



# Administering and Configuring Amazon Connect (ACAC)

## COURSE OVERVIEW

The Administering and Configuring Amazon Connect course is a 4-day, hands-on, instructor-led training intended for administrators, systems engineers, and AWS partners. This lab-intensive course enables learners to implement Amazon Connect as a cloud-native Contact Center.

The lab environment emulates a typical deployment and provides each learner with a dedicated instance of Amazon Connect. Learners initially create a stable lab environment by performing basic configuration using approved validation procedures.

Course topics include setting up accounts, navigating the Amazon Connect Dashboard, configuring basic Contact Flows to establish the customer experience, and performing day-to-day operational tasks. The course also includes advanced features that focus on creating custom call queues, defining contact attributes, using Polly and SSML in Contact Flows, and creating a typical Call Center Agent operating environment. Configuring more complex Contact Flows utilizing Lex Bots and Lambda provides experience integrating with other AWS services. Functional testing and problem isolation are featured in the Monitoring, Recording, and Reporting module.

Note: Amazon Connect is not available in all countries; a notable exception includes India.

## WHO WILL BENEFIT FROM THIS COURSE?

- Administrators
- Systems engineers
- AWS partners

## PREREQUISITES

To be successful, attendees must:

- Have a telephony device with local call access and a PC/laptop with audio/video capability
- Complete or have equivalent knowledge of AWS-CLD-ESS or AWS-ESS

## COURSE OBJECTIVES

Upon completion of this course, learners will gain proficiency at performing basic configuration and administration of Connect deployments, including integration with commonly deployed AWS services, such as Lambda, Lex, and Polly.

## COURSE OUTLINE

The Administering and Configuring Amazon Connect (ACAC) course is a 4-day, hands-on, instructor-led training intended for administrators, systems engineers, and AWS partners. This lab-intensive course enables learners to implement Amazon Connect as a cloud-native Contact Center. The course contains the following lecture and lab components.



#### Module 1: Introduction to Amazon Connect and related AWS Services

- Introducing Amazon Connect
- Amazon Connect Differentiators, Features, and Benefits
- Amazon Connect Partners and the AWS ecosystem

#### Module 2: Instantiating and Configuring the Amazon Connect

- IAM and Console Access
- Lab 1: Creating an AWS Account (Instructor Demo)
- Create an Amazon Connect Instance
- Lab 2: Creating an Amazon Connect Instance
- Configuration Components of Amazon Connect
- The Dashboard Configuration Guide
- Agent Hierarchies
- Security Profiles
- Agent Status and Settings
- Lab 3: Creating a Basic Configuration for Amazon Connect using the Dashboard

#### Module 3: Contact Flows

- Contact Flow Designer
- Contact Flow Designer – Blocks
- Building a Basic Inbound Contact Flow (Instructor Demo)
- Lab 4: Designing Contact Flows
- Queuing
- Lab 5: Creating Custom Queue Logic
- Contact Attributes
- Lab 6: Using Contact Attributes
- Amazon Polly and SSML
- Lab 7: Integrating Amazon Polly and SSML
- Chat and Contact Flows
- Lab 8: Configuring Chat in a Contact Flow

#### Module 4: Advanced Contact Flows

- Calling on a Lambda Function
- Lab 9: Invoking a Lambda Function
- Building a Lex Bot
- Lab 10: Building a Lex Bot for Chat and Voice

#### Module 5: Advanced Features

- Building a screen pop using the Connect Streams API
- Lab 11: Retrieving Data from a Database and Using it in a Contact Flow
- Queued Callback
- Lab 12: Implementing Queued Callback



#### Module 6: Advanced Agent Configurations

- Quick Connects
- Lab 13: Configuring the Agent and Agent Interface
- Monitoring and Recording Calls and Chats
- Lab 14: Monitoring and Recording Agent Interactions with Contacts

#### Module 7: Contact Lens

- Contact Lens Overview and Use Cases
- Configuring Contact Lens
- Analyzing a Contact Lens Call
- Creating new Tasks based on Contact Lens Rules
- Lab 15: Integrating Contact Lens

#### Module 8: Monitoring Metrics, Reports, and Dashboards in Amazon Connect

- Real-time Metrics
- Historical Metrics
- Lab 16: Monitoring Metrics and Generating Reports

The Administering and Configuring Amazon Connect course contains the following lab activities –

- Lab 1: Creating an AWS Account (Instructor Demo)
- Lab 2: Creating an Amazon Connect Instance
- Lab 3: Creating a Basic Configuration for Amazon Connect using the Dashboard
- Lab 4: Designing Contact Flows
- Lab 5: Creating Custom Queue Logic
- Lab 6: Using Contact Attributes
- Lab 7: Integrating Amazon Polly and SSML
- Lab 8: Configuring Chat in a Contact Flow
- Lab 9: Invoking a Lambda Function
- Lab 10: Building a Lex Bot for Chat and Voice
- Lab 11: Retrieving Data from a Database and Using it in a Contact Flow
- Lab 12: Implementing Queued Callback
- Lab 13: Configuring the Agent and Agent Interface
- Lab 14: Monitoring and Recording Agent Interactions with Contacts
- Lab 15: Integrating Contact Lens
- Lab 16: Monitoring Metrics and Generating Reports

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