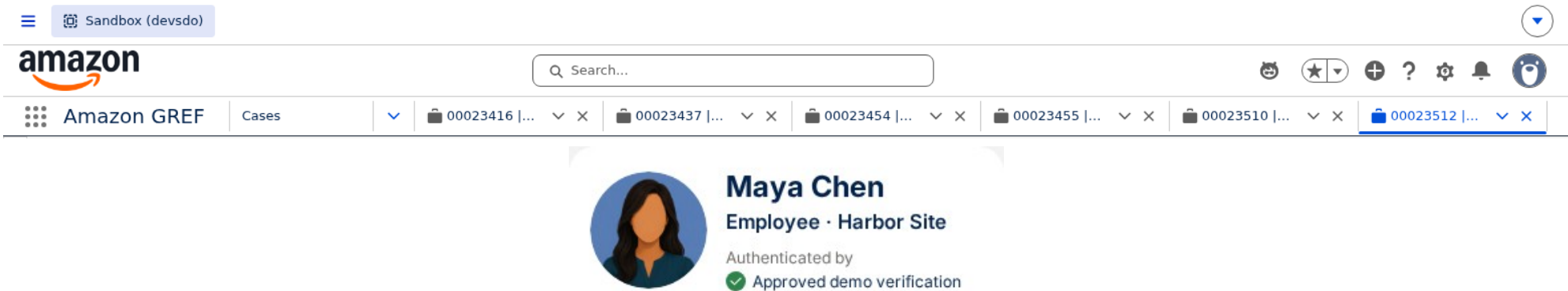


ILLUSTRATED PRESENTER SCRIPT

Amazon GREF

Facilities support

From voice self-service to reviewed human follow-up in Salesforce.



Verified employee and workplace context in the native Salesforce sidebar.

Maya Chen checks room 4B, then reports that room 4C is cold again. Alex uses the carried-forward context and Copilot guidance to review a facilities follow-up and request help finding another room.

DEMONSTRATION SETTING
Fictional Harbor office, floor 4. Story clock: October 12, 2026, 9:10 a.m. New York time. “Today,” “yesterday” and the 10 a.m. workshop follow that authored clock.

Core journey only • Voice 4927:v3 • Copilot 4928:v10 • DevSDO Amazon GREF • +1 800-520-8156

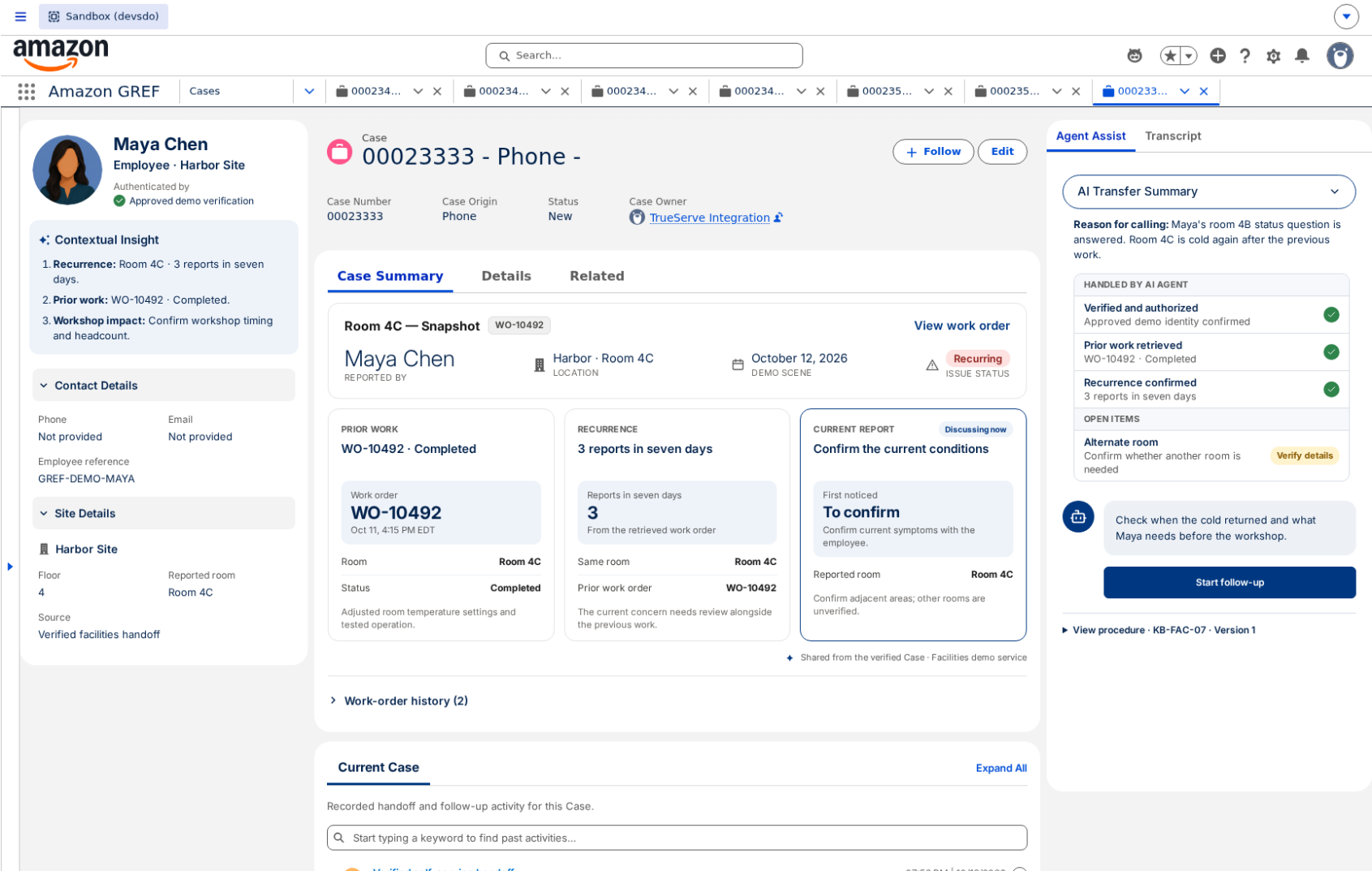
The opening reflects the deployed recorded welcome and verification flow. Human pickup and headset audio remain for the later live test; the optional Spanish email extension is outside this version.

