OUR PURPOSE

To be a leader in **advancing our community** through **smart innovation** and **collaboration**, for a better Hawai`i

SCOTT FUJIEDA
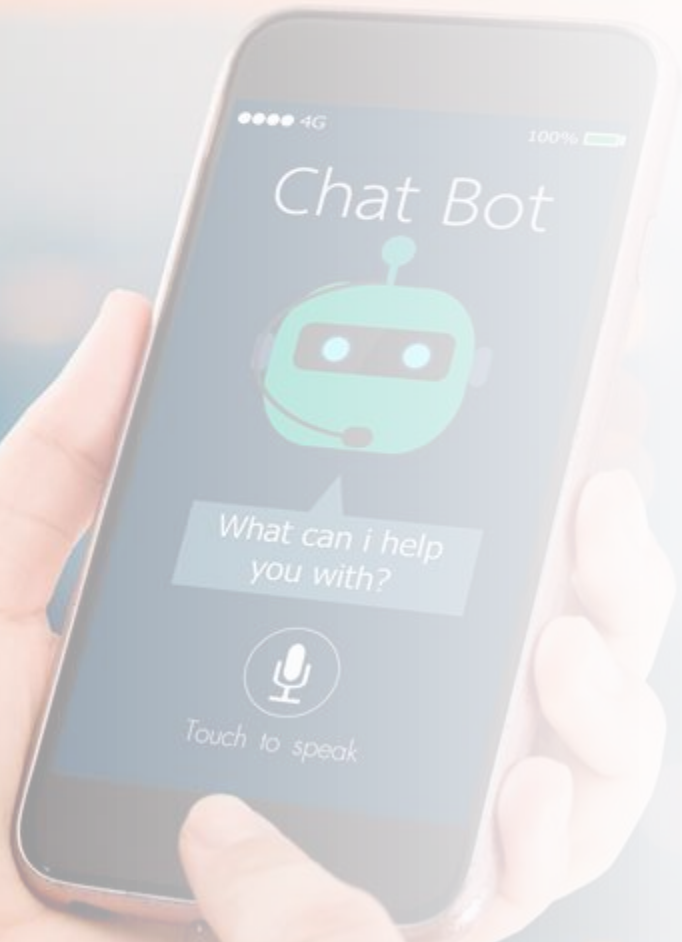VP - Solutions & Consulting Services

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AI AUGMENTATION

TRUE Innovation: Deliver Better, Faster Outcomes-AI for Call Center
September 10, 2020

Scott Fujieda
Vice President, Solutions & Consulting Services

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AI AUGMENTATION

- Voice is one channel in a Customer Engagement platform, but also:
  - Chatbots
  - SMS/Email
- Adaptive Inbound/Outbound communications
- Analyze unstructured data
- Efficient customer service and optimized work processes

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AWS CONNECT USE CASES

INTERNAL

- Help Desk automation (including non-IT):
  - System/ticket status
  - HR policies and procedures
- Company notifications
  - Emergency response

EXTERNAL

- Quickly provision support/feedback channel for a new product or service
- After hours support
- Sudden increases in load (planned or unplanned)

