

Amazon Connect - User Setup Guide

1. Proficiencies, Agent Hierarchy, and Tags

- **Proficiencies:** Define skills or attributes (e.g., Language = Spanish, Product = Billing). Used for routing contacts to the right agent. Each proficiency has a level (Beginner, Intermediate, Expert).
- **Agent Hierarchy:** Organizes agents into groups/teams for reporting and permissions. Example: Support → Tier 1 → Billing Team.
- **Tags:** Metadata labels (e.g., Department = Sales, Location = India) for organizing users and applying IAM policies.

2. Agent Settings

When creating/editing a user (agent), you configure the following:

- **Security Profile:** Defines permissions (Admin, Agent, Manager, QA).
- **Routing Profile:** Determines which contacts/queues the agent can handle.
- **Phone Type:** Soft phone (browser headset) or Desk phone (physical phone).
- **Auto-accept calls:** If enabled, calls are automatically answered.
- **After Contact Work (ACW):** Time allowed after a call to complete notes (e.g., 30s).
- **Timeout:** Duration before a contact times out if not answered.

3. Default Security Profiles

Profile	Description
Admin	Full control. Can manage users, routing, flows, reports.
Agent	Takes calls/chats. Limited permissions.
CallCenterManager	Manages agents/queues, monitors, runs reports.
QualityAnalyst	Monitors quality. Can listen to recordings, evaluate calls.