



Builders Online Series

Remote work and learning

AWS solutions for remote employees, students,
and contact center agents

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Agenda

AWS solutions for remote working and learning

Getting started

- Amazon Workspaces
- Amazon AppStream 2.0
- Amazon Connect

Next steps

The way we work is changing

The globalization of the economy has driven the need to work from **anywhere**, with **anyone** at **any time**.

You can no longer assume that all your work gets done within the confines of the **traditional office**.

Organizations are increasingly looking for options for employees to work **securely** from **any location**.

How do I enable my employees and students to **remotely access** the applications they need?

How do my employees and students **engage with each other** using audio and video conferencing at scale?

How do I keep my contact center operational while my staff are all **working from home**?

How can my VPN service **scale to handle peak demand** when unexpected events require many of my employees to work remotely?

Remote work and learning solutions

Cloud desktops, applications, content collaboration



Access your desktop
anywhere, anytime, from
any device



Securely deliver desktop
applications to any
computer



Secure content
collaboration, simplified

Remote communication
and collaboration



Working
together, simplified

Virtual
contact center



Easy-to-use cloud
contact center

Secure
remote network access



Securely access any
resources from anywhere

Cloud desktop, applications, and content collaboration





Amazon WorkSpaces

Amazon WorkSpaces is a managed and secure Desktop-as-a-Service (DaaS) solution that helps mobile and remote employees access the applications from anywhere by delivering a full cloud desktop..

Demo



Demo – Wrap up





Amazon AppStream 2.0

Amazon AppStream 2.0 is a fully managed application streaming service that allows your remote workers or students access to the applications they need on any computer, whether they're in the classroom, the library, a cafe, or at home.

Demo



Demo - Wrap up



Remote communication and collaboration





Amazon Chime

Amazon Chime is a communications service that lets you meet, chat, and place business calls inside and outside your organization, all using a single application. Developers can use Amazon Chime SDK to add real-time communications to their own applications.

Amazon Chime

Proven, reliable communications powered by AWS



Online meetings



Audio &
Videoconferencing



Business chat



Business calling



Server APIs



Client SDKs



Media Services



*Easy-to-use, unified communication app
for employees & students*

*Fast-to-build, scalable building blocks
for in-app communications*

*Pay as you go only for the
meetings or minutes you use.*

Virtual contact center





Amazon Connect

Cloud-based, self-service contact center that you can set up in minutes and operate from virtually anywhere.

Contact center agents, supervisors, managers, and admins can work productively from home and provide amazing customer service.

Demo



Demo – Wrap up



Next steps/Resources

Setup your AWS accounts

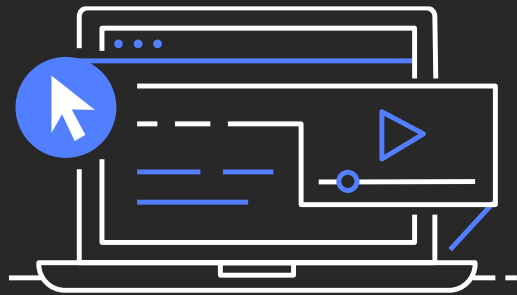
Get started

- Amazon Workspaces: [Link](#)
- Amazon AppStream2.0: [Link](#)
- Amazon Chime: [Link](#)
- Amazon Connect: [Link](#)

Resources – AWS blogs

- End User Computing: [Link](#)
- Business Applications: [Link](#)

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courses, or dive deep
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Featured Courses

- [AWS Cloud Practitioner Essentials \(Second Edition\)](#)
Learn the fundamentals of the AWS Cloud and prepare for the AWS Certified Cloud Practitioner exam.
- [Amazon DynamoDB for Serverless Architectures](#)
An introduction to Amazon DynamoDB and how it's leveraged in building a serverless architecture.
- [AWS Security Fundamentals](#)
Learn fundamental cloud computing and AWS security concepts, including AWS access control and management, governance, logging, and encryption methods.
- [Getting Started with Amazon Simple Storage Service \(Amazon S3\)](#)
The course provides you with the knowledge to determine when to use Amazon S3 by reviewing typical use cases and understanding how the service provides object storage for your applications.

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We hope you found it interesting! A kind reminder to **complete the survey**.
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Thank you