HOW TO READ THIS VERSION
Dialogue is suggested presenter wording; live AI wording can vary. Screenshots are actual component captures from Connect browser calls and a Salesforce stereo rehearsal. Alex is the spoken role; saved tasks use the signed-in presenter’s name.

THE CORRECTED SALESFORCE APP

The familiar console, with GREF context

Employee context at left, the room snapshot and native tasks in Case Summary, and the expanded AI Transfer Summary at right. Inter typography and spacing follow the approved Figma design.



Actual DevSDO Amazon GREF app. The split list is collapsed to show the three working columns.

THE APPROVED FIGMA DESIGN

Read the room snapshot

Prior work, recurrence and current conditions stay distinct. Missing onset or surrounding-room details remain unconfirmed until Maya supplies them.

Room 4C — Snapshot

WO-10492

Maya Chen

REPORTED BY

Harbor · Room 4C

LOCATION

October 12, 2026

DEMO SCENE

Recurring

ISSUE STATUS

View work order

PRIOR WORK

WO-10492 · Completed

Work order

WO-10492

Oct 11, 4:15 PM EDT

Room

Room 4C

Status

Completed

Adjusted room temperature settings and tested operation.

RECURRENCE

3 reports in seven days

Reports in seven days

3

From the retrieved work order

Same room

Room 4C

Prior work order

WO-10492

The current concern needs review alongside the previous work.

CURRENT REPORT

Discussing now

Confirm the current conditions

First noticed

To confirm

Confirm current symptoms with the employee.

Reported room

Room 4C

Confirm adjacent areas; other rooms are unverified.

Shared from the verified Case · Facilities demo service

Actual Salesforce component. View work order opens the collapsed related list; review and wrap-up actions appear at the appropriate later stage.

Illustrated presenter script • 13 October 2026 • 3 / 20

The call opens once

Amazon Connect plays the welcome while the support Case is prepared.

Recorded welcome “Thanks for calling Amazon facilities support. Our AI assistant will help with your workplace request and can connect you with our support team.”

Voice AI “What can I help you with today?”

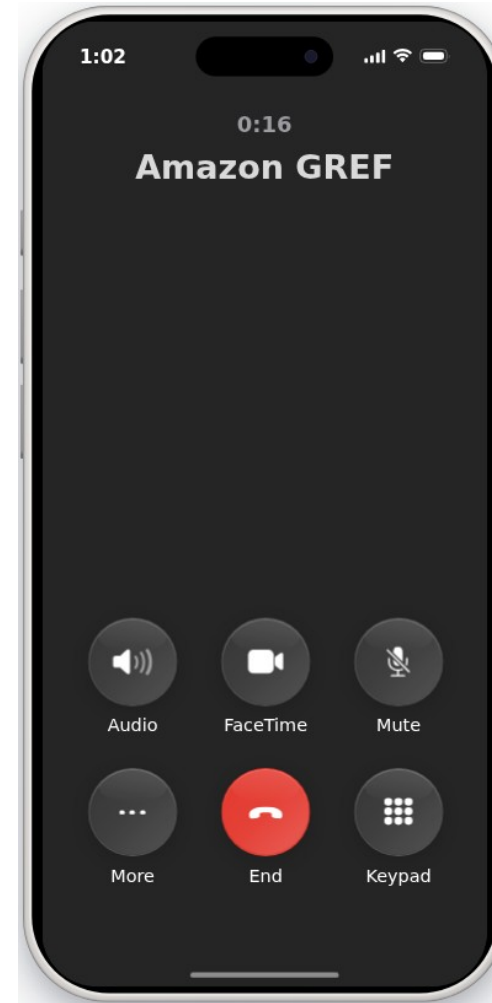
Maya “I have two things. First, is there an update on the air conditioning request for meeting room 4B at Harbor?”

