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		Type
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	Digital Course
Amazon Connect Primer	3.0	Digital Course
Amazon Connect: Introduction to the Administrative Interface	1.5	Digital Course

Implementation

Learning Resource	Duration (*hrs*)	Type
Amazon Connect: Implementing Chat in Connect	1.0	Digital Course
Amazon Connect: Implementing Task on Connect	2.0	Digital Course
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	Digital Course
Amazon Connect: Troubleshooting	1.0	Digital Course
Amazon Connect: Build a Custom Call Control Panel	1.0	Digital Course

Optimize

Learning Resource	Duration (*hrs*)	Type
Amazon Connect Best Practices	0.8	Digital Course

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Dive Deep into Amazon Connect Reporting and Metrics	3.0	[Digital Course](#)
Amazon Connect: Troubleshooting with Cloudwatch	1.0	[Digital Course](#)

Additional Resources	
Learning Resource	**Type**
Amazon Connect	[Webpage](#)
Amazon Connect FAQs	[Webpage](#)
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	[Webpage](#)
Amazon Connect Tasks	[Workshop](#)
Amazon Connect Profiles	[Workshop](#)