

LIVE INSTRUCTOR-LED TRAINING

Amazon Connect

Training Program — Course Syllabus

From cloud fundamentals to AI-powered contact centre solutions — a comprehensive, hands-on journey through Amazon Connect.

17 MODULES	200+ TOPICS	75+ HOURS	80% HANDS-ON DEMOS & LABS
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Best For	Cloud Engineers, Beginners, Contact Centre Architects, AWS Practitioners, IT Professionals, Contact Centre Support Engineers, Connect Developers
Prerequisites	Basic IT knowledge — cloud fundamentals are covered from scratch in Module 1
Platform	Amazon Web Services (AWS) — Amazon Connect
Format	Live online · English · Weekend batches (Sat & Sun) · Session recordings for 100 days after completion
Version	Syllabus v14.1
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A living syllabus

Amazon Connect evolves every month, and so does this course. New topics are added regularly as AWS releases new features. Topics marked ★ NEW were added in this version. Topics added during your batch and recording-access period are included at no extra cost.

MODULE

01

Cloud Computing & AWS (Basic Only) FOUNDATION

- ▶ Introduction to Cloud Computing — Models, Types & Basic Concepts
- ▶ Introduction to AWS — Regions, Availability Zones, Edge Locations, Local Zones

IDENTITY & ACCESS MANAGEMENT

- ▶ IAM Concepts & Elements — Root User, IAM Users, Roles & Groups
- ▶ JSON Data Format, Policies, Policy Generator & Simulator
- ▶ Security Credentials (Access Keys, MFA), Tags, Amazon Resource Names (ARN)
- ▶ Creating an AWS Account

KEY AWS SERVICES FOR CONNECT (WITH DEMOS)

- ▶ Elastic Compute Cloud (EC2), Simple Storage Service (S3)
- ▶ SES, DynamoDB, Cognito, Kinesis (Data Streams, Video, Firehose)
- ▶ Amazon Polly, Transcribe, Lex, Lambda
- ▶ Key Management Service (KMS), SNS, Bedrock & Amazon Q
- ▶ Directory Service, End User Messaging, Data Lake, Glue & Athena ★ NEW
- ▶ CloudFormation, CloudShell, CloudWatch, CloudTrail, EventBridge
- ▶ AWS Service Quotas, Pricing, Billing & Free Tier

MODULE

02

Cloud Contact Centre Introduction

- ▶ Introduction to Contact Centres & Core Components
- ▶ Introduction to Cloud Contact Centres
- ▶ Cloud vs. On-Premises Contact Centres
- ▶ Types of Contact Centre Costs
- ▶ Cloud Contact Centre Solutions & Market Leaders

MODULE

03

Amazon Connect Introduction & Architecture

- ▶ Introduction to Amazon Connect
- ▶ Architecture & Workload Layers
- ▶ Features, Benefits & Supported Regions
- ▶ Supported Languages & Service Quotas
- ▶ AWS Telecom Coverage
- ▶ Communication Channels — Voice, Chat, Task & Email
- ▶ Key Terminology & Core Components
- ▶ Compliance, Shared Responsibility Model & AWS Artifact
- ▶ Pricing Model, Costs & Free Tier
- ▶ Contact Centre Requirements — Agent Workstation, Network, WebRTC
- ▶ Amazon Connect Instance Deployment
- ▶ End-to-End Setup with Required Permissions & Local User Directory
- ▶ Data Encryption with KMS; Storage Setup for Data & Connect Logs

MODULE

04

Amazon Connect Console (GUI & CLI)

- ▶ Amazon Connect GUI & Login Methods
- ▶ Console Overview — Features, Admin Workspace & Agent Workspace
- ▶ Contact Control Panel (CCP)
- ▶ Introduction to AWS & Amazon Connect CLI (CloudShell & CLI v2)
- ▶ CLI Installation & Access Key Configuration
- ▶ Security Credentials for Root & IAM Users
- ▶ Amazon Connect CLI — Create, Update, Delete & Basic Commands

