

## AWS Ramp-Up Guide: Amazon Connect

For Contact Center Professionals

These are the most salient learning cloud computing resources from our classrooms, digital curricula, video library, and AWS Lab Environment, that relate to Amazon Connect. This Ramp-Up Guides is not intended to be consumed entirely. Different sections tackle different objectives.

Share your opinion of this Ramp-Up Guide with us!

Learn the Fundamentals of the AWS Cloud	
Learning Resource	Туре
AWS Ramp-Up Guide: Cloud Essentials	Ramp-Up Guide

Introduction to Amazon Connect		
Learning Resource	Duration (hrs)	Type
Introduction to Amazon Connect and the Connect Control Panel (CCP)	0.8	<u>Digital Course</u>
Amazon Connect Primer	3.0	<u>Digital Course</u>
Amazon Connect: Introduction to the Administrative Interface	1.5	<u>Digital Course</u>

Implementation		
Learning Resource	Duration (hrs)	Type
Amazon Connect: Implementing Chat in Connect	1.0	Digital Course
Amazon Connect: Implementing Task on Connect	2.0	<b>Digital Course</b>
Amazon Connect: Creating and Managing Amazon Connect Instances	1.0	Digital Course

Build		
Learning Resource	Duration (hrs)	Type
Building Better Bots Using Amazon Connect	1.0	<u>Digital Course</u>
Amazon Connect: Troubleshooting	1.0	<u>Digital Course</u>
Amazon Connect: Build a Custom Call Control Panel	1.0	Digital Course

Optimize		
Learning Resource	Duration (hrs)	Туре
Amazon Connect Best Practices	0.8	<u>Digital Course</u>



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Dive Deep into Amazon Connect Reporting and Metrics	3.0	<u>Digital Course</u>
Amazon Connect: Troubleshooting with Cloudwatch	1.0	<u>Digital Course</u>

Additional Resources	
earning Resource	Type
Amazon Connect	<u>Webpage</u>
Amazon Connect FAQs	<u>Webpage</u>
Getting Started with Amazon Connect	Workshop
Migration Best Practices and Resources: Moving Your Contact Center to Amazon Connect	Webpage
Optimize Your Omnichannel Customer Experience with Amazon Connect	<u>Webpage</u>
Amazon Connect Tasks	Workshop
Amazon Connect Profiles	Workshop