



DXC Cloud Contact Center Service Description

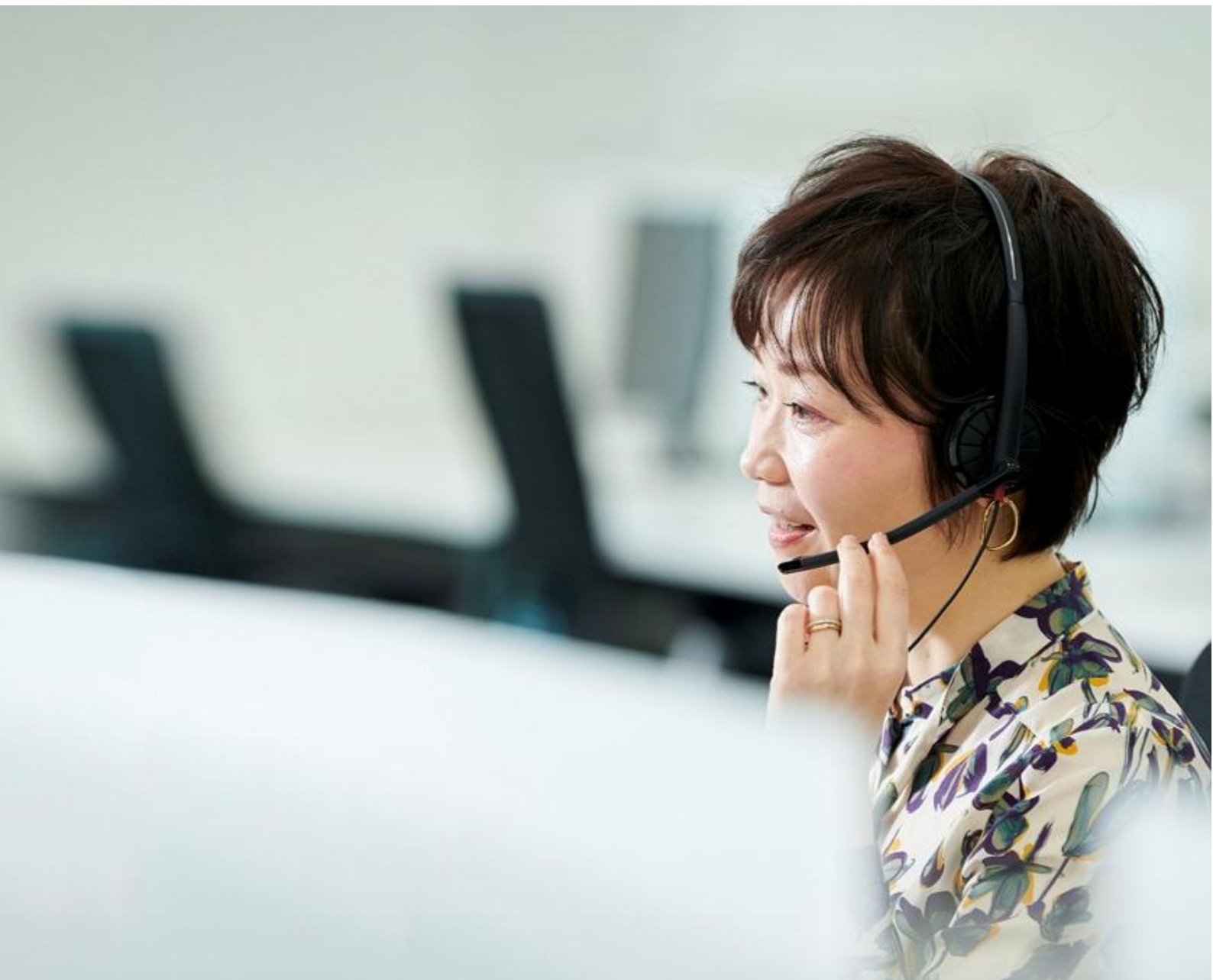


Table of Contents

1	DXC Cloud Contact Center services.....	2
1.1	Overview.....	2
1.2	Service Description.....	3
2	Business benefits	4
2.1	DXC Cloud Contact Center Value Proposition	5
2.2	DXC Cloud Contact Center Business Continuity	5
3	Support and Maintenance	6
3.1	Target Resolution Time Frame	6
3.2	Service Levels	6
3.3	Change and Feature implementation methodology	7
4	Cloud Contact Centre Consultancy Services	8
5	About DXC Technology	10

1 DXC Cloud Contact Center services

1.1 Overview

Public sector organisations are under pressure as capacity limits, fragmented channels for citizens, and poor insights collide with the ever-increasing citizen expectations. Customer experience has become the cornerstone for citizen services—far beyond basic contact centre services. Citizens and stakeholders expect seamless, personalized interactions across every touchpoint, powered by real-time insights and AI-driven engagement. Contact Centres are now seen as experience hubs that drive overall citizen satisfaction of public sector services.