PRESENTER ACTION

Start the Connect call in Studio Preview, or dial the dedicated number. The recording introduces the service; the AI continues with the first question.

WHAT IS HAPPENING

The initial flow starts asynchronous Case preparation. Conversation startup joins and checks that same operation. Later handoff updates the same Case. Caller recognition does not establish employee verification.



Actual Studio phone during an active Amazon Connect call. The employee remains on voice.

Verify before retrieving records

The caller uses the secure verification page and returns to the same voice call.

Voice AI “To verify, I’ll text you a secure link. Is it okay to send that now?”

Maya “Yes, please text me the verification link.”

PRESENTER ACTION

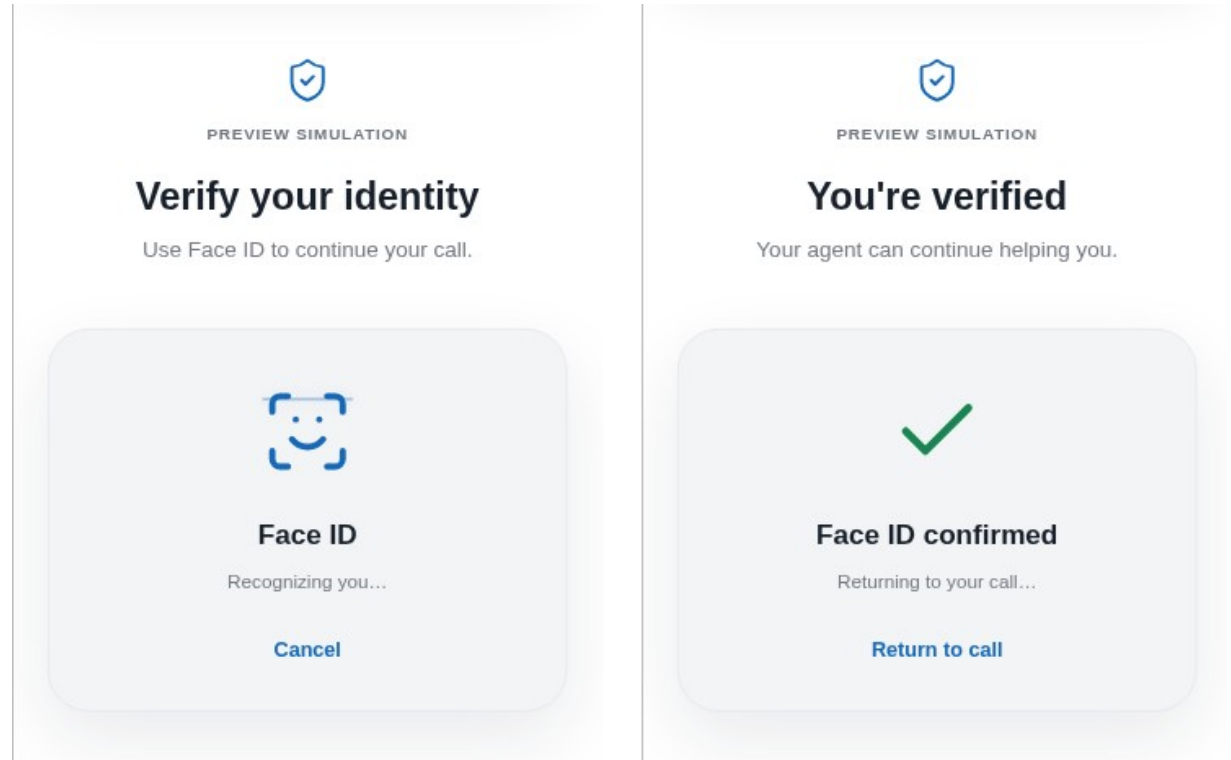
Open the demo phone notification, then Open link. With v3’s preview setting, the existing in-phone Face ID simulation runs and returns to the call after server confirmation. Actual inbound calls use the real passkey ceremony.

WHAT THE AUDIENCE SEES

The phone labels the ceremony Preview simulation, then shows Face ID confirmed. The voice agent receives the test verification result and retrieves the requested demonstration work order.

CAPTURE SCOPE

These are actual screens from the Connect Preview call. This simulation does not establish real identity assurance or enroll a passkey.



Actual in-phone preview: Face ID simulation, then server-confirmed completion and return to the call.

Answer the room 4B inquiry

A retrieved work order supports the status answer.

Voice AI “The visit for room 4B is scheduled for today between two and four p.m. That’s the current visit window in the request. Did you need anything else on that one?”

Maya “No, that’s all I needed on that request.”