MODULE

05

Amazon Connect Basic Configuration (GUI)

- ▶ Hours of Operation & Holiday Configuration (Overrides)
- ▶ Queues, Routing Profiles & Security Profiles
- ▶ User/Agent Creation — Manual, CLI & Bulk
- ▶ Admin, Quality Analyst, Manager & Agent Roles
- ▶ Tags, Agent Hierarchy & Access Control
- ▶ Contact Flows — Types, Flow Modules & Default Flows (Queue, Whisper, Hold, Transfer)
- ▶ Contact Flow Blocks Overview, Best Practices & Error Handling
- ▶ IVR Prompts (Polly, Live Recording, WAV, TTS) & SSML
- ▶ Data Tables & Contact Attributes

MODULE

06

IVR & Voice Call Flow Design and Implementation **CORE**

- ▶ Requirements Gathering & Flowchart Design
- ▶ Design & Build a Basic Phone Line — Claim Numbers & Build Contact Flows
- ▶ Voice Call & IVR Configurations
- ▶ Contact Search & Filters
- ▶ Agent Status & Agent Call Transfer
- ▶ Agent Outbound Calls with Default & Custom Caller ID
- ▶ Customer Callback — With & Without Contact Attributes
- ▶ Predefined Attributes, Routing Criteria & Routing Priority
- ▶ Queue Status, Staffing, Call Distribution, Queue Metrics & Termination Blocks
- ▶ Static Prompts, Emergency Hours & CC Closed Messaging with Data Tables
- ▶ Phone Number Blocking with Contact Attributes
- ▶ Custom Agent Workspaces with Your Branding ★ **NEW**
- ▶ Call Routing Testing & Simulation ★ **NEW**
- ▶ Show View (Static & Dynamic) & Call Disposition for Agents ★ **NEW**

MODULE

07

Web Chat Flow Design & Implementation

- ▶ Requirements Gathering & Basic Web Chat Contact Flow
- ▶ Chat Widget Configuration — Live Chat, Web Calling & Customisation
- ▶ Pre-Chat & Contact Us Form Configuration
- ▶ Chat Transfer to an Agent or Queue
- ▶ Host a Static Website on S3, Localhost & a Live Website
- ▶ Chat Testing Methods & Live Website Widget Implementation

MODULE

08

Email Flow Design & Implementation

- ▶ Email Configuration — SES, Storage, Domains, DKIM, Top-Level & Default Domain Email IDs
- ▶ Design & Build a Basic Email Contact Flow
- ▶ Required Configuration — Templates, Alias, HOO, Queues, Routing & Security Profiles, Agents
- ▶ Inbound, Outbound & Auto-Reply Email Routing
- ▶ Website “Contact Us” Queries Routed to Amazon Connect Email

MODULE

09

Task, Customer Profiles & Cases**TASKS**

- ▶ Basic Configuration, Templates, Routing & Permissions
- ▶ Manual Task Creation & Routing Test; Basic Task Routing Contact Flow
- ▶ Dynamic Task Creation from Calls & Chats

CUSTOMER PROFILES

- ▶ Configuration; Create, Get & Update Profiles (Manual & Dynamic)
- ▶ Customer Segments & Personalised Customer Experience

CASES

- ▶ Configuration, Templates, Case Fields & Conditions
- ▶ Create, Update & Close Cases (Manual & Dynamic)
- ▶ Assign Cases to Users & Queues; Case Automation in Contact Flows

MODULE

10

Outbound Campaigns

- ▶ Basic Outbound Campaign Configuration
- ▶ Delivery Modes, Segments & Template Configuration
- ▶ Email Campaigns
- ▶ Agent-Assisted Voice Campaigns
- ▶ Automated Voice Campaigns
- ▶ SMS Text Campaigns
- ▶ Campaign Dashboard & Audience Filters
- ▶ Multi-Step & Multi-Channel Journeys ★ NEW

