aws training and certification

Customer Communication Hub

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Getting Started: What is the Customer Communication Hub?

The Customer Communication Hub (CCH) is a private QuickSight Dashboard that displays class roster information, student survey responses, and billing information for your organizations private instructor led trainings. As your organizations private training point of contact, you will be able to self-serve and access this important class information without relying on AWS employees to provide an update. Class information included in this dashboard is updated every 24 hours.

How to access the Customer Communication Hub

Step One: Activate your CCH QuickSight user

If you are a Training POC in our database, you should have received an E-Mail from *no-reply@aws.training* with the subject *AWS Training Has Enabled Your Classes Dashboard Access.*

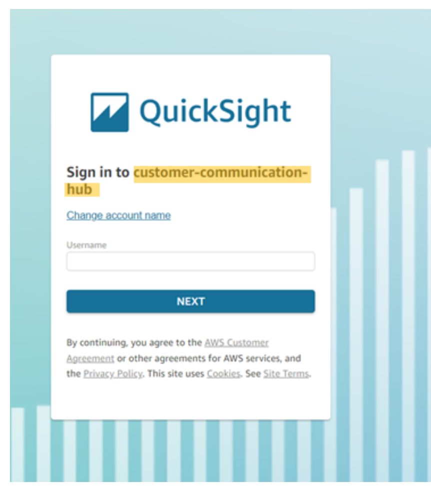
To activate your account, click the link “QuickSight user activation link” in that E-Mail.

Follow the instructions in the E-Mail to set your password and activate your CCH QuickSight user.

Please note, that the activation link expires in 7 days. If you have missed activating your QuickSight user within that time frame, CCH will send you a new E-Mail from *no-reply@aws.training* with a new activation link. If you didn’t get the E-Mail, check your spam folder. If you need further assistance, please reach out to your Training Operations Specialist and they will be able to help you to login to CCH QuickSight account.

Step Two: Sign in to the CCH QuickSight Account

To access the CCH Dashboard please login to AWS QuickSight, which will lead you to the page displayed on the right.



Please make sure that the sign in page states “Sign in to customer-communication-hub”

If a different account name is displayed, please click on “change account name” and enter “customer-communication-hub”

Enter your QuickSight username which is your email address and click NEXT.

How to navigate the Dashboard

What is displayed?

