. This compliance ensures that Amazon Connect aligns with the necessary government standards and requirements. Integration with existing government cloud infrastructure would involve leveraging AWS services and tools while adhering to the prescribed regulatory framework.

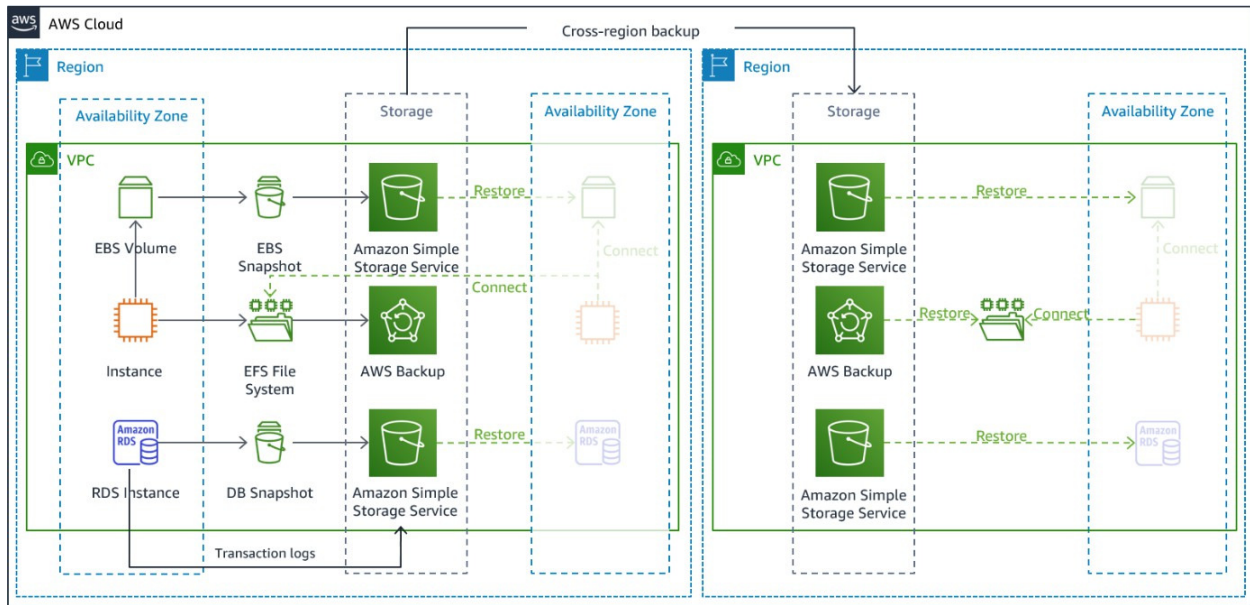
RACI Chart

Task/Activity	TTEC Digital (R/A)	WV DMV (Client) (R/A)	IT/Cloud Team (WV DMV) (C/I)	AWS Support/Consultant (C/I)	Security Team (WV DMV)
Project Planning	R/A	C	C	I	C
Cloud Infrastructure Setup	R	A	R	C	R
Amazon Connect Configuration	R/A	C	C	C	I
Integration with other AWS Svcs	R	C	R	C	C
Security & Compliance Setup	C	R/A	R	C	R
User Training & Documentation	R	A	C	C	I
Testing & Quality Assurance	R/A	C	R	C	C
Deployment & Go-Live	R/A	C	R/C	C	C
Post-Deployment Support	R	A	R	R	I
Ongoing Maintenance & Updates	R	A	C	R	C

Legend:  
R: Responsible - Does the work to achieve the task.  
A: Accountable - Ultimately accountable and signs off on work completion.  
C: Consulted - Provides input based on their expertise; two-way communication.  
I: Informed - Kept up-to-date on progress; one-way communication.

This RACI chart outlines a suggested distribution of roles and responsibilities between TTEC Digital and WV DMV, along with their respective teams, in the context of an Amazon Connect Cloud Contact Center implementation. Adjustments may be needed based on the specific project structure, capabilities, and preferences of both organizations.

Cloud Architecture



Amazon cloud computing resources are hosted in multiple locations world-wide. These locations are composed of AWS Regions, Availability Zones, and Local Zones. Each *AWS Region* is a separate geographic area. Each AWS Region has multiple, isolated locations known as *Availability Zones*. By using Local Zones, you can place resources, such as compute and storage, in multiple locations closer to your users. Amazon RDS enables you to place resources, such as DB instances, and data in multiple locations. Resources aren't replicated across AWS Regions unless you do so specifically. Amazon operates state-of-the-art, highly-available data centers. Although rare, failures can occur that affect the availability of DB instances that are in the same location. If you host all your DB instances in one location that is affected by such a failure, none of your DB instances will be available.

