

Amazon Connect Bootcamp Agenda

The goal of this course is to provide you with a thorough understanding of core concepts related to the provisioning, configuration, and management of Amazon Connect. During this course, you will also receive general knowledge of various AWS services leveraged by Amazon Connect as well as general knowledge of available integration methods to CRM, WFM and execution of Lambda functions to create call-flow integrations.

Lesson Plan (Day 1)

8:30-8:50	Breakfast Validate IAM and Console Access
8:50-9:15	Introductions & Brief history of Connect
9:15-9:45	Lecture: How AC utilizes AWS Services <ul style="list-style-type: none">• Identity and Access Management (IAM)• AWS Lambda, Kinesis, S3• AWS Directory Service• LEX
9:45-10:30	Lecture and Demo: Configuring your call center <ul style="list-style-type: none">• Claiming/Porting Numbers• Hours of Operation• Queues• Create Prompts• Routing Profiles• Agent Status• Security Profiles• Agent Hierarchy• Quick Connects• Reporting Options<ul style="list-style-type: none">• Real-Time Metrics• Historical Metrics: Queue, Agent and Phone Number• Contact Search• Saved Reports
10:30-10:45	Break
10:45-12:00	Lecture and Hands On Lab: AWS Lambda/DynamoDB <ul style="list-style-type: none">• Overview of Service• Supported Languages• Configuring for use with AC• Examples Use Cases• Writing your first Lambda function

12:00-1:00	Lunch
1:00-1:30	Hands on Lab Continues
1:30-2:30	Lecture and Hands On: Contact Flows <ul style="list-style-type: none">• Elements of a contact flow<ul style="list-style-type: none">• Interact: Prompts, Customer Input, Call Hold• Set: Queues, Attributes, Routing Priority, Call Behavior, Flows, Callbacks, Voice• Branch: Check options, Distribute calls• Integrate• Terminate/Transfer
2:30-3:30	Lecture and Demo: LEX <ul style="list-style-type: none">• Overview of Service• Supported Languages• Configuring for use with AC• Example Use Cases• Writing your first Lex Bot
3:30-3:45	Break
3:45-4:15	Lecture: BI and WFM Tools <ul style="list-style-type: none">• Configuring AC to work with Kinesis & Redshift• Data Streaming with Amazon Kinesis<ul style="list-style-type: none">• What is Kinesis?
4:15-5:15	Lecture and Demo: Calabrio ONE <ul style="list-style-type: none">• This integrated suite is easy to use, which empowers management to align activities and resources quickly with the demands of today's multichannel customer.• Today's demonstration will include Advanced Quality Management and Workforce Management.

Lesson Plan (Day 2)

8:30-9:00	Breakfast
9:00-10:15	Lecture and Demo: CRM Integrations <ul style="list-style-type: none">• Lecture: Developing with StreamJS API<ul style="list-style-type: none">• Where to obtain the SDK• Common use cases• Configuring Approved Origins with your AC instance• Live Demo: Salesforce CRM
10:15-12:00	Lab Work
12:00-1:00	Lunch
1:00-3:00	Lab Work
3:00-3:15	Wrap Up
