

AMAZON CONNECT TRAINING PROGRAM

Course Syllabus

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

17
Modules

200+
Topics

65+
Hours

80%
Practical Training

Best for

Cloud Engineers, Beginners, Contact Centre Architects, AWS Practitioners, IT Professionals, Contact centre support engineers

Prerequisites

Basic IT knowledge; Cloud fundamentals covered in Module 1

Platforms

Amazon Web Services (AWS) - Amazon Connect

Version

Syllabus v14 | Training.Techgyan360.In

Fee Structure

Training Cost - ₹22,000 (Extra ₹1000 discount for single shot payment)
Amazon Connect Lab - ₹2,000 (60 Days)

Contact

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17 Comprehensive Modules • Hands-On Labs • Interview Preparation with Real Questions

- › Introduction to Cloud Computing, Models, Types, Basic Concept
- › Introduction to AWS, Regions, Availability Zone, Edge location, Local Zone
- › Identity and Access Management
 - › IAM Concept and Elements
 - › Root user, IAM User, IAM Roles, IAM Group
 - › Json data format, Policy, Policy Generator & Simulator
 - › Security credentials (Access keys, MFA), Tags, Amazon Resource Name (ARN)
- › Creating an AWS account
- › **Few AWS Services for Connect** with demo
 - › Elastic Compute Cloud (EC2), Simple storage service (S3)
 - › SES, Dynamo Db, Cognito, Kinesis (Stream, Video, Firehose)
 - › Amazon Polly, Transcribe, Lex, Lambda
 - › Key Management Service (KMS), SNS, Bedrock and Amazon Q
 - › Directory, End User Messaging, Data Lake, Glue, Athena ★ **New**
 - › Cloud Formation, CloudShell, Cloudwatch, Cloud Trail, EventBridge
 - › AWS Service Quotas, Pricing, Billing and Free Tier

- › Introduction to Contact Centre and Components
- › Introduction to Cloud Contact Centre
- › Cloud vs. On-Prem Contact Centres
- › Different types of Contact centre costs
- › Different Cloud CC solutions and Leaders in Market

- › Introduction to Amazon Connect
 - › Amazon Connect Architecture and Workload Layers
 - › Features, Benefits, and Supported Regions
 - › Supported Languages and Service Quotas
 - › AWS Telecom Coverage
 - › Communication Channels (Voice, Chat, Task, Email)
 - › Amazon Connect Key Terminology, Core Components
 - › Amazon Connect Compliance, Responsibility Model, Artifact
 - › Pricing Model, Costs, and Free Tier
- › Amazon Connect CC Requirements (Agent workstation, Network, WebRTC & etc)
- › Amazon Connect Instance Deployment
 - › End to end setup with Required Permissions & Local user directory
 - › Data encryption with KMS, Storage setup for Data & Connect Logs

- › **Amazon Connect GUI** and Various way to login
 - › Introduction to the Amazon Connect Console
 - › Brief about Amazon Connect Console, Features, Admin Workspace and Agent Workspace
 - › Contact Control Panel (CCP)
- › **Intro to AWS & Amazon Connect CLI** (CloudShell and CLIV2)
 - › CLI Installation and Basic Access Key Configuration
 - › Security credentials for Root & IAM User
 - › Basic configuration in Amazon Connect Command Line Interface (CLI)
 - › Create, Delete, Update, & Basic commands

- › Hour of Operation & Holiday Config (Holiday Overrides)
- › Call Queues, Routing Profile, and Security Profile
- › User/Agent Creation (Manual, CLI, Bulk)
- › Admin, Quality Analyst, Manager, Agent Creation
- › Amazon Connect Tags, Agent hierarchy and Access Control
- › Routing/Contact flow
 - › Various type of contact flows, Modules
 - › Default flows (Queue, Whisper, Hold, Transfer Flows) & Brief Info about Contact flow Blocks
- › Best Practices, Error Handling
- › IVR Prompts (Polly, Live Recording, Wav File, TTS) & Speech Synthesis Markup Language (SSML)
- › Data Table, Contact attributes

- › Design and Develop Basic Phone Line
 - › Requirements Gathering and Design the Flow chart
 - › Claim Phone Numbers & Build Contact flow
- › Various configurations for Voice Call & IVR
 - › Contact Search and Filters
 - › Agent Status & Agent Call Transfer
 - › Agent Outbound Call 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 prompt, Emergency Hour and CC Closed with Data table
 - › Phone Number Blocking with Contact Attributes
 - › Custom Agent Workspaces with your branding ★ **New**
 - › Call Routing Testing & Simulation ★ **New**
 - › Show View Static & Dynamic Configuration, Call Disposition for Agents ★ **New**

- › Requirements Gathering & Develop Basic Web Chat Contact Flow
- › Web Chat Widget Configuration (Live Chat, Web Calling & Customization)
- › Pre Chat and Contact Us Form Configuration
- › Chat Transfer to an Agent or Queue
- › Host your static website in S3 and in Localhost (Local Computer)
- › Different methods of chat testing & Chat Widget Implementation on a Live Website

- › Email Configurations (SES, Storage, Domains, DKIM, Top-Level & Default Domain based Email IDs)
- › Design and Develop Basic Email Contact Flow
 - › Required Configurations (Email Template, Alias, HOO, Queues, and Routing Profiles, Security Profile, Agent)
- › Inbound, Outbound, Auto Reply Email Routing
- › Website Contact Us Query to Amazon Connect Email Routing

Task

- › Basic Configurations, Template, Routing, Permissions
- › Task Creation and Routing Test (Manual), Create Basic Task Routing Contact flow
- › Task Creation Through Call and Chat (Dynamic)

Customer Profile

- › Basic Configurations, Customer Profile Create, Get, Update (Manual & Dynamic)
- › Customer Segments & Personalize Experience for customer using customer profile

