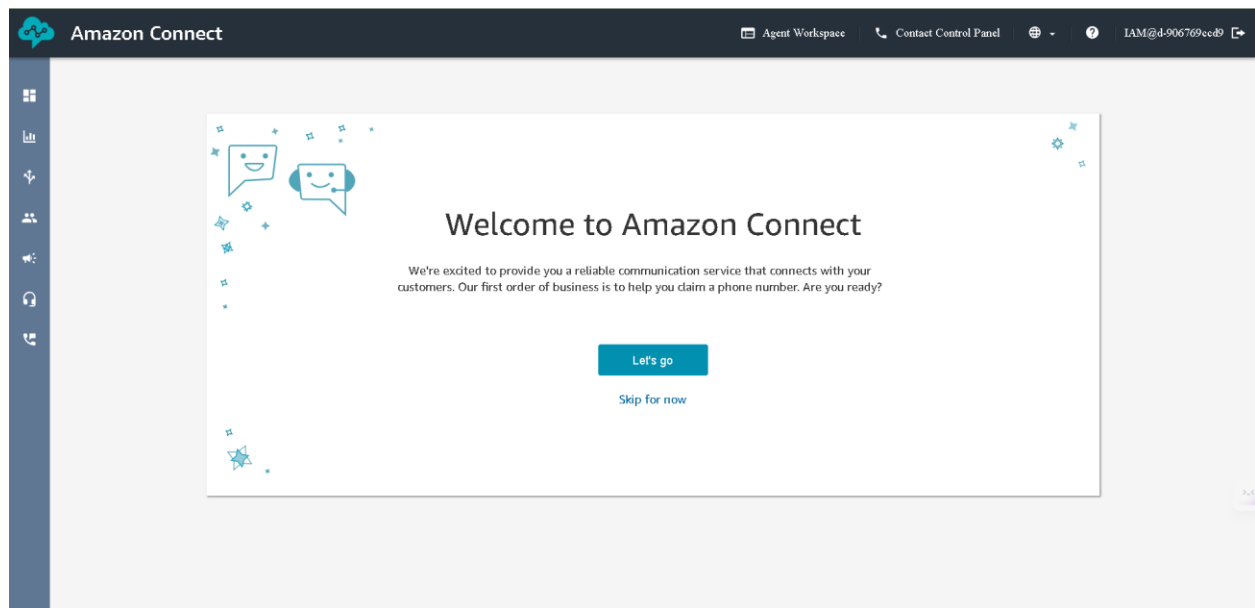



Amazon Connect - Cloud Contact Center

20230624:








Amazon Connect

Provide superior customer service at a lower cost with an easy-to-use cloud contact center



 Amazon Connect

Agent Workspace | Contact Control Panel | IAM@d-906769ccd9


Claim phone number

Claim your phone number


Once you have claimed your phone number (from the list below), you can use the Contact Control Panel (CCP) to take calls.

Note: This is the phone number customers will call to reach your business. You can claim additional phone numbers from the Amazon Connect console later.








Select one from the list:

Country	Type	Phone number
 +1	Toll free	+1 800-818-7248

Skip for now [Next](#)

 Amazon Connect

Agent Workspace | Contact Control Panel | IAM@d-906769ccd9

Claim phone number


Make a call

Dial **+1 800-818-7248** from another phone and choose the menu item to connect with an agent. You can then use the Amazon Connect Contact Control Panel located to the side to accept the call. You can call this number back to experience more of what Amazon Connect can do.

