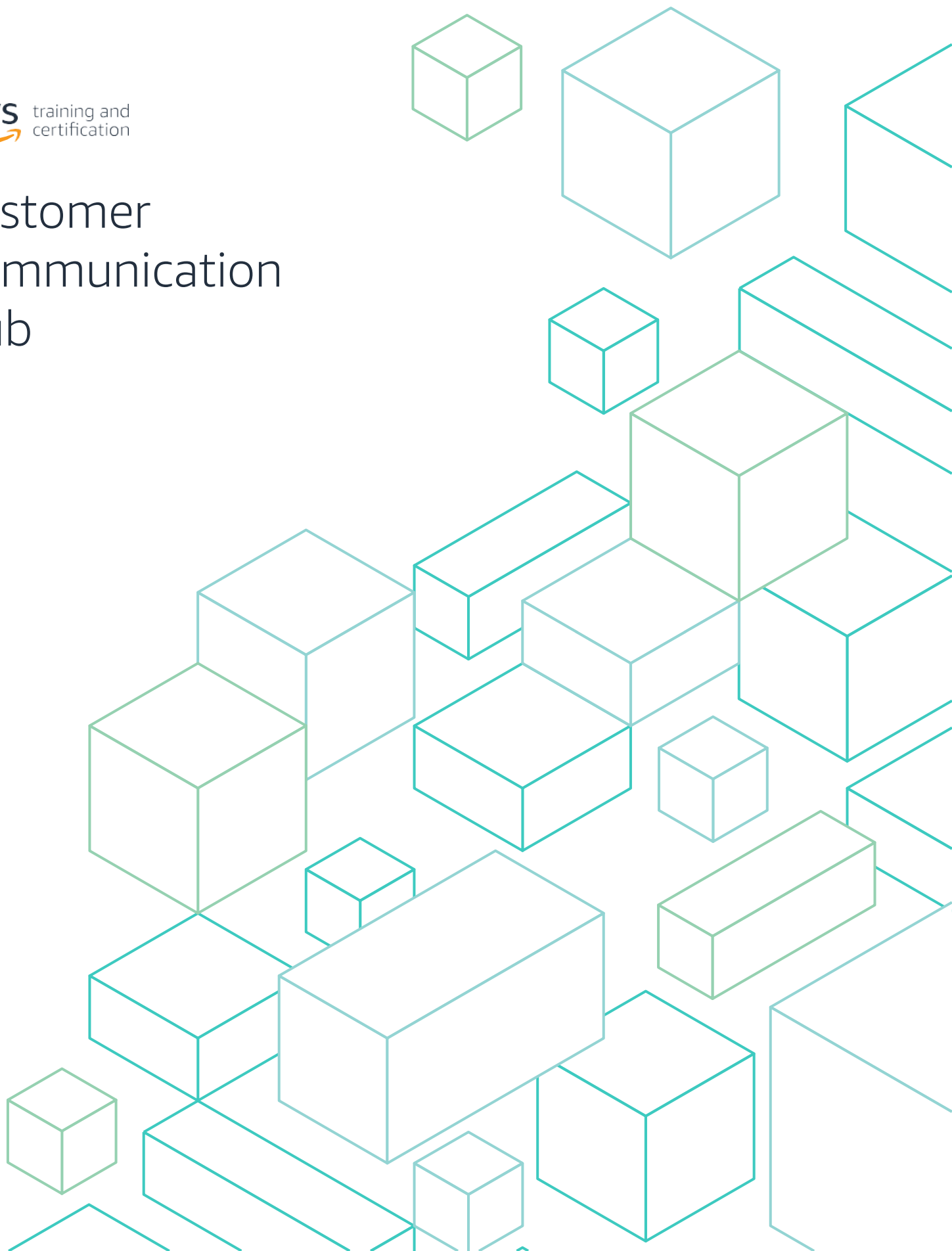


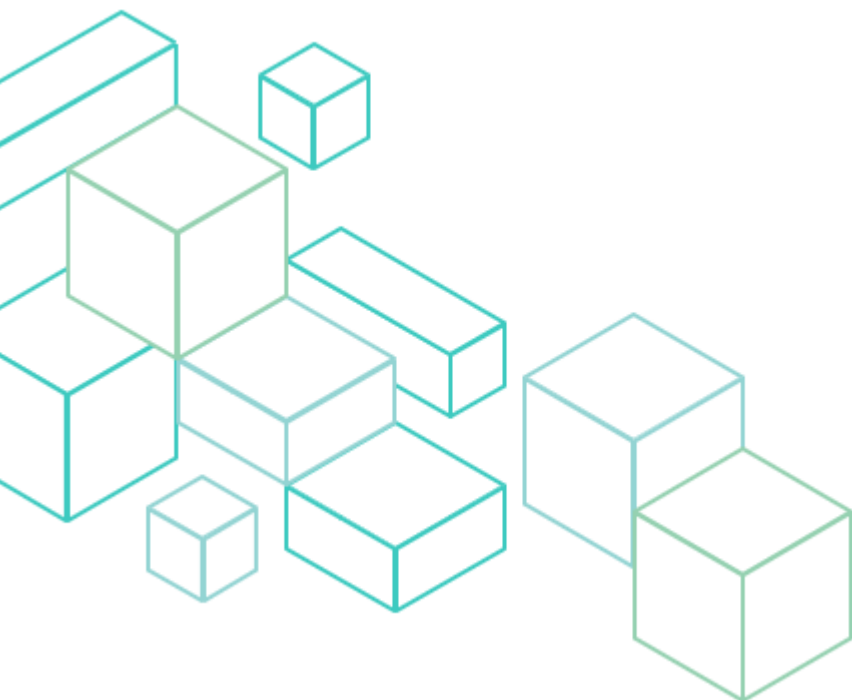


Customer Communication Hub



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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.

