



DELIVER VALUE WITH BLUEPRINTING

How a national RV retailer prepared for real-time transcription using Salesforce Voice and Azure. This leading RV retailer manages high-volume consignment calls across North America. Limited call data created a “data desert” inside Salesforce, leaving leadership without visibility into performance or customer trends.

Project Goals

- Modernize contact center without replacing existing systems
- Create a secure architecture for real-time transcription
- Reduce data exposure and control transcription costs
- Prepare a scalable foundation for future AI initiatives

Service Capabilities

- Architecture mapping for Salesforce, Avaya, and Azure integrations
- Workflow and data-flow design for transcription
- Security planning and redaction model development
- Cost modeling and ROI forecasting
- Designed a built-in bridge to selectively transcribe only valuable calls

Results at a Glance

- \$600K projected annual savings
- Reduced transcription data exposure by focusing on key calls
- Unified design supporting 400+ agents
- Established foundation for scalable AI rollout
- *Blueprinting was followed by a Proof of Technology that validated real-time transcription securely at scale.*

KEY METRICS

\$600K

PROJECTED
ANNUAL SAVINGS



400+

AGENTS
SUPPORTED IN
UNIFIED DESIGN



READY TO GET STARTED?

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What is Blueprinting?

AMC's Blueprinting Services help organizations align business needs with implementation plans through feasibility assessments and solution recommendations. This strategic planning phase delivers a clear roadmap for AI, automation, and DaVinci integration that sets the stage for confident modernization.