[Continue](#) Skip for now

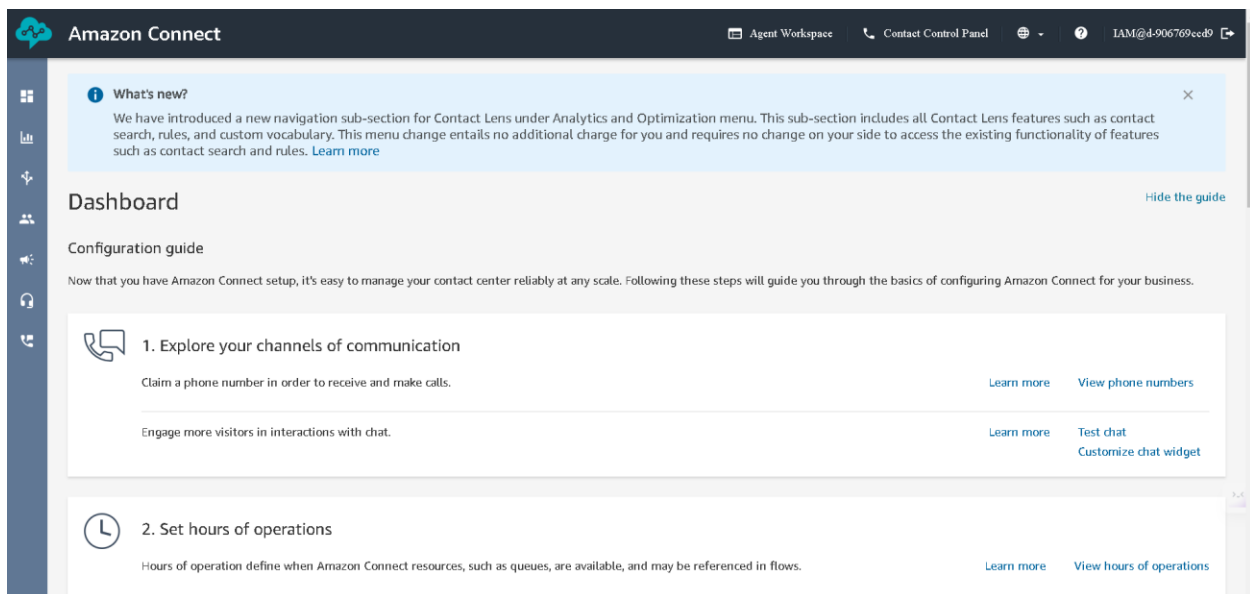
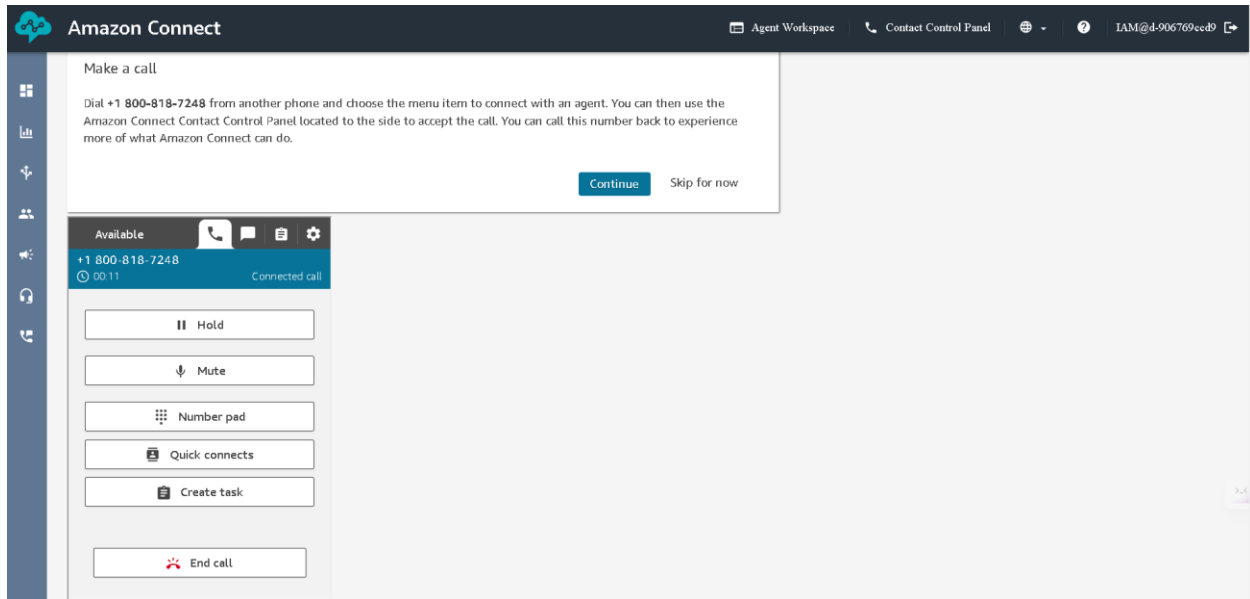
Available