AWS SOLUTIONS

- AWS global infrastructure is secure, scalable and flexible

- Rehost, Replatform, Refactor

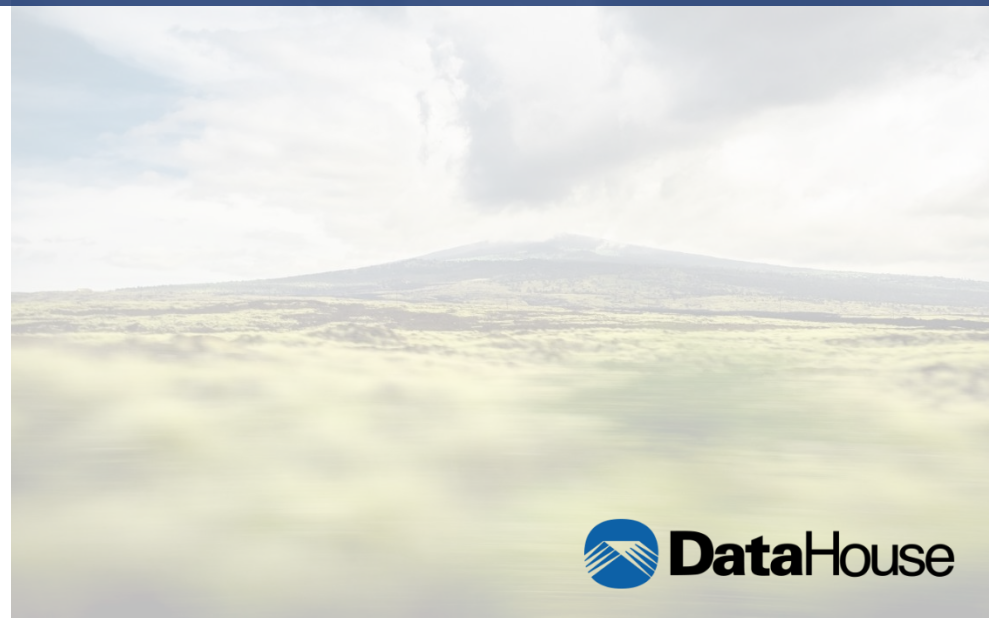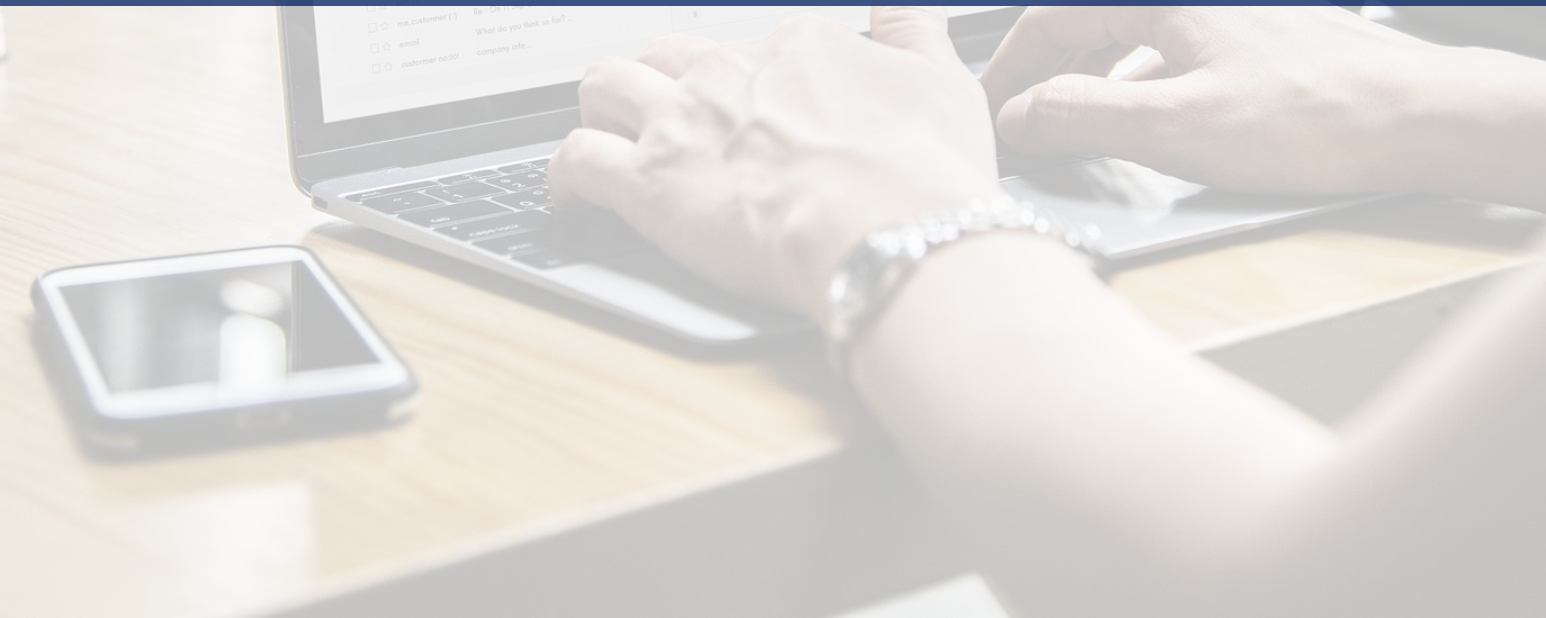- Deploy faster

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AWS SOLUTIONS

- You know your business best: what *should* you do vs. what *can* you do

- Unless you are migrating, think POCs or Pilots

    - Define your business objectives

    - Experiment, fail fast, and fix fast

- Understand the pricing model and monitor your budget

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MAHALO

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ABOUT DATAHOUSE

DataHouse Consulting, Inc. is in its 45th year and one of the largest IT services companies in Hawaii. We started as a software development team and have evolved into a thriving enterprise-class systems integrator capable of handling complex business and systems issues.

INDUSTRIES WE SERVE

Government   Education   Banking   Healthcare

SERVICE LINES

Project Management Services   Application Services

Architecture Advisory   Managed Services

PART OF A FAMILY OF COMPANIES

DataHouse is the founding member of the 'ike family of companies, a growing group of innovators, technologists, and entrepreneurs who are committed to leading the way within their industries to make Hawaii and the world a better place to live. Every 'ike company shares the same core values and we are working together to make them a reality for the success of our clients, our communities, and our employees.

✓ Founded in 1975

✓ Largest and longest-standing Systems Integrator (SI) in Hawaii

✓ Headquartered in Honolulu, with satellite offices in Hawaii, Washington, California, and Ohio

✓ Over 300+ employees in all 'ike Group Inc. subsidiaries

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