When accessing the Dashboard, you should be able to see three Tabs

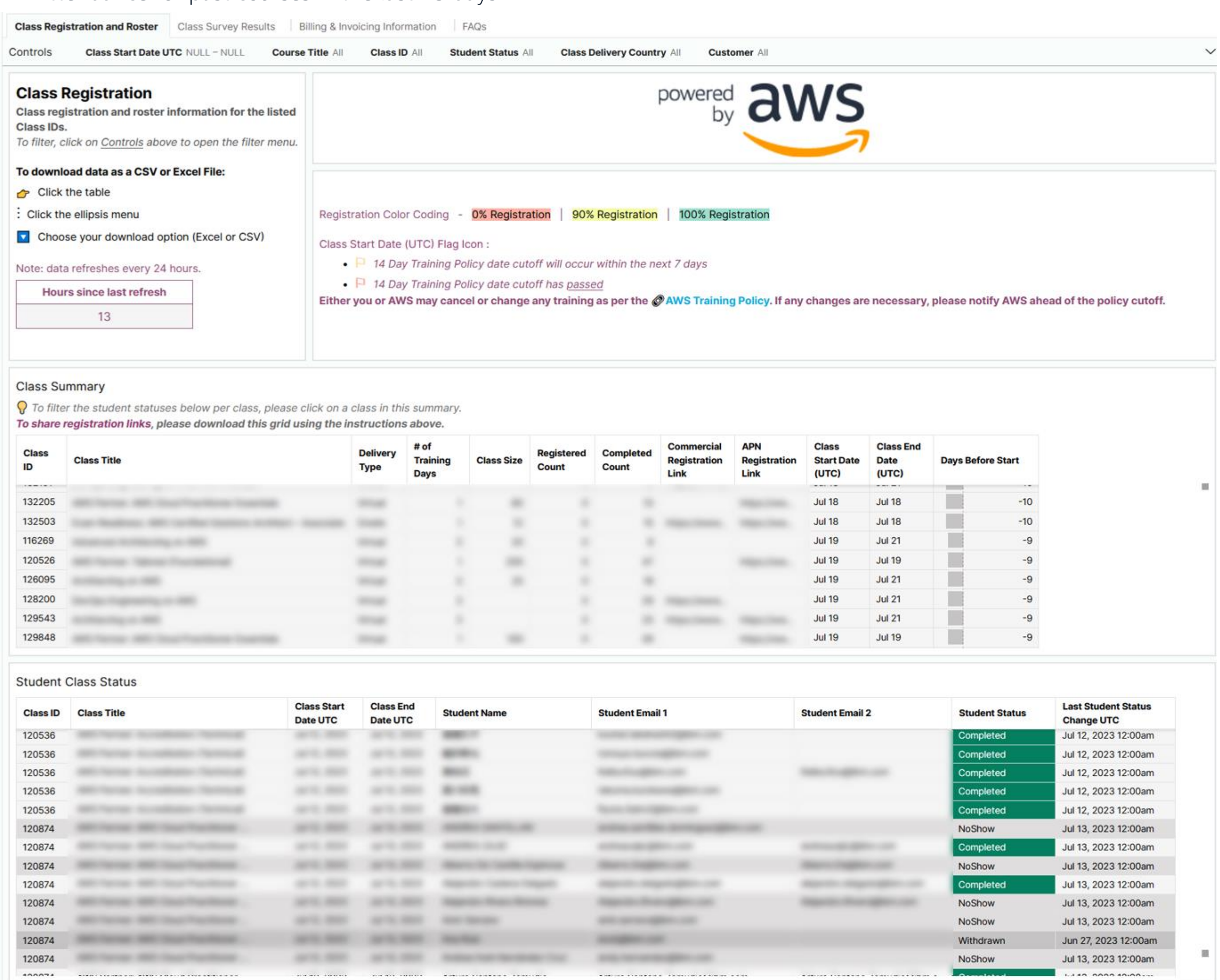
- Class Registration and Roster
- Class Survey Results
- Billing / Invoicing Information

The data displayed includes classes in a 60-day window. It includes classes in the last 15 days and in 45 upcoming days.

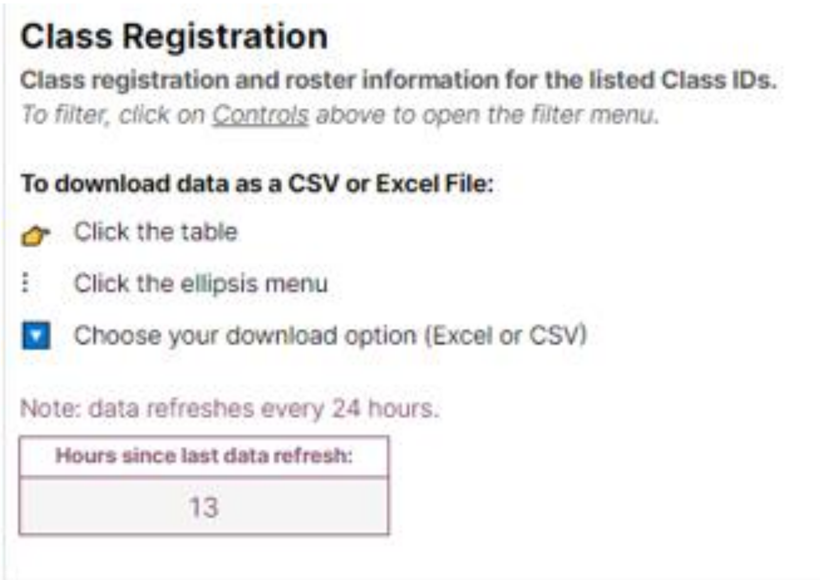
Where do I find roster data for my classes?