Welcome 375862630309



[Quick connects](#)

[Number pad](#)



Amazon Connect

Agent WorkspaceContact Control PanelIAM@d-906769ccd9

3. Create queues

Queue allow contacts to be routed to the best agents to service them. If you need to route contacts with different priorities or to agents with different skills, you will want to create multiple queues.

Learn moreView queues

4. Create prompts

Prompts are media that can be used to play back audio to customers or agents contact flows. You can upload a pre-recorded .wav file, or quickly record one through our web interface using your computer's microphone. Updates to prompts take immediate effect in all flows they are referenced in.

Learn moreView prompts

5. Create flows

Flows (similarly to an IVR) define the customers' experience when they contact you. Amazon Connect flows can integrate with other systems such as CRMs and databases to dynamically adapt the experience based on the customer and their history. Amazon Connect's flows integrate with Amazon Lex and provide text to speech and can enable natural language based self-service interactions.

Learn moreView flows

6. Create routing profiles

A Routing Profile is a collection of queues that an agent will service contacts from. Routing profiles enable agents to service multiple queues with the proper priority.

Learn moreView routing profiles

7. Configure users

User Management enables adding, managing, and deleting users. User specific settings like routing profiles and permissions can be assigned once the users are created.

Learn moreView users

Amazon Connect

Agent WorkspaceContact Control PanelIAM@d-906769ccd9

Manage Phone numbers

Search by Phone number

ReleaseClaim a number

Phone Number	Description	Contact flow/IVR
+1 800-818-7248	First Phone Number	Sample inbound flow (first contact experience)

Rows per page: 251 - 1 of 1

View historical changes

Amazon Connect

Agent WorkspaceContact Control PanelIAM@d-906769ccd9

Edit Phone number

+1 800-818-7248

Optional information

Description

First Phone Number

482 of 500 characters remaining.

Contact flow / IVR

Sample inbound flow (first contact experience)

Save

Cancel

Edit this number description and optionally attach it to (or change its association to) a Contact Flow / IVR.

