

## **Amazon Connect- Fundamentals**

**Duration: 2-Days**

### **Day 1 – Architecture & Core Configuration**

#### **Module 1: Architecture Overview**

- Overview of Amazon Connect architecture
- Core components
- Security and deployment considerations

#### **Module 2: Instance Setup & Configuration**

- Instance creation
- Telephony configuration
- Identity & access setup

#### **Lab**

- Create Connect instance
- Configure telephony and logging

#### **Module 3: Users, Queues & Routing Profiles**

- User roles & permissions
- Queue setup
- Routing profiles and assignment logic

#### **Lab**

- Create users & routing profiles
- Configure queues and test routing

#### **Module 4: Operational Settings & Reporting**

- Hours of operation
- Holiday configuration
- Basic reporting dashboards

#### **Lab**

- Configure business hours
- Generate sample reports

### **Day 2 – Contact Flow Design, Monitoring & Security**

#### **Module 5: Contact Flow Architecture**

- Flow lifecycle
- IVR architecture best practices

- Modular design patterns
- Designing structured IVR flows

### **Module 6: IVR Menu & Input Handling**

- DTMF configuration
- Voice menu design
- Multi-level navigation

#### **Lab**

- Build multi-level IVR menu

### **Module 7: Logic & Flow Control**

- Branching logic
- Context attributes

#### **Lab**

- Implement conditional routing

### **Module 8: Monitoring & Logging**

- Monitoring
- Logs, metrics & alarms
- Observability best practices within Amazon Web Services

#### **Lab**

- Enable logging and create dashboards

### **Module 9: Tracing & Troubleshooting**

- Flow tracing
- Debugging failures
- Root cause analysis

#### **Lab**

- Troubleshoot failed flows

### **Module 10: Testing**

- IVR testing approaches
- Simulation techniques
- Validation checklist