

## Learning Amazon Connect: Create and Manage a Contact Center

With Daniel Bloy

Use these terms and definitions below to understand concepts taught in the course.

**Transcript Search:** Note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
<b>Amazon Connect</b>	A cloud-based contact center service offered by Amazon Web Services
<b>Amazon Lex</b>	A cloud-based service for building chatbots: artificial intelligence applications that can convert speech to text and respond intelligently to human conversation
<b>DynamoDB</b>	A cloud-based nonrelational database offered by Amazon Web Services
<b>Lambda functions</b>	A feature that allows you to add logic to contact flows
<b>queues</b>	The line-up of incoming issues coming into a contact center
<b>routing</b>	Mechanism for assigning issues (contacts) to agents based on automated rules, such as hours of operation and a predefined contact flow
<b>SSML</b>	Speech Synthesis Markup Language. An XML-based markup language for speech synthesis applications