



# Provisioning Solution for Amazon Connect

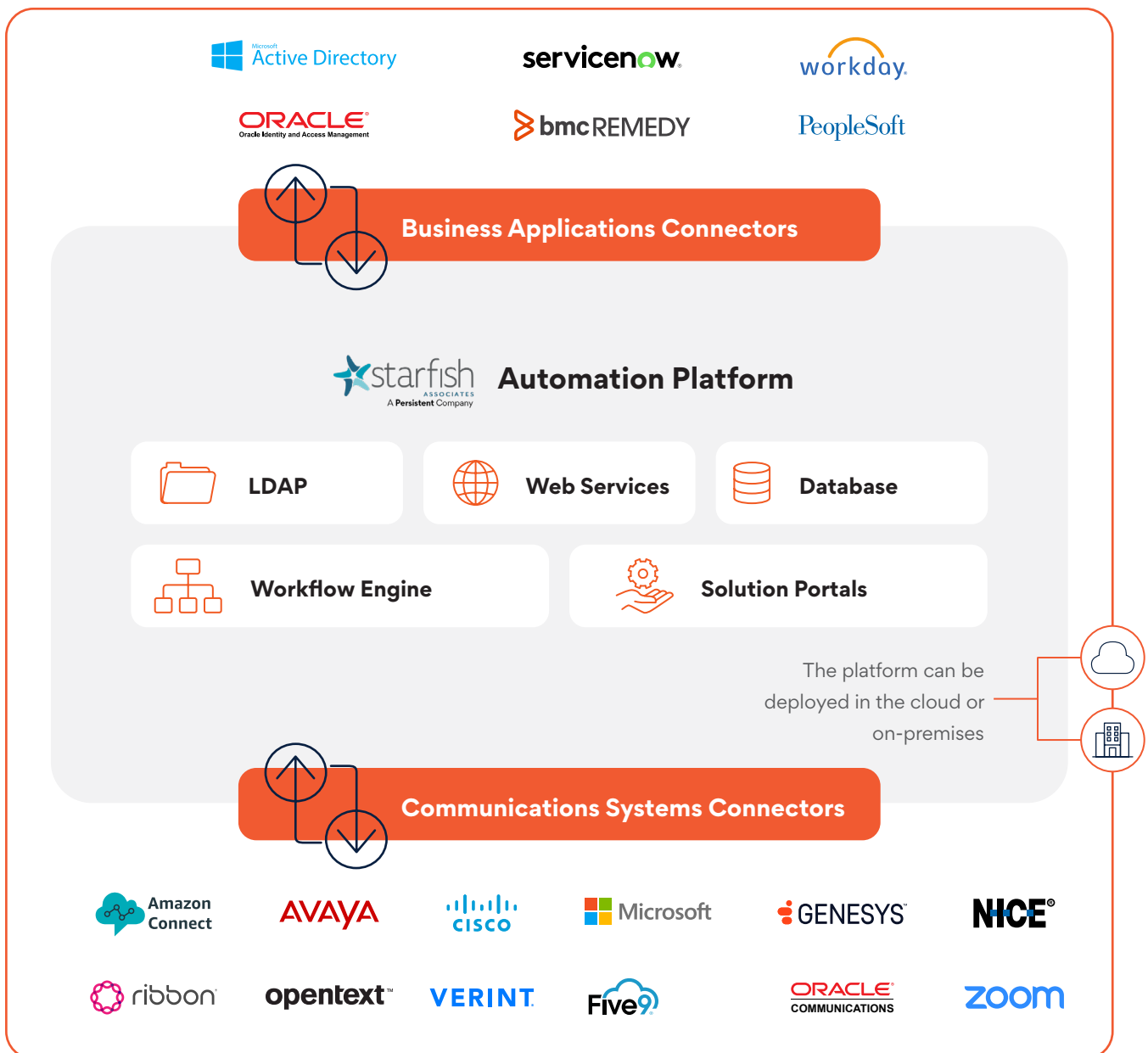
Automated provisioning of contact center resources



# Solution Overview

Provisioning Solution for Amazon Connect automates communication management workflows by integrating with different IT business applications including **Microsoft Azure Active Directory, ServiceNow and Workday**. Business applications can trigger transactions comprised of multiple tasks to an intelligent rules-based workflow engine that auto-provisions or de-provisions communication resources for contact center agents.

Provisioning Solution for Amazon Connect will simplify even the most complex day-to-day provisioning tasks. By enabling specific users or delegated administrators to provision and manage the environment of Amazon Connect, Automation is more efficient and helps save enterprises time and resources while also reducing service order backlogs.



Provisioning Manager simplifies day-to-day complex provisioning tasks by enabling specific users or delegated administrators to provision and manage multiple instances of Amazon Connect.



## Provisioning Manager

The screenshot shows the 'Provision User' form in the Provisioning Manager interface. The form is titled 'Provision User' and is located within a sidebar menu that includes 'Agents', 'Provision', 'De-Provision', 'Bulk Provision', 'Bulk De-Provision', 'Bulk Update', 'Resources', 'Configurations', and 'Logs'. The form fields are: Agent ID (text input), Email (text input), First Name (text input), Last Name (text input), Server (dropdown menu), and Location (text input). There are also checkboxes for 'Auto Accept' and 'Create Contact Flow'. At the bottom right of the form, there are 'Cancel' and 'Submit' buttons.

## Connectors for Amazon Connect

### Microsoft Azure AD Connector

By leveraging Azure AD to automate provisioning of communication resources when users are added or modified in Azure AD, communication resources such as agents, queues etc. are provisioned and configured based on user attributes such as role, department and location. When users are disabled or deleted from Azure AD, all related communication resources are automatically de-provisioned, thereby addressing security concerns and facilitating efficient re-use of resources.

### ServiceNow Connector

End users or admins can submit tickets from ServiceNow directly to the workflow engine for execution. Based on the customer's specific requirements, tickets can be automatically processed, updated, and closed in a matter of seconds.

### Workday Connector

Utilizes Workday for automatic processing of communication requests. Phone numbers can be synchronized in user records when changes are made to the communication system. Updates are made in real-time making Workday an authoritative source of user-to-phone number mapping. Workday can then propagate this data to other applications in the enterprise.

# Use Cases for Automation

## Copying & Migrating Amazon Connect Instances

- Workflows allow for the admin / user to copy and migrate resources, settings and elements from one Amazon Connect instance to another in just seconds.
- This tool allows the user to spin up an exact copy or a subset of the base instance by creating a brand new instance with the specified elements.
  - The following settings can be migrated: Users, queues, routing profiles, tags, permissions, hierarchies, ACW, etc.

## Agent Bulk Updating

- The Agent Bulk Update functionality allows for an operator to modify several different elements / fields concurrently across multiple agents through one single submission.
  - There is no limit on how many fields can be changed at once across any number of users.
- This functionality also has a filter option which can help single out specific agents to update.
  - There is also an export option which can be executed via an upload of an excel file.

## Additional Solution Benefits

- Substantially reduces administrative overhead and total cost of ownership by automating lifecycle management of phones, voice mailboxes, and contact center agents.
- Consistently and efficiently executes tasks and work orders eliminating the need for re-work caused by human error.
- Eliminates security concerns by automatically disabling users' communication resources when users leave the organization.
- Facilitates efficient re-use of communication resources by automatically de-provisioning Users' communication resources when users leave the organization.
- Provides a comprehensive extension management system replacing cumbersome manual processes.
- Automate agent skills in real time. Execute multiple re-skilling tasks in bulk on a scheduled basis.

## About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,200 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the "Most Promising Company" of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. Persistent has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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