Seasonality, adjusting to demand fluctuations and scaling fast is a universal challenge for public sectors. As AI and digital channels dominate, citizens demand effortless digital interactions—yet still expect a human touch for complex needs. The real test? Turning mountains of data from every channel into a single, seamless citizen experience DXC Technology's Cloud Contact Centre can help!!

DXC Technology's Cloud Contact Centre (CCC) is an ecosystem of next-generation, AI-first, omnichannel solutions built on AWS Amazon Connect, designed to transform citizen engagement and optimize operational efficiency. CCC empowers organisations to modernize contact centre operations by leveraging advanced AWS, DXC and partner capabilities such as Autonomous Agents, Agentic AI, Generative AI, digital-first architecture, and secure cloud deployment. The ecosystem ensures 99.99% availability, robust compliance, and industry-grade security, while converting traditional Capex investments into flexible Opex models through competitive pricing.

DXC Cloud Contact Center (CCC) Ecosystem Benefits That Drive Growth and Experience



Figure 1: DXC Cloud Contact Center Ecosystem

CCC delivers intuitive, personalized citizen interactions across multiple channels, supported by AI-driven analytics and automation. Human-AI synergy is achieved through autonomous agents to create a hybrid model where technology ensures consistency and personalization,

while humans add empathy—delivering exceptional experiences every time. This enables organizations to reduce costs, improve service quality, and accelerate digital adoption.

Certified by Amazon Web Services as an AWS Well-Architected Solution and listed on the AWS Marketplace, CCC reflects DXC's commitment to best practices and innovation. The solution is backed by DXC's global expertise and strategic partnership with AWS, ensuring seamless implementation, scalability, and ongoing support.

By combining cloud-native technology with DXC's 35+ years of proven experience in delivering customer experiences on behalf of our own customers, CCC offers public sector organisations a future-ready platform that drives cost efficiency, enhances citizen satisfaction, and supports business growth through intelligent, secure, and scalable contact centre operations.

1.2 Service Description

CCC includes:

- Omnichannel enablement across voice, chat, email, and social channels
- Autonomous digital agents to create a hybrid model where technology ensures consistency and personalization to complement human agents that ensure empathy
- Generative AI Agent Assist, Digital Agents and advanced conversational analytics
- Workforce management
- 99.99% availability powered by AWS Connect
- Dedicated instances tailored to customer-specific requirements
- integration with downstream applications, systems of record and data/knowledge sources across the organisation
- Serverless, call flow as code, auto scalable cloud service delivery
- Integration with AWS, DXC and partner analytics ecosystems for enhanced insights
- recording and logging up to one hundred percent of the inbound contacts with a configurable storage retention period.
- DXC-provided implementation services that establishes capability up-front
- managed run support services and development of additional features and capabilities as business requirements change

2 Business benefits

By combining robust cloud infrastructure with cutting-edge AI capabilities, DXC CCC empowers public sector organisations to modernize operations and improve compliance, while ensuring flexibility, security, and cost optimization – thereby enabling them to provide exceptional citizen experiences at scale in a digital-first world.

DXC's proven benefits include

- optimised costs and improved efficiency, while delivering data-driven citizen engagement to offer a differentiated experience.
- Deliver improved citizen and agent experiences while ensuring public sector compliance through an integrated contact centre suite featuring omnichannel engagement, generative AI agent assist and AI-driven conversational analytics, Workforce management, Digital agents, Contact centre analytics and automation
- Human-AI synergy through autonomous agents creates a hybrid model where technology ensures consistency and personalization, while humans add empathy—delivering exceptional citizen experiences every time.
- 99.99% availability underpinned by the foundational Amazon (AWS) Connect technology
- complete control through the individual organisation dedicated instances that are configured for their unique requirements.
- A safe pair of hands that will ensure seamless deployment and migration via a global team of experts for configuration, integration development, solutioning.
- Business continuity ensured by a DXC-AWS run support teams.

DXC Contact Center Cloud Services have consistently delivered measurable business outcomes, including **20–30% reductions in cost base, 15-50 % digital deflection, 8-10% reduction in Average Handle Time 10–30% productivity improvements, 100% compliance with public sector regulations and 95-100% customer satisfaction**. These results reflect DXC's commitment to driving efficiency and citizen-centric public sector transformation through innovation.



