Administering and Configuring Amazon Connect Training

COURSE CONTENT

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The Administering and Configuring Amazon Connect training by Multisoft Systems is designed to equip professionals with the knowledge and skills to effectively manage Amazon Connect, a powerful cloud-based contact center solution.

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
- ✓ Create an Amazon Connect Instance
- ✓ Configuration Components of Amazon Connect
- ✓ The Dashboard Configuration Guide
- ✓ Agent Hierarchies
- ✓ Security Profiles
- ✓ Agent Status and Settings

Module 3: Contact Flows

- ✓ Contact Flow Designer
- ✓ Contact Flow Designer – Blocks
- ✓ Building a Basic Inbound Contact Flow (Instructor Demo)
- ✓ Queuing
- ✓ Contact Attributes
- ✓ Amazon Polly and SSML
- ✓ Chat and Contact Flows

Module 4: Advanced Contact Flows

- ✓ Calling on a Lambda Function
- ✓ Building a Lex Bot

Module 5: Advanced Features

- ✓ Utilizing Agent Workspace by enabling Customer Profiles, Cases, and Views
- ✓ Building a screen pop using the Connect Streams API
- ✓ Queued Callback

Module 6: Advanced Agent Configurations

- ✓ Quick Connects
- ✓ Monitoring, Barge and Recording Calls and Chats

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

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

- ✓ Real-time Metrics
- ✓ Historical Metrics