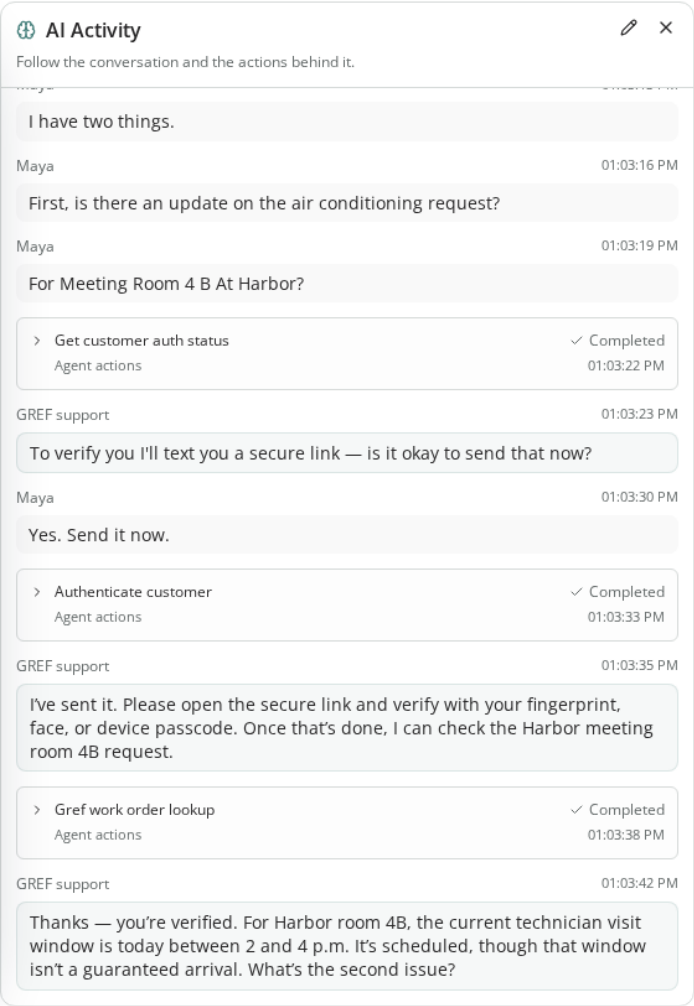
Voice AI “What’s the second issue?”

PRESENTER ACTION

Keep Show AI Activity open for the audience. Point to the completed work-order lookup and the spoken status answer.

RECORD OUTCOME

WO-10481 remains Scheduled. The status inquiry is answered; the maintenance work order is not marked completed.



Actual self-service activity panel: permission, verification, completed lookup and the room 4B answer. This panel is for the presenter.

Recognize a recurring issue

The prior completion record and the employee’s new report remain distinct.

Maya “Room 4C is too cold again. This is the third time this week, and we were told it had been fixed.”

Voice AI “Is the cold temperature affecting just room 4C, or the surrounding area as well?”

Maya “As far as I know, just 4C. We have a workshop for twelve people there at ten.”

PRESENTER ACTION

Explain that the AI retrieves room 4C’s history and the approved demonstration procedure before suggesting human coordination.

SOURCES

WO-10492 is recorded as Completed yesterday at 4:15 p.m. The technician note says the settings were adjusted and operation tested. Three temperature reports occurred in seven days. None of this proves the room is comfortable now.

Work order	Room	Status	Visit / completion
WO-10481	4B	Scheduled	Today, 2–4 p.m.
WO-10492	4C	Completed	Oct 11, 4:15 PM EDT
WO-10492 · Room 4C			
Adjusted room temperature settings and tested operation.			
3 reports in seven days			
Synthetic facilities work-order service · Retrieved 2026-10-12T09:10:00-04:00			
Facilities demo service · 2 work orders			

Work-order history in Case Summary, styled as a native related list. WO-10492 is expanded to show its technician note and source details.



Check when the cold returned and what Maya needs before the workshop.

The workspace recommends review of the recurring issue.

Carry the context into Salesforce

The employee accepts the transfer and the existing Case receives the handoff.

Voice AI “The latest work order says the temperature settings were adjusted yesterday. Since the room is cold again and you have a workshop starting soon, I’ll connect you with someone who can coordinate the next step. I’ll pass along what you’ve told me.”

Maya “Yes, please. I don’t want to have to explain it all again.”

Voice AI “I’ve captured the room, the previous request and the workshop details. I’ll connect you now.”

CARRIED CONTEXT

Verified identity reference; location; both intents; recurrence and impact; retrieved work-order IDs, statuses and notes; stated workshop details; answered questions; unknown details; transfer reason; transcript reference.

PRESENTER CUE

Show the saved handoff before Alex speaks. No new repair action has yet been submitted.

AI Transfer Summary

Reason for calling: Maya's room 4B status question is answered. Room 4C is cold again after the previous work, with a workshop for 12 people at 10 a.m.

HANDLED BY AI AGENT	
Verified and authorized Approved demo identity confirmed	✓
Prior work retrieved WO-10492 · Completed	✓
Recurrence confirmed 3 reports in seven days	✓
OPEN ITEMS	
Alternate room Confirm whether another room is needed	Verify details

The short AI Transfer Summary is expanded in Agent Assist. Case Summary does not repeat it; the full verified context remains available to the copilot.

Alex picks up the story

The Case header establishes who and where; the history is already available.

Alex “Hi Maya, this is Alex. I can see room 4C is cold again after yesterday’s work, and you have twelve people arriving for a workshop at ten. Let’s get the right follow-up in place.”

