



AMAZON CONNECT DEFAULT FEEDS

FOR AMAZON CONNECT CLOUD CALL CENTER

INTRODUCTION:

The Amazon Connect connector ships with two feeds configured by default Agent and Queue.

We query the system every 2 seconds with our connector but update speeds are generally down to the AWS/Amazon Connect system itself.

AGENT FEED:

This feed contains details about all Agent fields within the Agent feed:

- ID
- Username
- First Name
- Last Name
- Full Name
- Current Status
- Current Status Time

QUEUE FEED:

This feed contains details about all Agent fields within the Queue feed:

- ID
- Name
- Agents After Contact Work
- Agents Available
- Agents Error
- Agents Non Productive
- Agents On Call
- Agents On Contact
- Agents Online
- Agents Staffed
- Inbound Contacts Today
- Inbound Contacts Missed Today
- Contacts In Queue
- Contacts Scheduled
- Oldest Contact Age
- Slots Active
- Slots Available

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