# TMJ Contact Center Solution

### Admin User Manual

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# What is CCP?

Amazon Connect is a cloud-based contact center solution. It provides rich metrics and real-time reporting that allow you to optimize contact routing.

> ℹ️ Note: Data used in the screenshots are dummy and only used for documentation and testing purposes. Any resemblance in names, places, or other things are purely coincidental and should therefore be ignored.

# Logging in to Amazon Connect (as an admin)

- To start using Amazon Connect, the admin should first log into their account. Following this link will redirect you to the log in form of your account:

> ℹ️ User Acceptance Testing (UAT) Link: https://tmjccs-test.awsapps.com/connect/home



Figure 1. Amazon Connect Log-In Form

- Type your username and password in the input boxes. Then, click on the blue "Sign In" button.



Figure 2. Inputting credentials in the Log-In Form

- Wait for a few moments and you will be redirected to Amazon Connect dashboard.



Figure 3. Amazon Connect Admin Dashboard

- You are now logged into your Amazon Connect account.

# View Agents' Basic Stats

- You can view your agents' basic stats directly in the front page of your dashboard. Simply click the "Hide the Guide" link on the upper-right corner of the dashboard to hide the configuration guide and bring the charts to the top.



Figure 4. Hide the Guide Link in Amazon Connect Dashboard

- You will see cards of queues showing an overview on the agents handling those queues.

SL (Service Level) – percentage of contacts removed from the queue between 0 and the specified number of seconds after being added to it (Service Level). A contact is removed from the queue when one of the following occurs: an agent answers the call, the customer abandons the call, or the customer requests a call back. The possible values for seconds are: 15, 20, 25, 30, 45, 60, 90, 120, 180, 240, 300, and 600.

Occ (Occupancy) – percentage of time that agents spend handling contacts against the available and idle time.

AHT (Average Handled Time) – average time, from start to finish, that a contact was connected with an agent. This is calculated by averaging the amount of time between the contact being answered by an agent and the contact ending.

Avl (Available) – number of agents with a status of Available.

On Call – number of agents currently on a call.

NPT (Non-Productive Time) – number of agents in a status other than Available, Error, or Offline.)



Figure 5. Basic Stats

# Phone Number

## Claiming a Phone Number

Prerequisites:
1. Contact flow (optional)

- Hover over the third icon in the left navigation bar and click on "Phone numbers".



Figure 6. Phone Numbers Link in Routing

- Click on the blue "Claim a number" button to go to phone number claiming form.
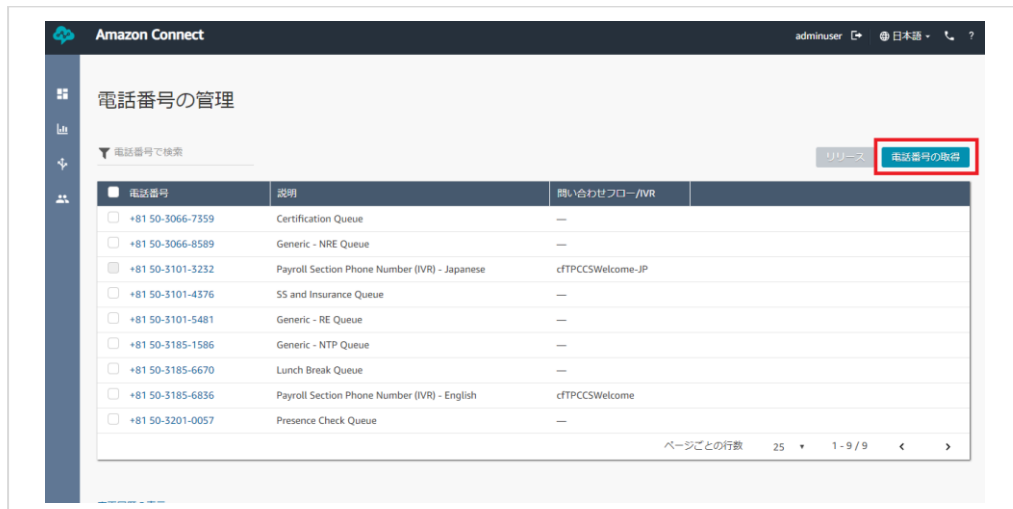
Figure 7. Claim a Number Button

- Choose between "Toll Free" and "DID".

> ⓘ Toll Free – caller will be able to call the number free of charge.
>
> DID (Direct Inward Dialing) – caller will be charged regularly.



Figure 8. Toll Free or DID Option

- Click on "Select" and choose "Japan". It will enable you to create a number with Japan's area code. This will also generate various phone numbers that you can claim.

Figure 9. Japan Area Code

- Pick among the phone numbers generated by Amazon Connect.



Figure 10. Phone Numbers Generated by Amazon Connect

- Optional: You can also add a prefix, description and a contact flow to your phone number. The contact flow you assigned to the phone number will be the flow that the caller will go through when they called the number.

- Click on the blue "Save" button to claim the number you chose.

## Configuring a Phone Number

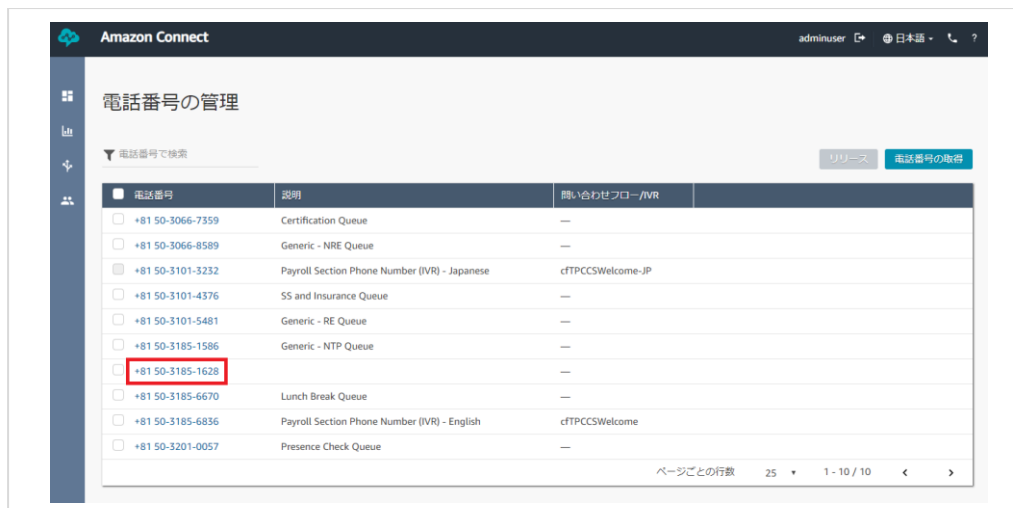- To change the description or the contact flow of the phone number, you can configure it by clicking on the phone number.

Figure 11. Configuring Phone Number