Maya “Exactly. We’ve raised this several times already.”

Alex “I’m reviewing the previous work and the follow-up process now.”

PRESENTER ACTION

Acknowledge the repeat contact, then confirm the current impact. Select Start follow-up.

WORKSPACE LAYOUT

The shared console shows employee context on the left, native Case highlights, the room snapshot and collapsible work-order history in Case Summary in the center, and Agent Assist / Transcript tabs on the right.

LIVE PICKUP

For a real handoff, accept the incoming offer in Phone/Omni. These Salesforce screenshots show the component rehearsal; the representative’s answered-call audio path is still awaiting the later test.



Verified employee profile; workplace details are available below.

Start follow-up

The native action opens the follow-up form.

▼ View procedure · KB-FAC-07 · Version 1

1. Review the previous work order and acknowledge the repeat contact.
2. Confirm onset, symptoms, adjacent-area impact and meeting impact.
3. Preserve unverified details; do not invent measurements or diagnose equipment.
4. Review and submit a follow-up to the site facilities coordinator, linking the prior work order.
5. Request alternative-space assistance if needed; do not claim a reservation.
6. Report acceptance separately from dispatch, repair and resolution.

KB-FAC-07, version 1, supplies the review procedure.

Copilot proposes the next step

Guidance is tied to the current Case and cites the supplied sources.

WHAT THE AUDIENCE SEES

Facilities guidance appears inside the existing Agent Assist rail with compact styled cards. The short transfer summary stays expanded through stage changes. Saved Case context supplies the guide, action and exact procedure; the live copilot adds speech capture and post-call summary.

PRESENTER ACTION

Expand KB-FAC-07 in Agent Assist to see the source procedure. Use the guidance to acknowledge the repeat contact and confirm the current impact.

Alex “I’ll review what was done previously and confirm what has changed today, so the follow-up includes the right details.”

KEEP THE DISTINCTION

Copilot suggests wording and fields. Alex reviews them and controls the Salesforce actions. The card does not diagnose equipment, invent an Amazon SLA or confirm a repair.

AI Transfer Summary

Reason for calling: Maya's room 4B status question is answered. Room 4C is cold again after the previous work, with a workshop for 12 people at 10 a.m.

HANDLED BY AI AGENT	
Verified and authorized Approved demo identity confirmed	✓
Prior work retrieved WO-10492 · Completed	✓
Recurrence confirmed 3 reports in seven days	✓

OPEN ITEMS

Alternate room
Confirm whether another room is needed

Verify details

Check when the cold returned and what Maya needs before the workshop.

Start follow-up

► View procedure · KB-FAC-07 · Version 1

Case-backed guidance alongside 4928:v10 in the shared Agent Assist rail. The procedure is available below the main action.

Ask before filling the onset

A question alone must leave the onset field unfilled.

Alex “When did you notice it was cold again today?”

PAUSE FOR THE AUDIENCE

Show the form before Maya answers. The onset stays blank and is highlighted while listening. Some context from the earlier conversation can already be present.

Maya “When we came in around nine. People are keeping their coats on.”

CAPTURED RESULT

Onset: around nine this morning. Symptoms: people keeping their coats on because the room feels too cold. These remain pending review.

DO NOT ADD

No measured temperature is generated. Yesterday’s repair timestamp is not used as the onset of today’s recurrence.

When the issue returned

Listening

Reported symptoms

Room 4C is cold again.

Captured · review before sending

Affected area and uncertainty

Room 4C reported.

Captured · review before sending

Workshop headcount

12

Captured · review before sending

Workshop time

10

Captured · review before sending

Alternative-space assistance

To confirm

Actual form state after Alex asks the onset question and before Maya answers.

When the issue returned

nine this morning

Captured · review before sending

Reported symptoms

people are keeping their coats on l

Captured · review before sending

Affected area and uncertainty

Room 4C reported; corridor appears normal; other meeting rooms not checked

Captured · review before sending

Workshop headcount

12

Captured · review before sending

Workshop time

ten

Captured · review before sending

Alternative-space assistance

Requested

Captured · review before sending

The populated fields later in the same conversation, still marked Captured — pending review.

Preserve the uncertainty

Capture the corridor observation without treating unchecked rooms as unaffected.

Alex “Have you noticed the same problem outside that room?”

Maya “No, the area just outside seems fine. But I haven’t checked the other meeting rooms.”

Alex “And is the workshop still twelve people starting at ten?”

Maya “Yes. We may need another room if it stays like this.”

Alex / Maya “Would you like me to request help finding another room? — Yes please. Request help finding another room.”

CAPTURED VALUES

Affected area: Room 4C reported; corridor appears normal; other meeting rooms not checked.
Headcount: 12. Workshop time: ten.
Alternative-space assistance: Requested.

PRESENTER ACTION

Review all six fields. The full affected-area qualification is retained in the message even when the single-line field clips its visible text. An alternative-space request is not a room reservation.

