

AI-Native Enterprise Product Support on Amazon Connect

A configurable resolution fabric for complex product support—standardizing how technical support investigates and resolves while adapting to each product, asset and operating environment

Amazon Connect provides the engagement layer. Hexaware's Technical Resolution Fabric drives evidence-led, controlled resolution on AWS.

Where technical support resolution breaks down

Products, evidence and risks vary, but support teams repeatedly need to assemble context, diagnose with confidence, act within policy and escalate with full evidence.

AI-native enterprise product support moves operations from interaction handling and case routing to evidence-led, controlled technical resolution.

Representative scenarios by archetype

Connected products and IoT

Device/gateway offline • App–cloud–device mismatch • Connectivity / firmware issue • Installation / activation • API issue or remote reset

Enterprise hardware and edge

Fleet or device-health alert • Configuration / driver issue • Performance degradation • Remote diagnostics and logs • Warranty, part or dispatch

Industrial equipment

Alarm / fault investigation • Process or equipment drift • Subsystem isolation • Safety-controlled recovery • Field engineering escalation

The scenarios differ; the resolution method is reusable.

Reusable framework for technical resolution

Standardize how technical support investigates, resolves and escalates

- 01 Understand**
Customer, site, product, asset, symptom and impact
- 02 Ground**
Entitlement, history, knowledge and machine evidence
- 03 Diagnose**
Form hypotheses, select next-best test and interpret results
- 04 Resolve**
Guide, execute or coordinate action within controls
- 05 Validate or escalate**
Confirm recovery or prepare evidence-complete handoff
- 06 Learn**
Capture resolution, improve knowledge and identify recurring issues

Omnichannel engagement • Product/asset context • Specialized agents • Governed tools • Case, field & engineering orchestration • Evaluation & observability

Reusable foundation, configurable resolution

Apply the same operating framework with different product intelligence, diagnostic tools, policies and autonomy levels.

- 01 Common technical resolution fabric**
Amazon Connect engagement • Context & case continuity • Knowledge grounding • Agent/workflow orchestration • Governed tool access • Evaluation, auditability & learning
- 02 Archetype solution packs**
Connected products & IoT: device/app/cloud correlation
Enterprise hardware & edge: configuration, fleet health, parts/dispatch
Industrial equipment: hierarchy, alarms, safety, field engineering
- 03 Client and product configuration**
Product taxonomy & equipment hierarchy • Knowledge, errors & diagnostics • Telemetry/log/image evidence formats • Tool APIs & integrations • Authorized actions, security & escalation policies

Faster diagnosis • Greater expert capacity • Fewer avoidable escalations • More consistent resolution • Governed AI adoption



Get started:
Assessment & Pilot

Up to 15 representative support scenarios → 1
selected pilot scenario + channel

Defined support domain / portfolio
segment

8–12 weeks

Estimated fixed price: \$65K