Teleopti and Amazon Internal docs

Changes?

1. How update this doc.  
   use the Teleopti GitHub repo for now as a staging area
2. Remember to republish the .pdf if you change it  
   Edit + Copy From: <https://teleopti.sharepoint.com/:b:/g/Tech/Ea3gOVKibOJCnYeXRPn6YmcBulP5C1UtQ0lUJq9SBf0Qmw?e=7yaR6h>  
   Push To: <https://github.com/Teleopti/AWS-Connect-Integration/blob/master/doc/Teleopti%20WFM%20-%20Amazon%20Connect%20Integration%20Requirements.pdf>

**To the Quick Start Team at AWS:**

**Diagram - pptx**

: <https://github.com/Teleopti/AWS-Connect-Integration/blob/master/doc/Teleopti%20WFM%20-%20Amazon%20Connect%20Integration%20Requirements.pptx>

**Teleopti Logo . .PNG**

<https://github.com/Teleopti/AWS-Connect-Integration/blob/master/doc/Teleopti_logo_100cm_highres.png>

**howTo:**

To add the Teleopti WFM Integration to Amazon Connect:

|  |  |
| --- | --- |
| Step 1 | [Sign up for an AWS account](http://docs.aws.amazon.com/connect/latest/adminguide/gettingstarted.html" \l "sign-up-for-aws" \t "_blank), if you don't already have one.  Getting an account will automatically sign you up for Amazon Connect and all other AWS services. |
| Step 2 | [Contact Teleopti](https://www.teleopti.com/wfm/about/contact/contact-me.aspx) and ask for a Teleopti WFM instance and a sFTP endpoint to be setup. Teleopti will provide you with:   * sFTP hostname * sFTP credentials   You will need this information in step 3. |
| Step 3 | [Deploy the integration](https://console.aws.amazon.com/cloudformation/home?region=us-east-1" \l "/stacks/create/review?stackName=Amazon-Connect-TeleoptiWFM&templateURL=https://s3.amazonaws.com/quickstart-reference/connect/integration/aria/latest/templates/TeleoptiWFM.template" \t "_blank).  Launch the AWS CloudFormation template that performs the integration, and complete the parameter fields. Deployment takes just a few minutes. Note: Amazon Connect are currently limited to the US East (N. Virginia) Region. |
| Step 4 | [Configure the integration](https://github.com/Teleopti/AWS-Connect-Integration/blob/master/doc/Teleopti%20WFM%20-%20Amazon%20Connect%20Integration%20Requirements.pdf" \t "_blank).  Follow the steps in the Teleopti WFM Integration documentation to complete configuration tasks and to obtain these credentials:   * IAM user * Access key ID * Secret access key |
|  | Teleopti uses these credentials to configure the RTA SDK client listener and historical data integration. |

note: You are responsible for the cost of the AWS services and partner solutions used while running this Amazon Connect integration.

**Description**:

Teleopti Workforce Management (WFM) is a contact center staffing and optimization solution that improves the agent experience, delivers flexible schedules, and helps ensure that customer expectations are met. This integration between Teleopti WFM and Amazon Connect offers these benefits:

• Forecasting – You can forecast agents in minutes, determine interaction volumes, and schedule employees to meet demands. The multi-skill, multichannel forecasting tools support both short-term and long-term planning, as well as trends and seasonality analyses.

• Scheduling and work-life balance - Teleopti WFM provides a multi-skill, scheduling optimization (chat, email) engine for effective agent planning. These tools take work-hour legislation, demand, and employee requests into account.

• Real-time adherence (RTA) - Teleopti WFM provides real-time agent status and overviews. You can track agent adherence and adjust your schedules easily to maintain service-level goals throughout the day.