Available

▼


☎️

💬

📄


⚙️


Number pad

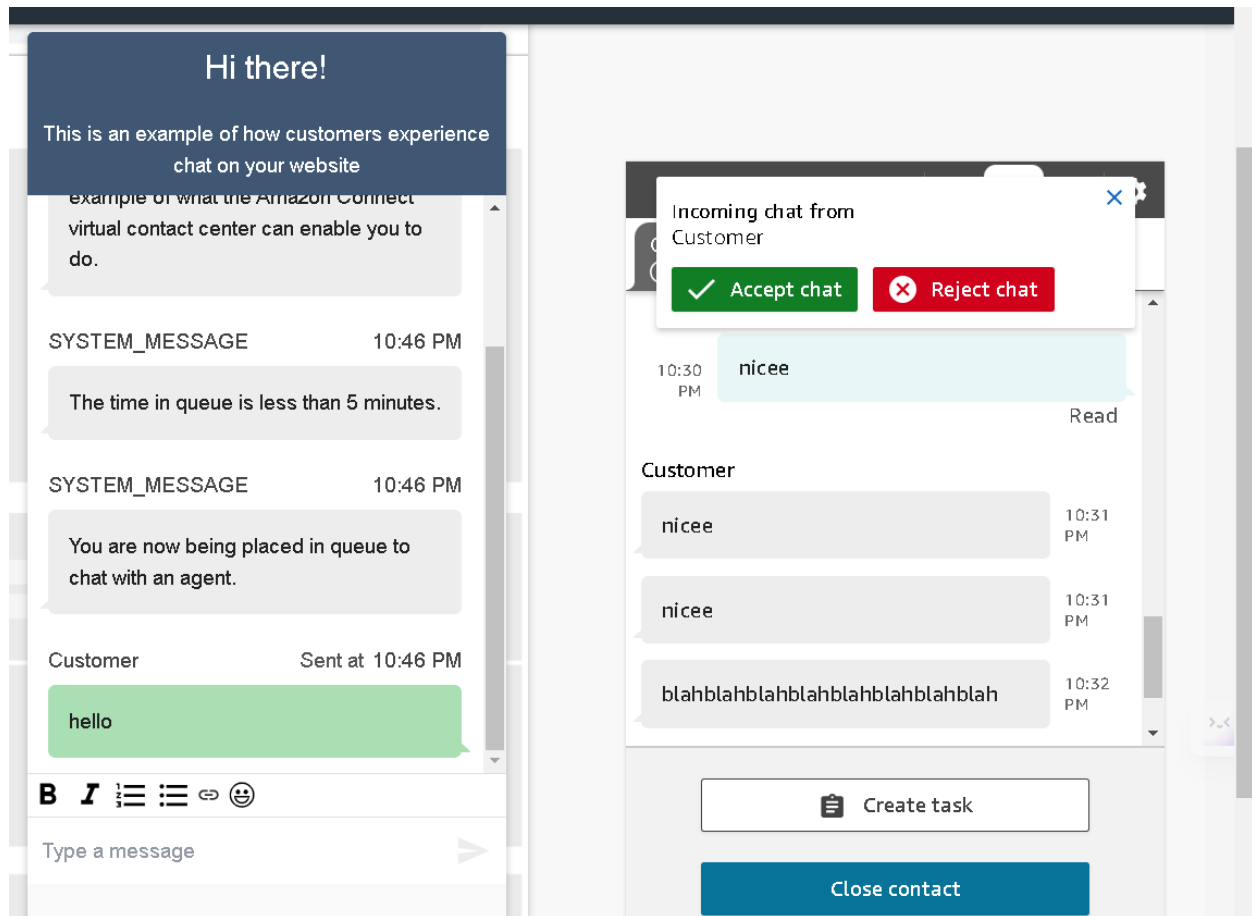
Country  Phone number or quick connect

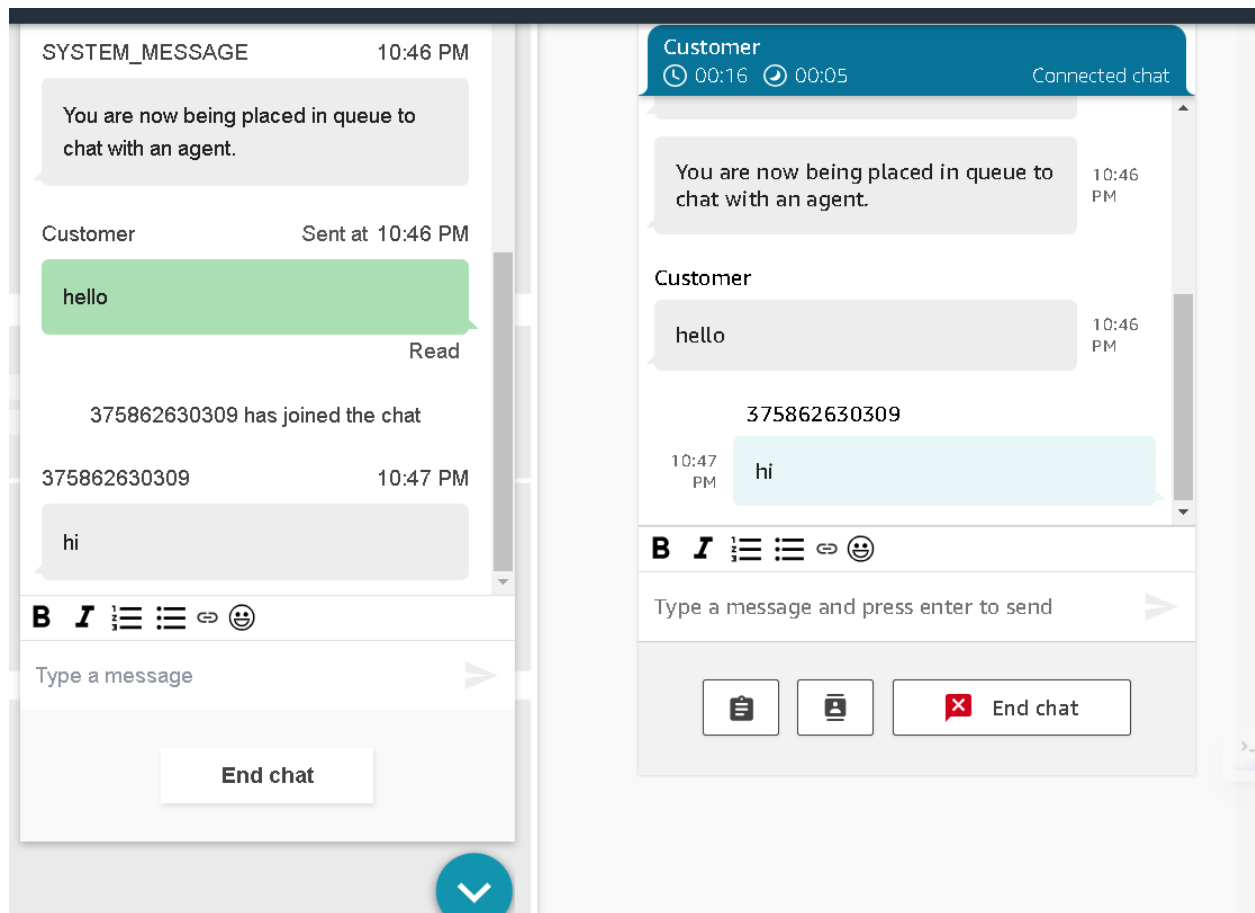
Enter a phone number

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

 Quick connects

 Call





Amazon Connect

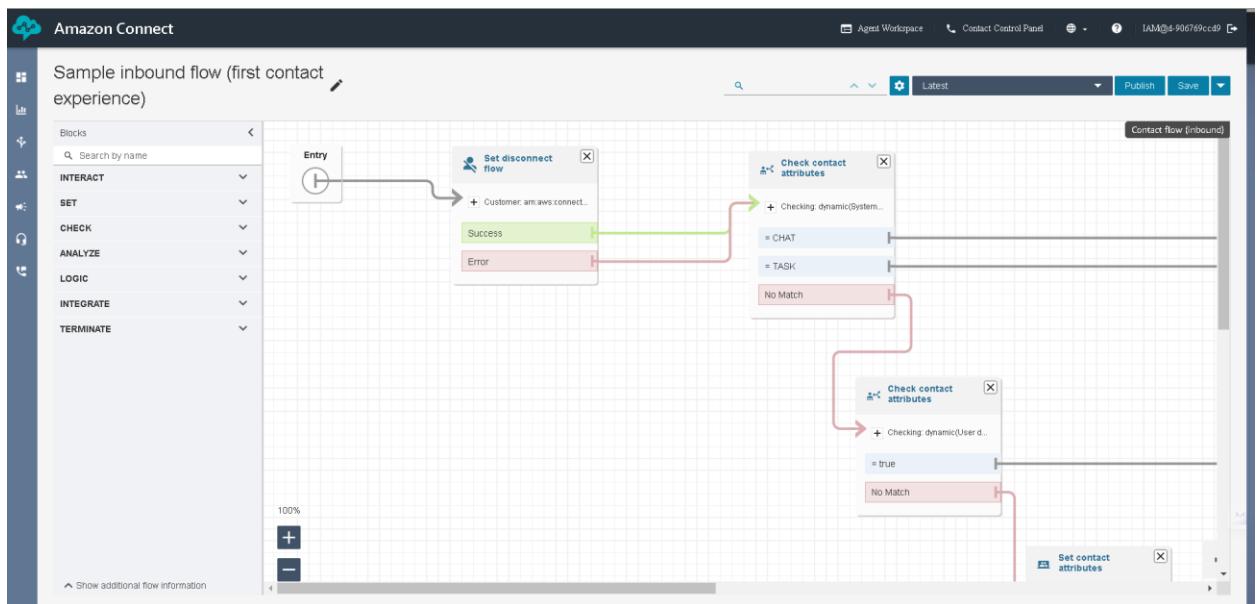
Agent WorkspaceContact Control Panel

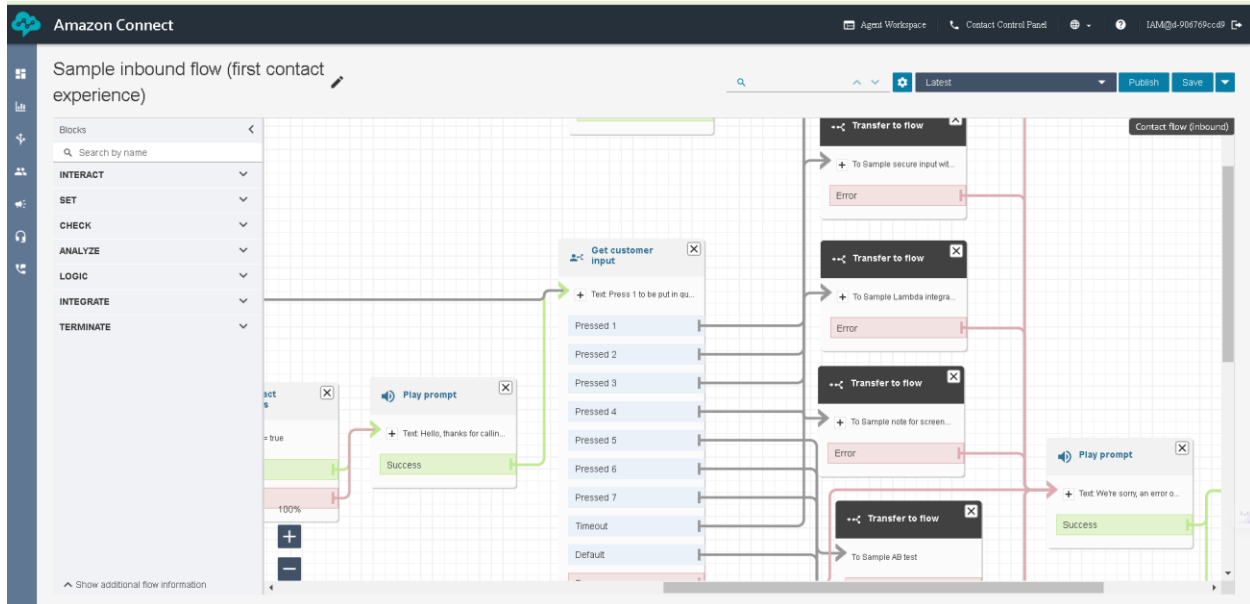
Flows

FlowsModulesViews

Search by name

Name	Type	Status	Description
Default agent hold	Agent hold	Published	Audio played for the agent when on hold
Default agent transfer	Transfer to agent	Published	Default flow to transfer to an agent.
Default agent whisper	Agent whisper	Published	Default whisper played to the agent.
Default customer hold	Customer hold	Published	Default audio the customer hears while on hold.
Default customer queue	Customer queue	Published	Default audio played when a customer is waiting in queue.
Default customer whisper	Customer whisper	Published	Default whisper played to the customer
Default outbound	Outbound whisper	Published	Default flow for outbound calls.
Default queue transfer	Transfer to queue	Published	Default flow used to transfer to a queue.
Sample AB test	Contact flow	Published	Performs A/B call distribution
Sample disconnect flow	Contact flow	Published	Enables customer to transfer to another flow after the agent has disconnected.
Sample inbound flow (first contact experience)	Contact flow	Published	First contact experience





Test Settings



System Settings

Contact Flow

Sample inbound flow (first con...  

Contact Attributes (optional):

{key:value,...}

Customer Settings

Customer Name:

Customer

Customer Question (optional):

Enter the customer question

Note: Once you change the settings, customer's chat will reset to allow you to test the new settings.

Cancel

Apply

END