

Hexaware

Smart Duty Manager

AI Duty Manager for Weekends, Holidays & After-Hours Support.

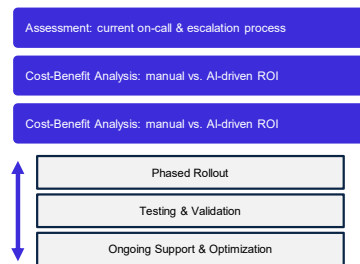
Never Miss a Critical Support Call Again

Smart Duty Manager is an intelligent call management and escalation solution that ensures critical support calls are never missed, including weekend coverage. It automatically captures caller details, sends call notifications, and alerts the designated on-call engineer in real time. Integrated with Amazon Connect and enterprise notification systems, it enables faster incident response, improves operational efficiency, and ensures business continuity.

Why Move from Manual On-Call to Smart Duty Manager?

ELIMINATE	• Missed critical support calls • Manual duty roster tracking • Delayed incident escalation
BOOST	• Real-time on-call engineer notification • Automated call dispatch & escalation • Audit-ready incident tracking

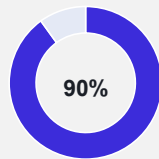
Move Fast with a Guided Rollout



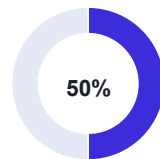
Next Steps? — Join Our Pilot Program

- Amazon Connect integration and deliver a working demo within weeks
- Run pilot across core queues within weeks
- Review pilot results and finalize rollout roadmap within weeks

AI-Powered Migration Program
Pricing Available on Request



Reduction in
Missed Calls



Faster Incident
Response



Audit Trail Coverage

To kick-start your app-based calling journey, please contact your Hexaware representative.

Learn more at <https://www.hexaware.com>

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