2.1 DXC Cloud Contact Center Value Proposition

- Single contract model that brings in the best of AWS, DXC and partner technologies to bear for transforming operations
- Complete flexibility driven by a cloud-based, modular and configurable architecture
- Minimal to zero capex that requires minimum, amortizable investment followed by competitive Pay as you Consume model
- DXC's proven implementation methodology enables rapid onboarding with minimal disruption and high customer satisfaction. Using industry blueprints and CCC reference architecture, clients are onboarded within 2–3 months, and agents within a month. Transformation programs like GenAI assists, digital agents, and automation go live in 3–6 months, delivering productivity and customer experience gains within a year.
- Benefit from AWS and DXC's investment and integration with best-of-breed partners across the citizen experience life cycle, delivering AI-first technology
- Multi-Channel security underpinned by AWS and DXC's industry grade security compliance and investments.
- Benefit from global 5+ years of CCC experience, economies of scale, regional deployments, local compliance and configuration
- Ability to transform to a future-proof operating model at the pace and risk profile that supports desired business outcomes

2.2 DXC Cloud Contact Center Business Continuity

DXC Cloud Contact Center services leverage the AWS Cloud and Amazon Connect's availability and resiliency. These include

- Duplicated, Geographically Separated call services
 - Multi Carrier, geographically separated PSTN links
 - Duplicated, Geographically Separated internet gateways for Web Based user access, that run in multiple availability zones [1][2][3][4][5].
1. <https://docs.aws.amazon.com/connect/latest/adminguide/disaster-recovery-resiliency.html>
 2. <https://docs.aws.amazon.com/connect/latest/adminguide/concepts-telephony.html>
 3. <https://docs.aws.amazon.com/lambda/latest/dg/security-resilience.html>
 4. <https://docs.aws.amazon.com/cognito/latest/developerguide/disaster-recovery-resiliency.html>
 5. https://aws.amazon.com/s3/faqs/#Durability_.26_Data_Protection

3 Support and Maintenance

CCC Helpdesk provides 24x7 support service for issue and incident handling and resolution. The support is based on ITSM framework. Key features include

- Level 1,2 and 3 CCC Support (24x7 coverage)
- Incident Management
- Troubleshooting
- Add/Maintain/Update Call flow and Call routing (KB)
- Escalation management support
- Level 4 Issues - Interface with AWS support.
- Liaise with Telecom team for Carrier issues
- AWS environment (CloudWatch) Monitoring
- Change Management Process
- User access management
- Disaster Recovery support

3.1 Target Resolution Time Frame

CCC Helpdesk operates as per the below service levels.

Priority	P1	P2	P3	P4
Response Time	20 Min	30 Min	4 Hrs	10 Hrs
Update Frequency	30 Min	60 Min	-	-
Resolution Time	4 Hrs	8 Hrs	24 Hrs	5 Days

Figure 2: Cloud Contact Centre SLA

Priority Definitions

P1 – Entire Contact centre is down causing critical business disruption.

P2 – Multiple functionalities impacted causing major business disruption.

P3 – Multiple Agents impacted causing moderate business disruption.

P4 – Single Agent issue and/or Service requests

3.2 Service Levels

DXC passes through AWS's Amazon Connect Availability SLA's. See-> <https://aws.amazon.com/connect/sla/>.

3.3 Change and Feature implementation methodology

CCC follows Agile Methodology for feature build and change requests.

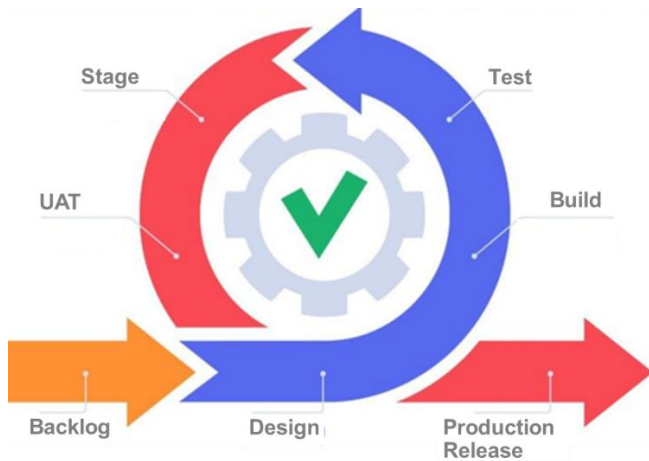


Figure 3: Agile Methodology for feature build and change requests.

Key methodology features include:

- SCRUM framework on DXC JIRA for overall management.
- All change and feature requests are added as User Stories in JIRA.
- 3-week sprint cycles
- Change Requests (logged in DXC GitHub) are prioritized based on business urgency and alignment with CCC design strategy.
- DXC Release Management processes are followed for Production release of new features and change requests.

