

Amazon Connect Bootcamp Prerequisites

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.

Attendees will need to complete a few tasks to ensure a successful experience. **Please make sure these are complete prior to arrival.** If you have any questions or difficulties, contact your Connect Account Team immediately so we can help you resolve them.

Install AWS CLI

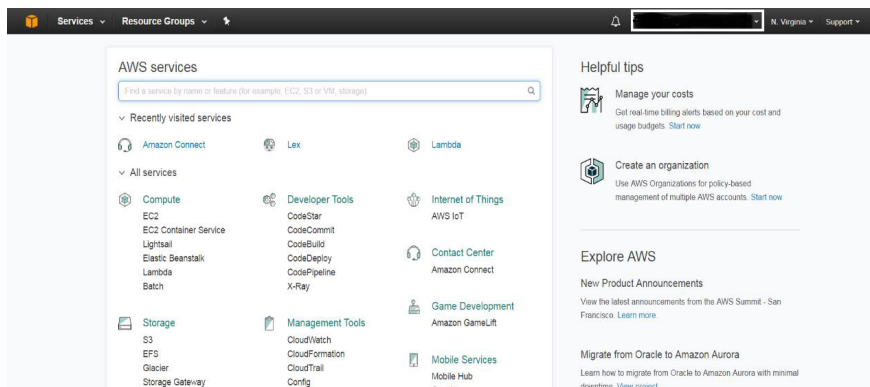
<http://docs.aws.amazon.com/cli/latest/userguide/installing.html>

Configure AWS CLI for the same region and account as your Connect instance.

<http://docs.aws.amazon.com/cli/latest/userguide/cli-chap-getting-started.html>

Required: AWS Console Administrator Access

If you do not have administrator access, please reach out to us for permissions you will need to create/access a Connect instance for your planned use case on day 2. (Required access to Lex, Lambda, DynamoDB, SNS, IAM Users and Roles, Kinesis, and Redshift, along with any others you plan to use on Day 2). Your console after login should look similar to this:



In your AWS Console, make sure you can launch Amazon Connect and launch to the start screen.

Come prepared with an idea for your call-flow and contact center implementation. Ideally your call-flow will contain an opportunity to leverage LEX for call routing through NLU, and if you are experienced with coding you can also add Lambda functions for data dips. Your flow should be useable as a pilot or POC when you complete day two of training. Your flow should be diagrammed as much as possible in Visio or other tool for visualization of the flow. Re-creating an existing flow from your incumbent solution (and improving where possible) is a good way to accomplish this, but a new user group or call-flow is equally effective.