

## CASE STUDY – Pick-Up Service

---

---

### PROBLEM STATEMENT

The aim was to develop a solution which could be helpful to automate the service and handle calls. It would be reliable and guide them with proper instructions for service. It would also enable them to keep status for the booked service and other details. Due to lack of staff because of covid they wanted to have system which can automatically handle calls.

---

### SOLUTION HIGHLIGHTS

We proposed a solution based on Amazon Connect and integration of other AWS services. We planned out the Flow based on the triggers and information that we wanted to deliver.

- We used Amazon Connect as service for setting up calling system for customers.
- We used Customer input and IVR as trigger for Lambda Function.
- We would build conversational interactions (bots), with LEX that feel natural to your customers.
- Amazon Connect with Amazon Lex bots will capture customer input as 4-digits pin as verification that customers enter on their numeric keypad when used in an Amazon Connect contact flow that help confirm their booking and can even connect with agent to talk.
- We used 3<sup>rd</sup> party API integration for verifying pin entered by customer.

### About Self Park FLL



### Industry:

Self Park FLL is the only economy airport parking lot serving Fort Lauderdale International Airport to offer self parking spaces. They offer 24 hour shuttle service, simple advance bookings, and free cancellations up to the day before your trip. They offer something a little more special. Hotel service delivery in an FLL airport parking environment.

### Challenges:

Self Park did not have automated system for their customer service so they wanted to leverage cloud service and get a system that can overcome the problems faced. Also not restrict agents to sit in front of desk and work they wanted a mobile system for them.

---

### WHY AWS

Choosing AWS for implementing this solution is because AWS offered option to interact easily with Amazon connect which was base for of our solution. Amazon Connect provides a seamless experience across voice and chat for our customers and agents and integrating with Amazon Lex helped us automate the system. AWS Lambda being Inherently scalable provided the best option to match use case requirements which in addition helped us interact with 3<sup>rd</sup> party APIs.

---

### WHY customer selected ScaleCapacity, Inc

Self Park FLL Chose ScaleCapacity, Inc. as solution provider for this User case as Company's competency in developing highly scalable and robust applications. Company's expertise is working with microservices like AWS Lambda also working with omnichannel solution based on Connect and LEX was an edge for the trust shown by Self Park FLL. ScaleCapacity, Inc has experience developing such solution with AWS Services and also help reducing the Cost of Ownership of the application.

---

### RESULTS

Successfully able to create application which was voice based, reliable and automated system which resolved the challenges faced by them. We were able to work around in budget and were able to give robust application which was voice based. It was made highly available and had minimum cost of ownership.

#### About Partner



ScaleCapacity, Inc is AWS Advanced Consulting Partner and experienced in providing AWS consulting services related to various client needs, which includes (but not limited to) setting up AWS environments, migrating to AWS, provide well-architected AWS solutions. ScaleCapacity, Inc has well defined processes to carry out client's strategy for delivering solutions on AWS cloud.

# Self Park FLL