The Class Registration and Roster tab holds this information. By accessing it you will see a display of

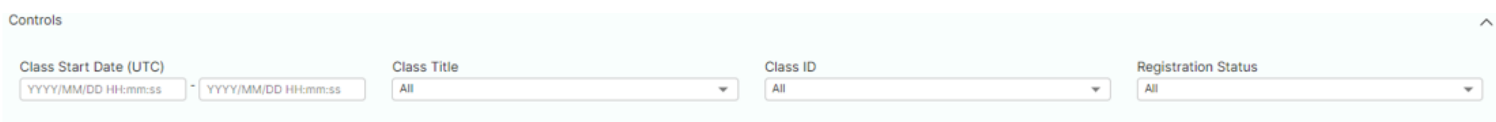
- Class Summary - past/upcoming courses (-15/+45 days from the current day)
- Registrations for upcoming courses in the next 45 days
- Attendance for past courses in the last 15 days



You also have an export functionality to export Class Registration Data.



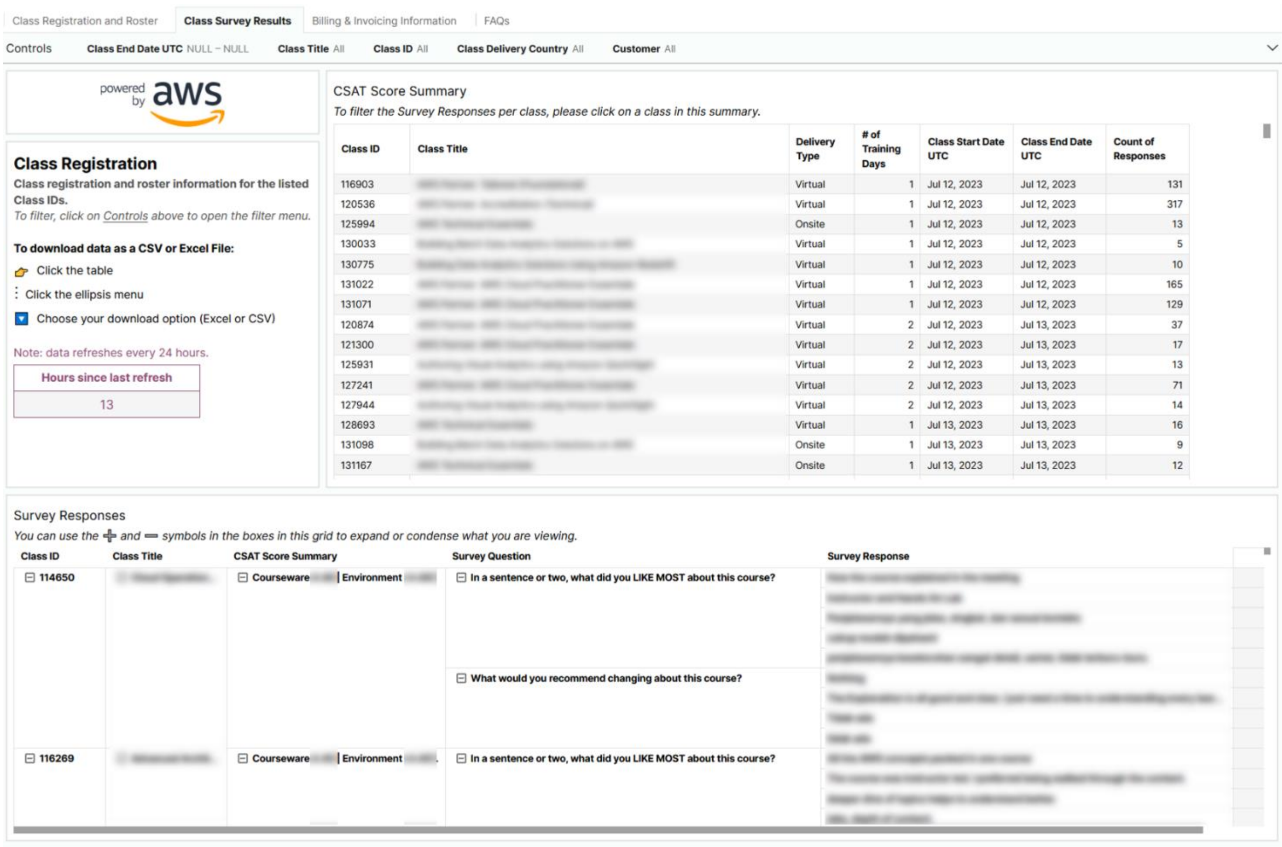
If you would like to filter your data you can use the Controls displayed below.



