**AWS Contact Center:**

Instance: eddnext24

Access URL: <https://eddnext24.my.connect.aws>

Contact Number: +1 713-344-0111

Hours Of Operation: EDD Operation Hours

Queue: ClaimHelp

Flows: PN Inbound Flow

Routing Profile: Help EDD Customer

Users:

Global-Admin – Assigned Admin Profile

Agent1 – Assigned Agent Profile