

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!

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Learning Resource			Туре
AWS Ramp-Up Guide: Cloud Essentials			Ramp-Up Guide
Introduction to Amazon Connect			
Learning Resource		Duration (hrs)	Туре
Introduction to Amazon Connect and the Connect Control Panel (CCP)	Fundamental	0.8	Digital Course
Amazon Connect: Introduction to the Administrative Interface	Fundamental	1.5	Digital Course
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Implementation			
Learning Resource		Duration (hrs)	Туре
Amazon Connect: Implementing Chat in Connect	Intermediate	1.0	Digital Course
Amazon Connect: Implementing Task on Connect	Intermediate	2.0	Digital Course

Amazon Connect: Creating and Managing Amazon Connect Instances	Fundamental	1.0	Digital Course	
Build				
Learning Resource		Duration (hrs)	Туре	
Amazon Connect: Troubleshooting	Intermediate	1.0	Digital Course	

Optimize			
Learning Resource		Duration (hrs)	Туре
Dive Deep into Amazon Connect Reporting and Metrics	Advanced	3.0	Digital Course
Amazon Connect: Troubleshooting with Cloudwatch	Advanced	1.0	Digital Course

## Additional Resources



## AWS Ramp-Up Guide: Amazon Connect

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Learning Resource	Туре
Amazon Connect	Webpage
Amazon Connect FAQs	Webpage
Getting Started with Amazon Connect	<u>Workshop</u>
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