

## Syllabus

Every Round 2 section, and where it lives in the campus.

Fundamentals: Fundamentals to advanced ? Eighteen tracks run from the AWS account under the instance through flows, routing, resiliency, and the ecosystem.

Fundamentals: Architecture ? The 3D map and the flat fallback show Connect, Lex, Lambda, Kinesis, conversational analytics, and the CCP.

Build: Deployment ? Create the instance on purpose, then repeat it with CloudFormation, CDK, or Terraform. Every lesson has an IaC tab.

Build: Migration and cutover ? CUCM, UCCX, UCCE, Webex Contact Center, Genesys, and Avaya map onto Connect objects. The cutover sheet is a checklist, not a hero weekend.

Build: Configuration walkthroughs ? Twenty-four browser labs: flow builder, routing, Lambda, CTR, Erlang, pricing, IAM, SAML, hours, quotas, and the ecosystem map.

Operate: Troubleshooting playbooks ? One fault, one hop, one capture, one change. The fault catalog is the playbook.

Operate: Ports and protocols ? TCP 443 for signaling. UDP 3478 for softphone media. A firewall matrix and a mastery game sit beside the lesson.

Telephony: PSTN, porting, and external voice ? DID, toll-free, shared cost, and UIFN are the number types. Connect does not give you a CUCM SIP trunk page. The external voice connector is an analytics product with its own price and a default quota of 0.

Ecosystem: Workforce management ? Native forecasting and agent scheduling, plus the third-party path that reads agent events.

Ecosystem: Recording and quality ? S3 recordings, screen recording, Kinesis Video Streams for a live third-party recorder, and quality on conversational analytics.

Ecosystem: E911 and emergency calling ? US CCP agents: validate an address, store it, whisper it on 911, and test with 933. This lab never places a live 911 call.

Operate: Reporting and analytics ? CTR fields, real-time and historical metrics, and conversational analytics, which the admin guide used to call Contact Lens.

Integrate: CRM and API integrations ? Salesforce CTI Adapter and SCC-AC, ServiceNow Voice, Microsoft Teams as a chat client, and CUCM kept beside Connect.

Advanced: AI agents and bots ? Lex V2, agent assist (formerly Amazon Q in Connect), and Agentic CX as a flow exit with a way back to a person.

Operate: Security and compliance ? Security profiles versus IAM, KMS key policy, SAML attributes, quotas, and the 14 October 2026 price appendix.

Career: Licensing and certification ? There is no Amazon Connect specialty exam. Skill Builder badges pass at 80 percent. AWS Certification exams are a different catalog.

Career: Roadmap and what's new ? The timeline is cited through 2 September 2026. Anything published after the 14 October 2026 read of the pricing appendix is unverified on this campus.

Integrate: Real customer integrations ? The published patterns are Salesforce, ServiceNow, Teams, and a PBX beside Connect. A diagram of a SIP trunk into Teams Phone is not the AWS blog pattern.

Career: Interview prep and career paths ? Five roles, the exam or badge that matches each, and the per-track interview traps.

Sources and go deeper

What is Connect Customer? - Amazon Connect Customer (AWS docs)  
<https://docs.aws.amazon.com/connect/latest/adminguide/what-is-amazon-connect.html> last checked 2026-10

RFC 3261: SIP: Session Initiation Protocol | RFC Editor (RFC)  
<https://www.rfc-editor.org/info/rfc3261/> last checked 2026-10

Troubleshoot contact flow errors in Amazon Connect | AWS re:Post (community)  
<https://repost.aws/knowledge-center/connect-contact-flow-errors> last checked 2026-10

AWS History and Timeline regarding Amazon Connect - Overview, Functions, Features, Summary of Updates, and Introduction to Amazon Connect Customer | hidekazu-ko (community)  
[https://hidekazu-konishi.com/entry/aws\\_history\\_and\\_timeline\\_amazon\\_connect.html](https://hidekazu-konishi.com/entry/aws_history_and_timeline_amazon_connect.html) last checked 2026-10

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