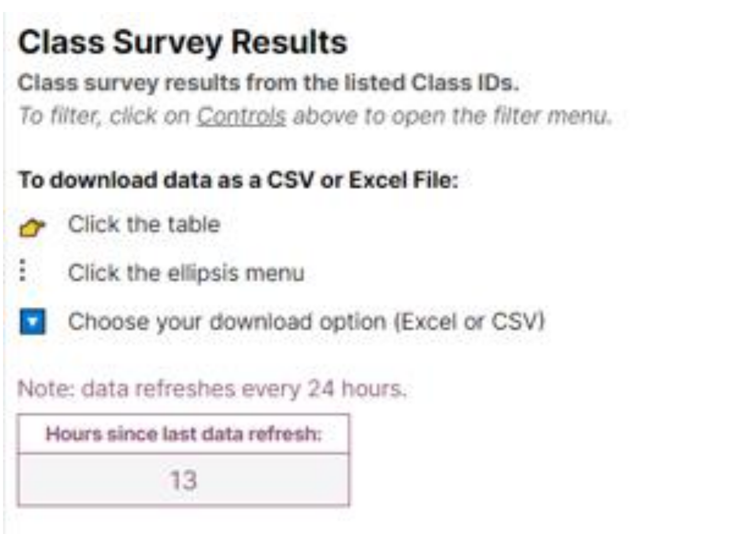
Where can I find survey results for my classes?

Your survey results and CSAT scored will be visible in the Class Survey Results tab. By accessing it you will see a display of

- CSAT Score Summary
- Survey Responses



You also have an export functionality to export Class Survey Results data.