In alignment with CCC roadmap and AWS feature release schedule, DXC makes new features available for clients to implement/adopt.

4 Cloud Contact Centre Consultancy Services

DXC provides a comprehensive set of services to help organisations utilise CCC to

- **Move** from legacy to cloud contact centre platform to overcome growth barriers and scale seamlessly
- **Optimise** their current cloud contact centre platform for aligning with changing organisational and business requirements
- **Modernise** to an AI first, Digital extend cloud contact centre platform including Autonomous/Agentic Agents, Agent Assist, Conversational Analytics, Voice to Voice Translations etc.

Clients can utilise the following roles provided by DXC to achieve the above objectives.

CCC Technology Consultant

- provides insight and guidance on the availability and application of technology on operational and business outcomes
- supports development of use cases and associated cost benefit analysis
- Defines success criteria
- Helps design a comprehensive 3-to-5-year roadmap

CCC Business Analyst

- Gathers CCC requirements and provides high level design
- Helps design and implement user acceptance test cases
- Provides post implementation guidance on coaching to the client

CCC Engineer

- provides the technical expertise to advise, design, build, test and promote to production and support new features,
- helps configure and optimise CCC for client requirements

CCC Project Manager

- provides project management support for CCC implementation, feature updates/changes to CCC etc.
- includes all standard project management processes (initiation, planning, execution etc.) and knowledge areas (scope management, time management, stakeholder management etc)

CCC Training Subject Matter Expert

- Provides user training to client technical and business users of CCC - such as Administrators, Quality Analysts, Knowledge Analysts, Workforce Management, Reporting Specialists etc.

CCC Analytics & AI Enablement Subject Matter Expert

- Helps identify and define opportunities to apply Machine Learning, Generative AI, Agentic AI and Conversational Analytics
- provide lessons learned and experience to maximize the benefits of applying these technologies

Market representation:

- CCC Listed on AWS marketplace ->
<https://aws.amazon.com/marketplace/pp/prodview-xbkhpyp6qksfi>
- CCC Featured on AWS YouTube Channels
 - CCC Business Overview Video ->
<https://youtu.be/aouufRLgC0Q?si=6sqPsPKMZhe4gNMe>
 - CCC Tech Overview Video ->
<https://youtu.be/aMKEyk2yrF8?si=wYISBdrTgoj1UGL->
- AWS Partnership: DXC recognized as Top Global System Integrator for AWS Connect.
- DXC listed as leader in AWS partner ecosystem by ISG Provider Lens (2025).
- Amazon Connect ranked as market leader by Gartner (2024).
- DXC is an AWS Bedrock Early Release Partner for Generative AI.
- Global experience: 400+ CCC clients hosted worldwide with regional compliance.

5 About DXC Technology

DXC Technology (NYSE: DXC) is a leading global provider of information technology services. We're a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward. Our engineering, consulting and technology experts help clients simplify, optimize and modernize their systems and processes, manage their most critical workloads, integrate AI-powered intelligence into their operations, and put security and trust at the forefront. Learn more on dxc.com.

Every day we deliver excellence for our customers and colleagues. We use the power of technology to deliver mission-critical IT services that move the world. Our customers entrust us to deliver what matters most. We are DXC.

An Employer of Choice

We inspire and take care of our people. We work to create a culture of learning, diversity and inclusion for all our people to grow and reach their full potential.

A Trusted Technology Partner

We understand technology and are committed to delivering excellence for our customers.

A Company that Cares.

We are committed to improving the communities in which we live and work. We are good stewards of our company, our customers and the world.

Deliver Mission Critical

We deliver the mission-critical IT services that move the world.

Entrusted to Deliver

Every day, we earn our customers' trust by delivering transformative technologies to ensure the success, safety and well-being of businesses and people worldwide.

Delivery Excellence

Our delivery excellence gives planes flight, helps patients heal, and increases the scale and speed of commerce.

Deliver What Matters Most

We are proud of the work we do and the trust and confidence our customers place in us to deliver what matters most.

Start planning now for crypto-agility and a post-quantum future.

Learn more at

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About DXC Technology

DXC Technology (NYSE: DXC) is a leading enterprise technology and innovation partner delivering software, services, and solutions to global enterprises and public sector organizations — helping them harness AI to drive outcomes at a time of exponential change with speed. With deep expertise in Managed Infrastructure Services, Application Modernization, and Industry-Specific Software Solutions, DXC modernizes, secures, and operates some of the world's most complex technology estates. Learn more on [dxc.com](https://www.dxc.com).

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