When the issue returned

nine this morning

Captured · review before sending

Reported symptoms

people are keeping their coats on I

Captured · review before sending

Affected area and uncertainty

Room 4C reported; corridor appears normal; other meeting rooms not checked

Captured · review before sending

Workshop headcount

12

Captured · review before sending

Workshop time

ten

Captured · review before sending

Alternative-space assistance

Requested

Captured · review before sending

Actual captured fields. Long values continue horizontally in their input controls.

Review the follow-up

Keep unconfirmed areas marked as unknown

Destination

Harbor site facilities coordinator

Follow-up message

Room 4C is reported cold again following WO-10492. Please review the recurrence.
Onset: nine this morning. Symptoms: people are keeping their coats on because the room feels too cold.
Affected area: Room 4C reported; corridor appears normal; other meeting rooms not checked.
Workshop: 12 people at ten. Alternative-space assistance: Requested.

☐ I reviewed the six captured fields, destination and message.

The saved message retains the complete qualification; scroll the native text area to review its remaining lines.

Review and submit the follow-up

The destination, message and six fields are reviewed before submission.

Alex “I’ll flag that the problem has returned after the previous work and ask the facilities team to reassess it. I’ll also include that you need help finding another room for the workshop.”

Maya “Thank you. Will they know this has already been worked on?”

Alex “Yes. I’m linking the previous work order and including today’s details so they have the history.”

PRESENTER ACTION

Review the Harbor site facilities coordinator destination and the prepared message. Check I reviewed the six captured fields, destination and message. Then select Submit follow-up.

REVIEW STATE

The review check enables submission. Manual edits remain under the representative’s control, and the source work order stays Completed.

Review the follow-up

Keep unconfirmed areas marked as unknown

Destination

Harbor site facilities coordinator

Follow-up message

Room 4C is reported cold again following WO-10492. Please review the recurrence.

Onset: nine this morning. Symptoms: people are keeping their coats on because the room feels too cold.

Affected area: Room 4C reported; corridor appears normal; other meeting rooms not checked.

Workshop: 12 people at ten. Alternative-space assistance: Requested.

☒ I reviewed the six captured fields, destination and message.

Actual reviewed state: the checkbox is selected and Submit follow-up is enabled.

Show acceptance before promising action

The Case draft is saved and the demonstration queue returns its receipt.

Alex “The follow-up has been accepted by the facilities queue, with the previous work linked. We’re waiting for the team to confirm their next step. I’ll also prepare the alternative-space request you asked for.”

Maya “That works. Please send me the reference.”

PRESENTER ACTION

Show F-10493 — Awaiting facilities review, linked to WO-10492. Select Request alternative space to prepare the workshop requirements.

WHAT THE RECEIPT MEANS

The demonstration queue accepted the follow-up. It does not confirm dispatch, repair or a reserved alternative room. The facilities Case remains open.

F-10493 · Awaiting facilities review

Linked to WO-10492

Recorded in the demonstration facilities queue. Dispatch and repair are not confirmed.

Actual saved receipt, explicitly labeled as a demo queue acceptance.

Keep the workshop running

The middle changes to a separate alternative-space request.

PRESENTER ACTION

After the facilities receipt, select Request alternative space. The room-request form replaces the main content; history remains available below it.

Alex “What time will the workshop end, and do you have a preferred location or equipment needs?”

PAUSE BEFORE THE ANSWER

Headcount and start time come from the reviewed facilities form. End time stays blank: an hour-long workshop is not assumed.

Maya “We finish at eleven this morning. Preferably on the same floor, and we need a screen.”

CAPTURED RESULT

The separate listening worker fills the end time and preferences. Unstated preferences can remain blank. Captured fields remain subject to Alex’s review.

People attending 12 Captured · review before sending	Workshop start ten Captured · review before sending	Workshop end Listening
Location preference Optional · leave blank if unknown	Room requirements Optional · leave blank if unknown	
Actual second form before Maya states the end time; the prior reviewed headcount and start are prefilled.		
People attending 12 Captured · review before sending	Workshop start ten Captured · review before sending	Workshop end eleven Captured · review before sending
Location preference Preferably on the same floor Captured · review before sending	Room requirements need a screen Captured · review before sending	
Actual spoken requirements in the native room-request form.		

Request space without promising a booking

A separate receipt records the workplace team's task.

Alex “I’ll include those requirements. The workplace team still needs to confirm availability.”

PRESENTER ACTION

Read back the details, check I reviewed the workshop details and room requirements with the employee, then select Send room request.

SAVED RESULT

Show the WS reference and Awaiting availability. It is a separate Salesforce Task on the same Case, not a room reservation.

Alex “Can I check back with a progress update by nine thirty, even if we are still waiting?”

Maya “Yes, a progress update by nine thirty would be helpful.”

AUTHORED TIME

All times here use the authored October 12, 2026, 9:10 a.m. demonstration clock. The progress update precedes the 10 a.m. workshop.

WS-00023512 · Awaiting availability

Harbor workplace support team

A room has not been reserved.

Actual room-request receipt; availability is pending and no reservation is confirmed.