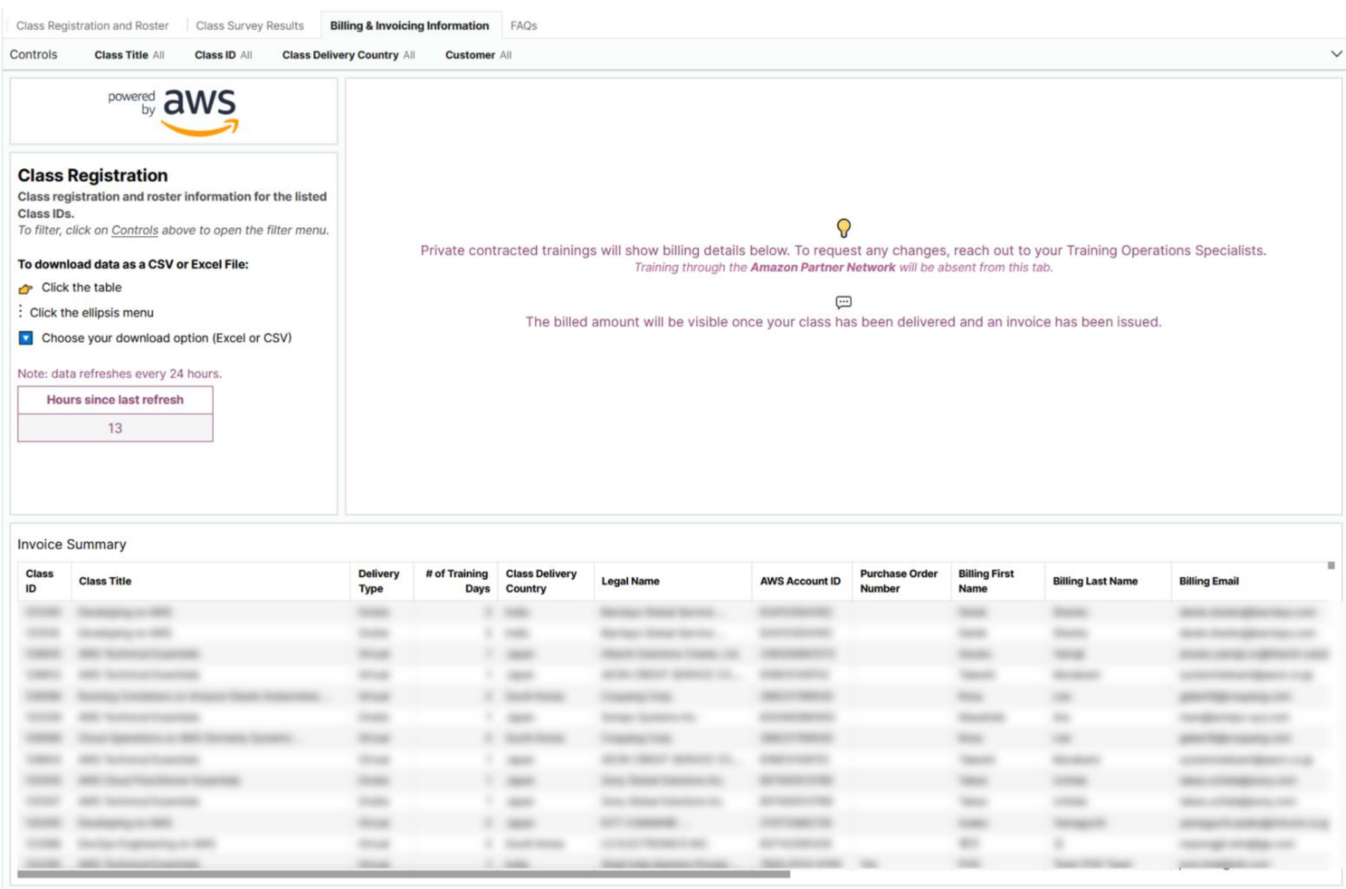


Where can I find invoicing data?

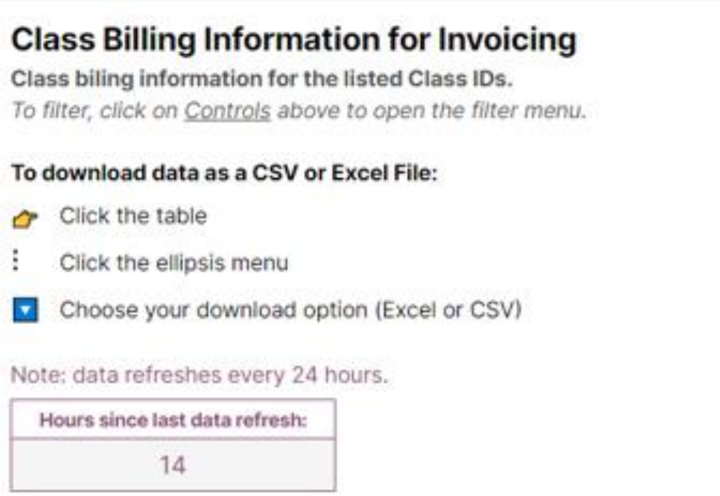
The Billing/Invoicing Information tab displays all invoice related data that is currently associated with your company in our database. This Billing/Invoicing information will be used to generate your AWS Private Training Invoice".

If you would like to make any changes in the billing / invoicing data displayed please reach out to your Training Operations Specialist. To make sure changes are included in our billing runs, please let us know of any amendments by the 15th of the month.

Training through the *Amazon Partner Network* will show null values.



You also have an export functionality to export Class Billing Information for Invoicing.



How to provide Feedback

How do I provide Feedback on the Dashboard?
To provide feedback on the Dashboard please reach out to your Training Operations Specialist.

What should I do if my data is not displayed?

If you are missing data on your classes, please check the last refresh time of your CCH dashboard. The CCH dashboard refreshes every 24 hours. If you are still missing data after the dashboard refreshed please contact your Training Operations Specialist who will investigate that issue with our engineering team.