

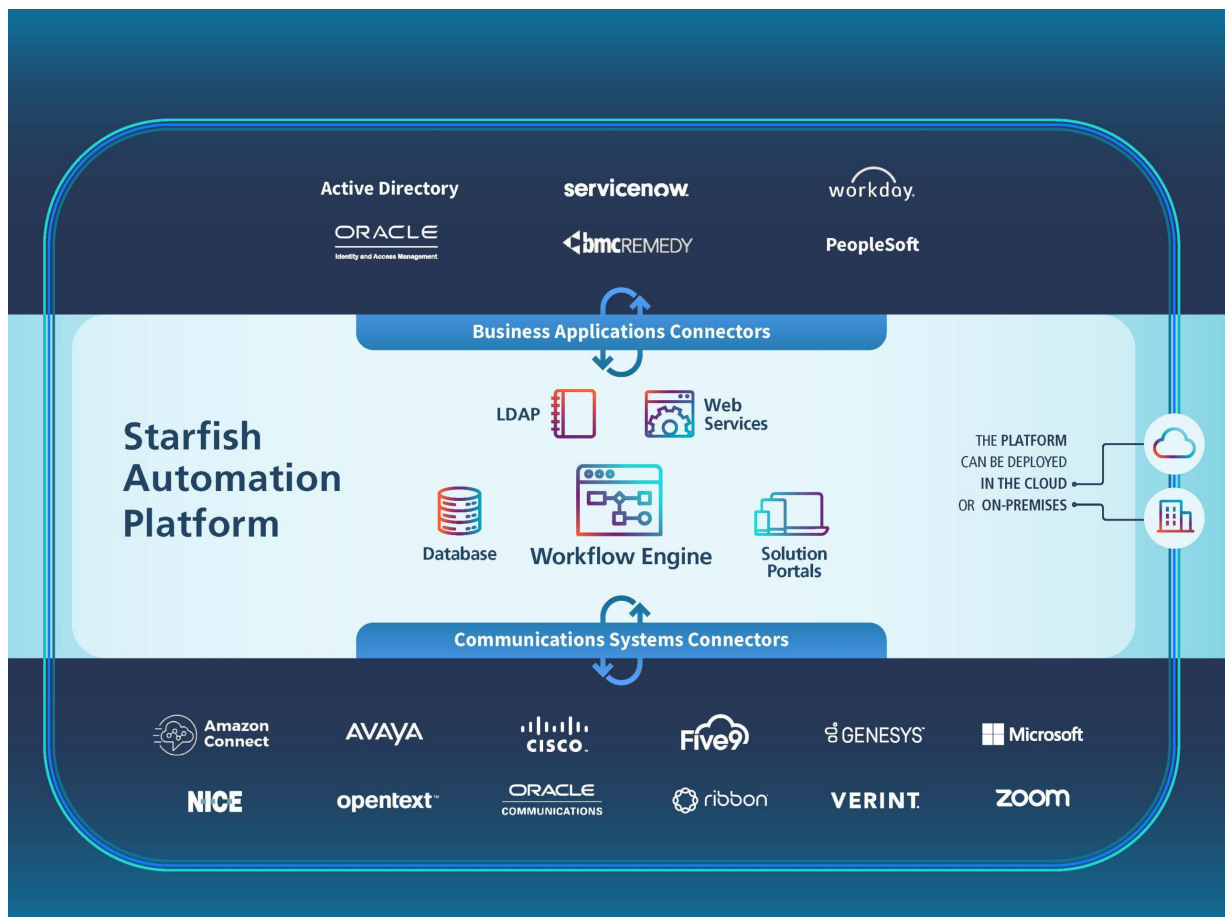
# Starfish Provisioning Solution for Amazon Connect

Automated provisioning of contact center resources

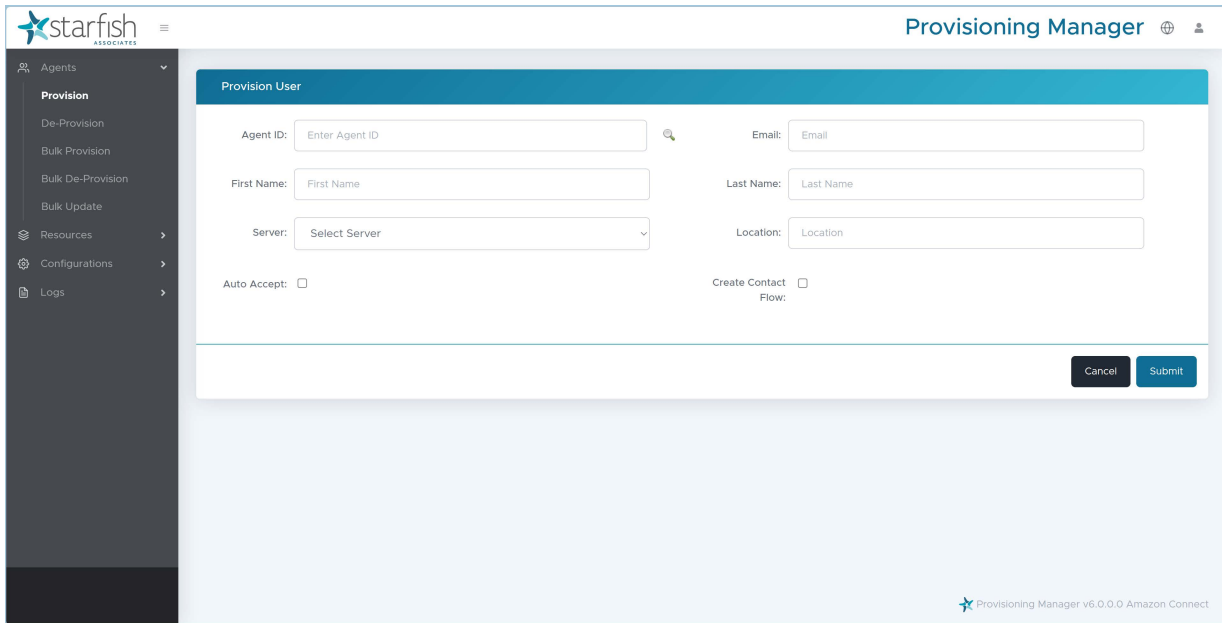
## Solution Overview

Starfish 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.

Starfish 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, Starfish automation is more efficient and helps save enterprises time and resources while also reducing service order backlogs.



Starfish 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.



The screenshot displays the Starfish Provisioning Manager web interface. On the left is a dark sidebar with navigation options: Agents, Provision (with sub-options: De-Provision, Bulk Provision, Bulk De-Provision, Bulk Update), Resources, Configurations, and Logs. The main content area is titled 'Provisioning Manager' and features a 'Provision User' form. The form includes input fields for Agent ID, Email, First Name, Last Name, and Location, a dropdown menu for Server, and checkboxes for Auto Accept and Create Contact Flow. At the bottom right of the form are 'Cancel' and 'Submit' buttons. The footer of the interface reads 'Provisioning Manager v6.0.0.0 Amazon Connect'.

## Starfish 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 Starfish 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** – Starfish 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.

## Starfish Use Cases for Automation

### Copying & Migrating Amazon Connect Instances

- Starfish 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.

### Contact Us to Learn More

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<https://starfishassociates.com/request-a-demo/>



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