Employee update

Agree the next check-in

Authored demo scene: October 12, 2026

Proposed progress update: 9:30 a.m.. Confirm this with the employee before sending.

Message to employee

Hi Maya, follow-up F-10493 for Harbor room 4C is recorded, linked to WO-10492. Your alternative-space request WS-00023512 is awaiting availability; a room has not yet been reserved. I will check for a progress update by 9:30 a.m. and contact you even if we are still waiting.

☐ I reviewed the message and agreed the 9:30 a.m. progress update with the employee.

Send demo update

Demonstration outbox. No external employee message is sent.

Employee-update draft includes both references and the agreed demonstration progress-update time.

Approve the employee update

The delivery result appears before Alex describes the message as sent.

PRESENTER ACTION

Agree a 9:30 a.m. progress update in the authored October 12 scene. Review both references and the message. Check the confirmation, then select Send demo update.

WAIT FOR THE RESULT

Show Delivered (demo). A Salesforce Task records the employee message and another records the next-update commitment. This demonstration outbox does not send a real employee SMS or email.

Alex “I’ve sent the reference and summary. Is there anything else I can help with today?”

Maya “No, that’s everything. Thank you.”

Alex “You’re welcome. I’ll follow up as agreed.”

ROLE AND OWNER

Alex is the spoken demo role. The actual delivery screen names the signed-in DevSDO presenter as owner. The 9:30 a.m. progress update is that agent’s commitment, not an Amazon SLA or repair ETA.

Employee update

Agree the next check-in

Authored demo scene: October 12, 2026

Delivered (demo)

Hi Maya, follow-up F-10493 for Harbor room 4C is recorded, linked to WO-10492. Your alternative-space request WS-00023512 is awaiting availability; a room has not yet been reserved. I will check for a progress update by 9:30 a.m. and contact you even if we are still waiting.

Next update: 9:30 a.m. America/New_York · Erik Golden

Actual Delivered (demo) result with the next-update time and saved owner.

Review the wrap-up

The call can be complete while the facilities Case remains open.

PRESENTER ACTION

After disconnect, select Wrap up. The existing DCC modal opens with the saved GREF summary and Case classification. Review or edit the summary, then select Mark as Complete.

REVIEW CONTENT

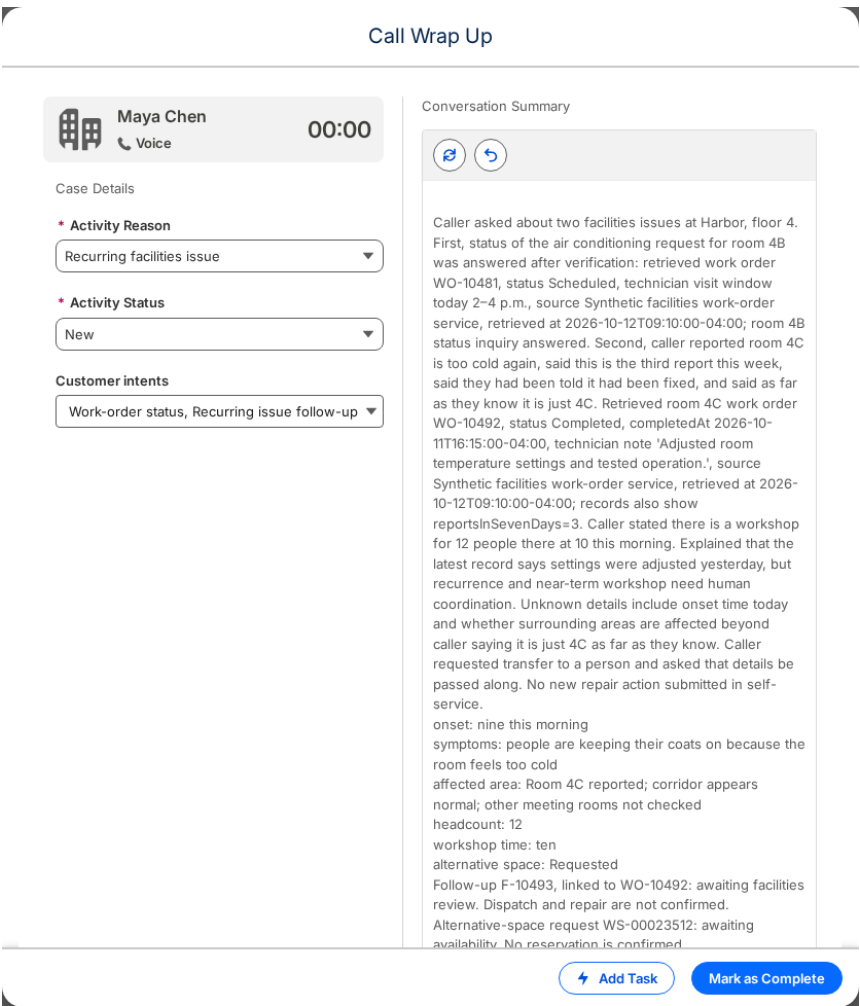
Three intents: room 4B status inquiry answered; recurring room 4C issue escalated; alternative-space request recorded. Prior work linked. Availability remains unconfirmed. Employee update recorded as delivered in the demo. Actual owner and next update retained.