Case

- › Basic Configurations, Template, Case Field & Conditions
- › Case Creation, Update, Close (Manual & Dynamic)
- › Case Assign to Users and Queues & Case Automation on contact flow using

- › Basic Outbound Campaign Configuration
- › Delivery Mode, Segment & Template Configuration
- › Email Campaign
- › Agent Assisted Voice Campaign
- › Automated Voice Campaign
- › SMS Based Text Campaign
- › Outbound Campaign Dashboard and Various Audience filters
- › Multi-step and Multi-channel Journey ★ **New**

- › Call Recording, Screen Recording, and Chat Analytics
- › Data Retention Policy Configuration

Conversational Analytics & Contact lens

- › IB/OB Calls & OB Campaign Dashboard & Reports
- › Login/Logout, Contact Details, Realtime & Historical Metrics
- › Report Share & Scheduler
- › Monitoring Live Conversations & Barge-In (Voice & Chat)
- › Post Call Analysis & Sentiment Analysis
- › Redact sensitive data, Post Call Gen-AI Summary (Voice & Chat)

Contact lens Rules

- › Conversational Analytics Rule - Realtime and Post Call/Chat
- › Real-time metrics rule ★ **New**
- › Rule based Notifications (Task & Email)

AWS Lambda

- › Introduction to Lambda and Functionality
- › Basic AWS Lambda function creation and integration with Connect
- › Realtime Currency Converter using Third-party API with Connect

AWS DynamoDB

- › DynamoDB Table creation and Integration with Connect (Basic Dynamic IVR Prompts)
- › Dynamic IVR Prompts based on caller phone number ★ **New**
- › Caller History, Old and New Caller Detection
- › Configuring dynamic prompts to retrieve shopping website user data (Optional/Task)

Amazon Lex

- › Bot Creation & Integration with Connect for Chat & Voice (AWS Console)
- › Bot Creation from Scratch and validation with Visual Builder (Connect Console)
- › Bot Implementation on Live website and IVR
- › Realtime Flight Status using Lambda, Lex v2 & Third-Party API

Amazon Q in Connect (AI Agent)

- › AI Agents, AI Prompts and Guardrail
- › Knowledgebase Integration with S3

Bedrock & AI Agents

- › AI Agents, LLM Models, System Prompt, and Traces ★ **New**
- › Knowledgebase Integration with AWS OpenSearch ★ **New**
- › Integration with Connect via Lex ★ **New**

- › Intro to Cloudwatch and Eventbridge

How to Enable logs for?

- › Amazon Connect Events with Eventbridge
- › Amazon Connect Contact flow logs
- › Amazon Q in Connect (AI Agent) ★ **New**

Troubleshooting Tools

- › TechGyan's aws and amazon connect tools (25+ tools)
- › Agent Log validation (Log Parser) & Endpoint Test Utility Tool
- › Cloudwatch Metrics, Logs & Dashboards
- › API call & User activity Investigation with CloudTrail
- › Agent Audit Report and Historical Changes in Amazon Connect
- › **Kinesis** (Data streaming & firehose) Integration for Contact Centre Data & Logs

Troubleshooting Various Issues

- › Agent, Network, Flow, IVR, Reporting Issues
- › Voice Call and Screen Recording Issues
- › Contact Control Panel (CCP) Issues
- › Amazon Q in Connect (AI Agent) Issues ★ **New**
- › Lambda Issues in Connect
- › Global Amazon Connect and AWS Service Health

How to?

- › Manage attachments (File types, File size) ★ **New**
- › How to raise issues/cases with AWS for amazon connect
- › How to port your phone numbers to Amazon Connect (Info)
- › How to enable more countries for outbound call (Info)

- › **Third-party Web apps** (Standard application & Service) ★ **New**
- › **Custom CCP** on a Live Website and Localhost
- › **Customer Profile** Automation (Create and Update)
- › **Case** Automation (Create and Update)
- › **Post Call Survey** (DTMF & Lex Based PCS for Voice and Chat)
- › **VoiceMail** (Latest VMX3 with Bedrock AI Capabilities)
- › **Pause/Resume Call recordings** for agent during customer on hold
- › **Calls** in IVR Dashboard
- › Agent **Extension** Based Call Routing
- › Connect **Data Visualisation** with Glue & Athena* ★ **New**
- › **Data lake** data Query with Glue & Athena* ★ **New**
- › Customer **Data source** integration with S3
- › SSO Login - **Microsoft AD** integration with Amazon Connect (AWS Managed)
- › Amazon Connect **Report Scheduler** Automation

- › Voice ID (Realtime Customer Voice Biometric Authentication) **[Retired]**
- › Customer authentication configuration during live chat conversation
- › **ZenDesk, ServiceNow** with Amazon Connect CCP
- › **Whatsapp** with Amazon Connect Chat
- › **Evaluation Forms**
- › File (Attachment) upload confirmation in chat ★ **New**
- › Out of hour customer communication send to business ★ **New**
- › **SAML 2.0 SSO** using **Microsoft Azure AD**
- › Different **Frontend solutions** for Amazon connect and a Demo
- › Official Amazon Connect Docs, Workshop, and Custom Solutions (URLs)
- › Latest Amazon Connect announcements, Release Notes, Blog posts (URLs) ★ **New**
- › Access to all upcoming premium Amazon Connect video content

- › Resume Keywords & Descriptions
- › Update LinkedIn and Job Portals with related information
- › AWS and Amazon Connect Certification/Badge Path
- › Sample Questions and Answers for Amazon Connect Badge
- › Free 10+ Topics' Quiz for Practice
- › Interview preparation with 300+ QnA
- › 100+ Real Interview Questions for Architects and Engineers