MODULE

11

Contact Lens ML & Conversational Analytics AI / ML

- ▶ Call Recording, Screen Recording & Chat Analytics
- ▶ Data Retention Policy Configuration

CONVERSATIONAL ANALYTICS & REPORTING

- ▶ Inbound/Outbound Call & Campaign Dashboards and Reports
- ▶ Login/Logout, Contact Details, Real-Time & Historical Metrics
- ▶ Report Sharing & Scheduling
- ▶ Live Conversation Monitoring & Barge-In (Voice & Chat)
- ▶ Post-Call Analysis & Sentiment Analysis
- ▶ Sensitive Data Redaction; Post-Contact Gen-AI Summary (Voice & Chat)

CONTACT LENS RULES

- ▶ Conversational Analytics Rules — Real-Time & Post-Contact
- ▶ Real-Time Metrics Rules ★ NEW
- ▶ Rule-Based Notifications (Task & Email)

MODULE

12

AWS Lambda & DynamoDB Integration

AWS LAMBDA

- ▶ Introduction to Lambda & How It Works
- ▶ Create a Lambda Function & Integrate with Amazon Connect
- ▶ Real-Time Currency Converter Using a Third-Party API

AMAZON DYNAMODB

- ▶ DynamoDB Integration & Dynamic IVR Prompts Based on Caller Number ★ NEW
- ▶ Caller History — New vs. Returning Caller Detection
- ▶ Phone Number Blocking Using DynamoDB
- ▶ Live Shopping Website (LedgerBazaar) Data Feed & Dynamic Prompt Retrieval ★ NEW

MODULE

13

Conversational AI & Generative AI AI / ML

AMAZON LEX

- ▶ Bot Creation & Integration for Chat & Voice (AWS Console & Connect Visual Builder)
- ▶ Bot Implementation on a Live Website & IVR
- ▶ Real-Time Flight Status Using Lambda, Lex V2 & a Third-Party API

AMAZON Q IN CONNECT (AI AGENTS)

- ▶ AI Agents, AI Prompts & Guardrails
- ▶ Knowledge Base Integration with S3
- ▶ End-to-End Conversational AI Implementation with Q in Connect ★ NEW

AMAZON BEDROCK & AI AGENTS

- ▶ AI Agents, LLM Models, System Prompts & Traces ★ NEW
- ▶ Knowledge Base Integration with Amazon OpenSearch ★ NEW
- ▶ Bedrock Integration with Connect via Lex ★ NEW

MODULE

14

Troubleshooting, CloudWatch, EventBridge, CloudTrail & Logs

- ▶ Introduction to CloudWatch & EventBridge

ENABLING LOGS

- ▶ Amazon Connect Events with EventBridge
- ▶ Contact Flow Logs
- ▶ Amazon Q in Connect (AI Agent) Logs ★ NEW

TROUBLESHOOTING TOOLS

- ▶ Our 25+ Browser-Based AWS & Amazon Connect Tools
- ▶ Agent Log Validation (Log Parser) & Endpoint Test Utility
- ▶ CloudWatch Metrics, Logs & Dashboards
- ▶ API Call & User Activity Investigation with CloudTrail
- ▶ Agent Audit Reports & Historical Changes
- ▶ Kinesis (Data Streams & Firehose) for Contact Centre Data & Logs

TROUBLESHOOTING COMMON ISSUES

- ▶ Agent, Network, Flow, IVR & Reporting Issues
- ▶ Voice Call & Screen Recording Issues
- ▶ Contact Control Panel (CCP) Issues
- ▶ Amazon Q in Connect (AI Agent) Issues ★ NEW
- ▶ Lambda Issues in Connect
- ▶ Amazon Connect & AWS Service Health