FINAL STATE

Show Call complete · Case remains awaiting facilities review. The call is finished; no maintenance work order is marked repaired or completed by this interaction.

RECORDED RESULT

The qualified rehearsal saved five Tasks and left the Case open.



The shared DCC wrap-up modal, including the summary editor and Mark as Complete action.

Presenter reference

Use the screenshots as a visual guide to the deployed core journey.

START THE DEMONSTRATION

Open Amazon GREF in DevSDO. For live human pickup, open Phone/Omni, use the existing Connect SSO and select Allianz - Available. Call +1 800-520-8156.

SELF-SERVICE-ONLY BRANCH

If Maya needs only the room 4B status, she can say, “That answers my question. Thank you, goodbye.” The AI saves the interaction to the prepared Case and Connect ends the call without human routing.

WHAT HAS BEEN EXERCISED

A real Connect browser call: recorded welcome, configured preview verification, lookup, same-Case save and normal disconnect. Human queue routing was verified separately. The Salesforce stereo rehearsal exercises sourced guidance, both transcript speakers, both native forms, review, separate request receipts, demo delivery and DCC wrap-up.

REMAINING LIVE CHECK

Representative pickup, both headset directions and answer-time Copilot capture in the popped Case remain for the later live test.

SCOPE

Synthetic Maya/Harbor records; core English journey. The optional Spanish email and translation extension is not included.

Recurring-issue follow-up

3 of 3 groups captured

Request details

From the verified Case

Harbor · Floor 4 · Room 4C · Linked work order WO-10492

Current impact

Captured from the call

When the issue returned

Reported symptoms

nine this morning

people are keeping their coats on I

Captured · review before sending

Captured · review before sending

Affected area and uncertainty

Room 4C reported; corridor appears normal; other meeting rooms not checked

Captured · review before sending

Workshop headcount

Workshop time

Alternative-space assistance

12

ten

Requested

Captured · review before sending

Captured · review before sending

Captured · review before sending

Review the follow-up

Keep unconfirmed areas marked as unknown

Destination

Harbor site facilities coordinator

Follow-up message

Room 4C is reported cold again following WO-10492. Please review the recurrence.
Onset: nine this morning. Symptoms: people are keeping their coats on because the room feels too cold.
Affected area: Room 4C reported; corridor appears normal; other meeting rooms not checked.
Workshop: 12 people at ten. Alternative-space assistance: Requested.

☐ I reviewed the six captured fields, destination and message.

Save draft

Submit follow-up

Full native follow-up form, shown before the representative's review.

Use the shared transcript

The Transcript tab reuses the existing conversation component.

PRESENTER ACTION

Select Transcript in the right rail during the human conversation. Show both the employee's answers and the representative's questions. Return to Agent Assist to continue the guided workflow.

VERIFIED BEHAVIOR

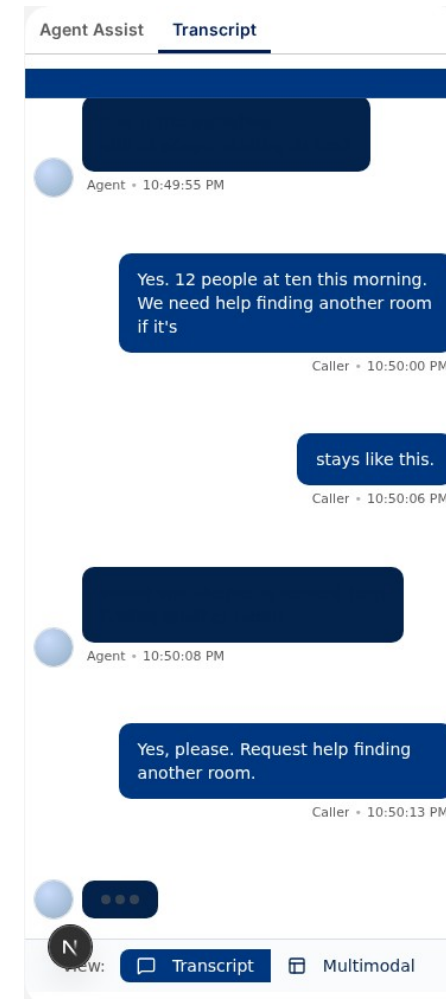
The stereo rehearsal verifies both speakers in the transcript and the facilities and room-request fields captured from spoken answers. Switching tabs retains the Salesforce form and its review state.

REUSE

The app uses the installed Allianz console template, common Agent Assist transport, existing conversation transcript and shared DCC wrap-up. GREF-specific components provide facilities records, the native follow-up form and domain guidance.

CAPTURE REFERENCE

13 October 2026. Voice: 4927:v3. Copilot: 4928:v10. Primary Salesforce Case: 500DW00000Gb0iqYAB. Images are component crops; display content was not retouched.



Actual shared transcript component during the live stereo rehearsal.