

This exercise is to help understand the cloud solutioning that we provide for the enterprise level customers. Please feel free to ask any questions via email.

Exercise:

- 1) Signup/create a free AWS account
- 2) Create an Amazon Connect Instance
- 3) Setup a phone number
- 4) Security profiles for Agent:
 - a. Create new security profile named Inbound that allows agent to receive inbound calls only
- 5) Hours of operation:
 - a. Create new hours of operations Monday to Friday, 9 AM to 5 PM, Eastern Time zone
- 6) Queues:
 - a. Queue 1 – Name Sales, Hours of operation Monday to Friday 9 am to 5 pm, set Outbound Caller ID Name Sales and Outbound Caller ID Number (set to number acquired in step 3)
- 7) Routing Profiles:
 - a. Routing Profile 1 – Name Sales, Channel Voice, Queue Sales, leave the priority and delay as default, Outbound Queue Sales
- 8) Create an agent account:
 - a. Agents should have Sales Routing Profile and Inbound security profile
- 9) Create a call flow that routes the call to Sales agent when customer calls the number acquired in step 3
- 10) Please put together a concise documentation for the steps followed above
- 11) Optional - Try something creative or interesting if time permits. Example: queue the call in Sales Queue and apply queue music
- 12) Optional - During the interview, you can provide the phone number created in step 3 to the interviewer(s)
- 13) After the interview, please delete and cancel all services/products related to the exercise. Performing this step is crucial in order to prevent any additional charges on your account.

DISCLAIMER: Connex is not responsible for any charges or fees incurred when signing up or using AWS. Applicants are solely responsible for fees and expenses associated with his/her AWS account.

Additional Exercise:

- 14) Identify the callers' state using any suitable APIs (refer a. below) based the callers' phone number (ANI). Scope: US and Canada callers only.
HINT: Use AWS Lambda
- 15) Add this information to a user defined attribute as part of the flow created in Step 9.
HINT: <https://docs.aws.amazon.com/connect/latest/adminguide/connect-attrib-list.html#user-defined-attributes>

Bonus Exercise:

- 16) Display the user defined attribute added on Step 15 (state code) on the agent's screen, grab a screenshot this.
HINT: put on your javascript/web hats on.

References:

- a. Use any suitable API, added one here for reference in case you didn't anything better.

```
curl --location --  
request GET 'http://www.telcodata.us/query/queryexchangexml.html?npa=267&nxx=300'
```

NPA is the first three digit of a 10 digit phone number and NXX is the next three digit.

All the best!