HOW-TO GUIDES

- ▶ Manage Attachments — File Types & Size Limits ★ NEW
- ▶ Raise Support Cases with AWS for Amazon Connect
- ▶ Port Your Phone Numbers to Amazon Connect (Info)
- ▶ Enable More Countries for Outbound Calling (Info)

MODULE

15

Integrations & Custom Solutions ADVANCED

- ▶ Third-Party Web Apps (Standard Applications & Services) ★ NEW
- ▶ Custom CCP on a Live Website & Localhost
- ▶ Customer Profile Automation (Create & Update)
- ▶ Case Automation (Create & Update)
- ▶ Post-Call Survey — DTMF & Lex-Based (Voice & Chat)
- ▶ Voicemail — Latest VMX3 with Bedrock AI Capabilities
- ▶ Pause/Resume Call Recording While Customer Is on Hold
- ▶ Calls-in-IVR Dashboard
- ▶ Agent Extension-Based Call Routing
- ▶ Connect Data Visualisation with Glue & Athena ★ NEW
- ▶ Data Lake Queries with Glue & Athena ★ NEW
- ▶ Customer Data Source Integration with S3
- ▶ SSO Login — Microsoft AD Integration (AWS Managed)
- ▶ Amazon Connect Report Scheduler Automation

MODULE

16

Bonus Topics, Videos & Retired Features RECORDINGS & DOCS

- ▶ Live Auto Chat Translation for Agent & Customer ★ NEW
- ▶ Complete Co-browse Integration with Amazon Connect ★ NEW
- ▶ Secure JWT Token-Based Chat Widget (Architecture & Demo) ★ NEW
- ▶ Out-of-Hours Customer Communication Sent to Business ★ NEW
- ▶ Customer Authentication During Live Chat
- ▶ Zendesk & ServiceNow Integration with Amazon Connect CCP
- ▶ WhatsApp with Amazon Connect Chat
- ▶ SAML 2.0 SSO with Microsoft Azure AD
- ▶ Evaluation Forms
- ▶ Frontend Solutions for Amazon Connect (with Demo)
- ▶ Voice ID — Real-Time Voice Biometric Authentication RETIRED
- ▶ Official Amazon Connect Docs, Workshops & Custom Solutions (URLs)
- ▶ Latest Amazon Connect Announcements, Release Notes & Blogs ★ NEW
- ▶ Access to All Upcoming Premium Amazon Connect Video Content

MODULE

17

Resume, Certification Path & Interview Preparation CAREER

- ▶ Resume Keywords & Role Descriptions
- ▶ Updating LinkedIn & Job Portals
- ▶ AWS & Amazon Connect Certification / Badge Path
- ▶ Sample Questions & Answers for the Amazon Connect Badge
- ▶ Free Practice Quizzes on 10+ Topics
- ▶ Interview Preparation with 300+ Q&As
- ▶ 100+ Real Interview Questions for Architects & Engineers

INCLUDED WITH LIVE TRAINING

Free Gifts for Live Trainees

Gift	Standalone Price	Your Price
Previous batch recordings + join the live batch at no extra cost	₹19,500	FREE
Real integrations & custom solutions (GitHub + YouTube + Blog)	₹10,000	FREE
300+ interview Q&As + 100+ real interview questions	₹4,999	FREE
200+ question mock tests & quizzes	₹3,999	FREE
25+ browser-based AWS & Amazon Connect tools	—	FREE
New topics added during your batch & recording-access period	—	FREE

Exclusive Add-Ons for Trainees

Add-On	List Price	Trainee Price
Amazon Connect Lab (60 days)	₹4,000	₹2,000
Amazon Connect Basic Course + completion certificate (Udemy)	₹7,999*	₹499
Amazon Connect badge prep pack (the AWS badge itself is free)	—	₹499
AWS AI Practitioner practice exam access (Udemy)	₹999*	₹499
Amazon Connect practice exam access (Udemy)	₹999*	₹499

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Ready to join the next batch?

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