### Annual Cost of Ownership

The annual cost of ownership for an Amazon Connect Cloud Contact Center solution, inclusive of TTEC Digital Managed Services Program and AWS consumption costs, involves several key components. It's important to consider each component to get a comprehensive understanding of the overall financial commitment.

- **AWS Consumption Costs:** This is the core cost associated with using Amazon Connect and other AWS services required to run the contact center. It typically includes:
  - **Amazon Connect Usage:** Charges based on the number of minutes for inbound and outbound calls, as well as any additional telephony rates.



- **Data Storage and Transfer:** Costs for storing call recordings, logs, and other data in services like Amazon S3, and the data transfer costs associated with this storage.
- **AWS Lambda:** If using AWS Lambda for custom integrations or backend processes, costs will be based on the number of requests and the duration of each Lambda function execution.
- **Amazon Lex:** If utilizing chatbots, charges for Amazon Lex sessions will apply.
- **Additional AWS Services:** Depending on the architecture, other services such as Amazon DynamoDB, Amazon SNS, or Amazon SQS may be used, incurring additional costs.
- **TTEC Digital Managed Services Program:** This cost encompasses the services provided by TTEC Digital for managing and optimizing the Amazon Connect solution. Key aspects include:
  - **Setup and Configuration:** Initial costs for setting up and configuring Amazon Connect to meet specific requirements.
  - **Ongoing Management and Support:** Regular charges for managing the contact center operations, including technical support, monitoring, and maintenance.
  - **Updates and Customizations:** Costs associated with periodic updates, customizations, and enhancements to the solution.
- **Training and Development:** This includes the cost of training staff and agents on using the Amazon Connect platform, as well as any development costs for custom solutions or integrations.
- **Compliance and Security:** Any costs related to ensuring the contact center meets industry compliance standards (e.g., HIPAA, PCI-DSS) and robust security measures.
- **Consultancy and Professional Services:** If external consultancy or professional services are employed for the deployment, optimization, or expansion of the contact center, this will also contribute to the annual cost.
- **Disaster Recovery and Business Continuity:** Costs associated with setting up and maintaining disaster recovery and business continuity plans.

When considering the total annual cost of ownership, it's vital to not only account for these direct costs but also indirect costs such as the time spent by internal staff managing and liaising with TTEC Digital and AWS services. A thorough assessment of these components will provide a clear picture of the annual financial commitment required for an Amazon Connect Cloud Contact Center solution managed by TTEC Digital.



**Pricing Page: Exhibit A**



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote

<b>Proc Folder:</b> 1324372			<b>Reason for Modification:</b>
<b>Doc Description:</b> DMV Cloud-based Contact Center Solution			
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-01-02	2024-01-17 13:30	CRFQ 0802 DMV2400000001	1

**BID RECEIVING LOCATION**

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** TTEC Government Solutions, LLC

**Address :** 6312

**Street :** S. Fiddlers Green Circle, Suite 100N

**City :** Greenwood Village

**State :** CO

**Country :** USA

**Zip :** 80111

**Principal Contact :** Scott Hartman, V.P. Public Sector

**Vendor Contact Phone:** 512-418-8040

**Extension:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
304-558-0067  
david.h.pauline@wv.gov

**Vendor  
Signature X**

DocuSigned by:  
*Steven Pollema*  
212B678525C640B

**FEIN#** 54-2138949

**DATE** 2-12-24

All offers subject to all terms and conditions contained in this **solicitation**

**ADDITIONAL INFORMATION**

The State of West Virginia Purchasing Division, is soliciting bids for the West Virginia Department of Motor Vehicles (WVDMV), to establish an Contract for DMV Cloud-based Contact Center Solution, per the attached documentation.

INVOICE TO		SHIP TO	
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200  CHARLESTON WV US		DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	DMV Cloud-based Contact Center Solution Year One				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**  
DMV Cloud-based Contact Center Solution Year One

INVOICE TO		SHIP TO	
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200  CHARLESTON WV US		DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	DMV Cloud-based Contact Center Solution Year Two				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**  
DMV Cloud-based Contact Center Solution Year Two

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	DMV Cloud-based Contact Center Solution Year Three				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Three

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	DMV Cloud-based Contact Center Solution Year Four				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2024-01-08



DocuSign Envelope ID: 2FA9C704-E308-47AA-A7FC-9A6DCA2B72B1			
	Document Phase	Document Description	Page
DMV240000001	Final	DMV Cloud-based Contact Center Solution	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote

<b>Proc Folder:</b> 1324372	<b>Reason for Modification:</b> Addendum No. 1 To move bid opening date and time
<b>Doc Description:</b> DMV Cloud-based Contact Center Solution	
<b>Proc Type:</b> Central Contract - Fixed Amt	

Date Issued	Solicitation Closes	Solicitation No	Version
2024-01-11	2024-02-07 13:30	CRFQ 0802 DMV2400000001	2

#### BID RECEIVING LOCATION

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
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**Extension:**

#### FOR INFORMATION CONTACT THE BUYER

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304-558-0067

david.h.pauline@wv.gov

Vendor  
Signature X

DocuSigned by:

Steven Pollema

212B678525C640B...

