Amazon Connect System Check

**Purpose:** Amazon Web Services (AWS) or Amazon Connect is the telephone system UQ uses. From UQ Engage Release 2 business go-live, telephone calls incoming and outbound will be recorded in the UQ Engage CRM. Follow the steps below to test incoming and outgoing calls using Amazon Connect.

**Important! You must perform this test before and on the day of go-live.**

Log In to UQ Engage and Amazon Connect

1. Log in to UQ Engage using your UQ SSO, ensuring you are on the correct App (either the Service Console or the Recruitment Management App)
2. Click the Amazon Connect button located on the utility bar at the bottom right of the screen
3. Click Sign into CCP and log in using your UQ SSO

Having trouble connecting with Amazon Connect? Email the project team via UQEngageCRM@uq.edu.au
Make an Outgoing Call

Outgoing calls must be tested by all teams.

1. Click on the Number pad button
2. Dial a number (your personal mobile number) and click Call
   
   Note: You can be in any status to make an outgoing call.
3. Accept the call on your personal mobile phone. Once it connects the outgoing test is complete.
4. End the call

Make an Incoming Call

Incoming calls must be tested by the Future Student Contact Centre and the Conversions Team only.

Important! To complete this test, you will act in two personas – a support staff persona on your laptop, and a prospective student persona on your phone making a call to UQ. The prospective student persona text has been made blue to separate the personas below.

1. On your computer in Amazon Connect, set your status to ‘Available’ (support staff persona)
2. Using your personal phone, make an incoming call to 1800 275 870 (here you are acting in a prospective student persona). This number is currently associated with Amazon Connect.
3. Once the call is connected, an automated IVR will answer. Select option 4 for general enquiry and then 1 for providing consent on your phone.
4. Parallelly, UQ Engage will show an incoming call (support staff persona)
5. Click the Accept call button. Once you connect with a person the incoming test is complete and you can end your call.
6. On your computer set yourself to ‘Unavailable’ following the test

Important! When retesting your incoming calls in AWS on the 13th of July, you must ring the number 07 3346 9872 from your personal phone instead of the 1800 number above.