



USAN Configuration Management

On-Demand Change Management for Amazon Connect

USAN Configuration Management for Amazon Connect is a powerful portal that provides Connect business users the flexibility to deploy real-time configuration changes. The ability to make contact center brand, configuration, and emergency maintenance changes are available on-demand without coding and under full change management.

The portal offers maximum flexibility and security by providing role-based users with the ability to change and control all data-driven call flow attributes through an easy-to-use table interface. Changes and updates can be tested in a development, or UAT environment prior to production deployment and then scheduled to take effect immediately or at specific future dates and times. A complete audit history is available for all changes if needed and maintenance windows may be defined to constrain deployment. A flexible table-driven design supports changes to hierarchical branding and conditional call treatments that provide the ability to quickly react to business changes and manage event-driven messaging. New call flows can be created with limited technical/development support. The tool supports the ability to create metafile definitions that mistake-proof tables by categorizing table values and rules.

Flexible Configuration Tool

- Modifications to contact center business logic can be easily and safely deployed by business users
- Changes can be rolled back instantly to prior state if needed
- Audit trails are created for analysis or audit documentation
- Conditional routing adjustments are made to address events and environmental changes
- Functional features such as turn on/off call backs are created based on business rules/conditions
- Configuration Management portal can be configured as a fully managed service
- On-demand event driven changes can be quickly deployed across multiple flows
 - Emergency messages
 - Scheduled holiday messages
 - Branding messages
 - Notification messages



Configuration Management 2.6.1 | Ext: 3.4.0 Session Expiration: 59:54

ExtDB

- Tables
 - SF Admin
 - Souther Retail
 - Southern Financial
- Nodes
- Environments
- Maintenances
- Aliases
- Prompts
- Verbiages
- Ranges
- User Management
- Admin

Table Management: SouthernFinancial_Holiday × SouthernFinancial_Holiday V:5 ×

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Index	Holiday Plan	Description	Start Date	End Date	Day of Week	Start Hour	End Hour	Holiday Message
1	:Ind...	Plan Name	Start Date	End Date	Day of Week	Start Hour	End Hour	Closed Message
2	1000	RetailHours	Memorial Day	05/30/22	05/30/22			Sorry, but our offices are closed for Memorial Day..
3	1005	RetailHours	Independence Day	07/04/22	07/04/22			Sorry, but our offices are closed for Independence Day.
4	1010	RetailHours	Labor Day	09/05/22	09/05/22			Sorry, but our offices are closed for Labor Day
5	1015	RetailHours	Thanksgiving	11/24/22	11/25/22			Sorry, but our offices are closed for Thanksgiving
6	1020	RetailHours	Christmas	12/26/22	12/26/22			Sorry, but our offices are closed in observance of the Christmas holiday
7	1025	RetailHours	New Years	01/02/23	01/02/23			Sorry, but our offices are closed in observance of the New Year

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Table-driven logic provides the flexibility to schedule custom holiday messages.

About USAN

USAN is an Amazon Web Services (AWS) Partner offering design, integration, and deployment services, as well as natively built applications for successful Amazon Connect implementations. With years of AWS experience, as a partner and a customer, USAN has a proven methodology for deploying effective and impactful Amazon Connect solutions.



- Public Sector
- Solution Provider
- Amazon Connect Delivery
- Public Sector Solution Provider