**FEIN#** 54-2138949.

**DATE** 1-29-24

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION
Addendum No. 1
To move bid opening date and time to February 7, 2024 at 1:30 pm., est.
Responses to the vendor technical questions will be published via addendum coming soon.
No other changes.

INVOICE TO	SHIP TO
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200  CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	DMV Cloud-based Contact Center Solution Year One				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**  
DMV Cloud-based Contact Center Solution Year One

INVOICE TO	SHIP TO
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200  CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	DMV Cloud-based Contact Center Solution Year Two				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**  
DMV Cloud-based Contact Center Solution Year Two

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	DMV Cloud-based Contact Center Solution Year Three				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Three

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	DMV Cloud-based Contact Center Solution Year Four				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2024-01-08

# SOLICITATION NUMBER: CRFQ DMV240000001

## Addendum Number: 1

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The purpose of this addendum is to modify the solicitation identified as (“DMV240000001”) to reflect the change(s) identified and described below.

### Applicable Addendum Category:

- Modify bid opening date and time.
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

### Description of Modification to Solicitation:

1. To move bid opening date and time to February 7, at 1:30 pm est.
4. No other changes.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

### Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: DMV240000001**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |                                     |                |                          |                 |
|-------------------------------------|----------------|--------------------------|-----------------|
| <input checked="" type="checkbox"/> | Addendum No. 1 | <input type="checkbox"/> | Addendum No. 6  |
| <input type="checkbox"/>            | Addendum No. 2 | <input type="checkbox"/> | Addendum No. 7  |
| <input type="checkbox"/>            | Addendum No. 3 | <input type="checkbox"/> | Addendum No. 8  |
| <input type="checkbox"/>            | Addendum No. 4 | <input type="checkbox"/> | Addendum No. 9  |
| <input type="checkbox"/>            | Addendum No. 5 | <input type="checkbox"/> | Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor’s representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

TTEC Digital (a/k/a) TTEC Government Solutions

Company

DocuSigned by:

*Steven Pollema*

212B678625C640B...

Authorized Signature

1-29-24

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote

<b>Proc Folder:</b> 1324372		<b>Reason for Modification:</b>	
<b>Doc Description:</b> DMV Cloud-based Contact Center Solution		Addendum No. 2	
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-01-30	2024-02-14 13:30	CRFQ 0802 DMV2400000001	3

**BID RECEIVING LOCATION**

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** TTEC Government Solutions

**Address :** 6312

**Street :** S. Fiddlers Green Circle, Suite 100N

**City :** Greenwood Village

**State :** CO

**Country :** USA

**Zip :** 80111

**Principal Contact :** Scott Hartman, V.P. Public Sector

**Vendor Contact Phone:** 514-418-8040

**Extension:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
304-558-0067  
david.h.pauline@wv.gov

**Vendor  
Signature X**

DocuSigned by:  
*Steven Pollema*  
212B678525C640B...

**FEIN#** 54-2138949

**DATE** 2-5-24

**All offers subject to all terms and conditions contained in this solicitation**

**ADDITIONAL INFORMATION**

Addendum No. 2

To provide responses to the vendor technical questions, see attached

To add specification: .  
 3.1.1.34, The Contact Center Solution must include WVDMV customer support Monday through Friday 7:30am - 6:00pm est.

To add WV Network Diagram, see attached.

To move bid opening date and time to February 14, 2024 at 1:30pm., est.

No other changes.

INVOICE TO	SHIP TO
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DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200  CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US
---	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	DMV Cloud-based Contact Center Solution Year One				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**  
 DMV Cloud-based Contact Center Solution Year One



**INVOICE TO****SHIP TO**

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SUITE 200

CHARLESTON WV  
US

DIVISION OF MOTOR  
VEHICLES  
RECEIVING AND  
PROCESSING  
5707 MACCORKLE AVENUE,  
S.E. SUITE 200  
CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	DMV Cloud-based Contact Center Solution Year Two				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Two

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US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	DMV Cloud-based Contact Center Solution Year Three				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Three

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SUITE 200

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S.E. SUITE 200  
CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	DMV Cloud-based Contact Center Solution Year Four				

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2024-01-08

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: DMV240000001**

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Authorized Signature

2-5-24

Date

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