Amazon Connect 5-Day Quickstart Checklist

DrVoIP LLC – Amazon Connect Quickstart

Day 1 - Kickoff & Requirements

- Confirm signed Statement of Work

- Access granted to AWS account

- Discovery call with stakeholders

- Review call flow requirements

Day 2 - Core System Build

- Create Amazon Connect instance

- Configure telephony & hours of operation

- Define queues and routing profiles

Day 3 - Agent & Supervisor Setup

- Create 5 agent users + 1 supervisor

- Assign security profiles and routing templates

- Validate CCP access and audio devices

Day 4 - Contact Flows & Testing

- Implement greeting, IVR, voicemail, and callback logic

- Upload prompts and messages

- Conduct internal test calls

Day 5 - Training & Handoff

- Live walk-through with customer team

- Provide admin video + as-built diagram

- Review optional add-ons and next steps