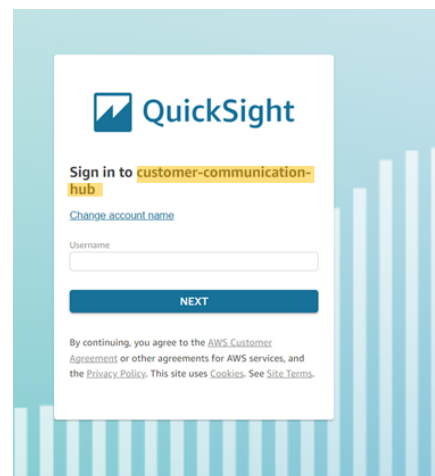
Step Two: Sign in to the CCH QuickSight Account

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

Class Registration and Roster

Class Survey Results

Billing & Invoicing Information

FAQs

Controls

Class Start Date UTC NULL - NULL

Course Title All

Class ID All

Student Status All

Class Delivery Country All

Customer All

Class Registration

Class registration and roster information for the listed Class IDs.

To filter, click on [Controls](#) above to open the filter menu.

To download data as a CSV or Excel File:

Click the table

Click the ellipsis menu

Choose your download option (Excel or CSV)

Note: data refreshes every 24 hours.

Hours since last refresh

13

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Registration Color Coding - 0% Registration 90% Registration 100% Registration

Class Start Date (UTC) Flag Icon :

14 Day Training Policy date cutoff will occur within the next 7 days

14 Day Training Policy date cutoff has passed

Either you or AWS may cancel or change any training as per the [AWS Training Policy](#). If any changes are necessary, please notify AWS ahead of the policy cutoff.

Class Summary

To filter the student statuses below per class, please click on a class in this summary.

To share registration links, please download this grid using the instructions above.

Class ID	Class Title	Delivery Type	# of Training Days	Class Size	Registered Count	Completed Count	Commercial Registration Link	APN Registration Link	Class Start Date (UTC)	Class End Date (UTC)	Days Before Start
132205	Jul 18	Jul 18	-10
132503	Jul 18	Jul 18	-10
116269	Jul 19	Jul 21	-9
120526	Jul 19	Jul 19	-9
126095	Jul 19	Jul 21	-9
128200	Jul 19	Jul 21	-9
129543	Jul 19	Jul 21	-9
129848	Jul 19	Jul 19	-9

Student Class Status

Class ID	Class Title	Class Start Date UTC	Class End Date UTC	Student Name	Student Email 1	Student Email 2	Student Status	Last Student Status Change UTC
120536	Completed	Jul 12, 2023 12:00am
120536	Completed	Jul 12, 2023 12:00am
120536	Completed	Jul 12, 2023 12:00am
120536	Completed	Jul 12, 2023 12:00am
120536	Completed	Jul 12, 2023 12:00am
120874	NoShow	Jul 13, 2023 12:00am
120874	Completed	Jul 13, 2023 12:00am
120874	NoShow	Jul 13, 2023 12:00am
120874	Completed	Jul 13, 2023 12:00am
120874	NoShow	Jul 13, 2023 12:00am
120874	NoShow	Jul 13, 2023 12:00am
120874	Withdrawn	Jun 27, 2023 12:00am
120874	NoShow	Jul 13, 2023 12:00am

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

Class Registration

Class registration and roster information for the listed Class IDs.

To filter, click on Controls above to open the filter menu.

To download data as a CSV or Excel File:

- Click the table
- Click the ellipsis menu
- Choose your download option (Excel or CSV)

Note: data refreshes every 24 hours.

Hours since last data refresh:
13

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

Controls

Class Start Date (UTC)

YYYY/MM/DD HH:mm:ss

-

YYYY/MM/DD HH:mm:ss

Class Title

All

Class ID

All

Registration Status

All

13

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.

Class Registration and Roster | Class Survey Results | **Billing & Invoicing Information** | FAQs

Controls | Class Title All | Class ID All | Class Delivery Country All | Customer All

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Class Registration
Class registration and roster information for the listed Class IDs.
To filter, click on [Controls](#) above to open the filter menu.

To download data as a CSV or Excel File:

- Click the table
- Click the ellipsis menu
- Choose your download option (Excel or CSV)

Note: data refreshes every 24 hours.

Hours since last refresh
13

Private contracted trainings will show billing details below. To request any changes, reach out to your Training Operations Specialists.
Training through the Amazon Partner Network will be absent from this tab.

The billed amount will be visible once your class has been delivered and an invoice has been issued.

Invoice Summary

Class ID	Class Title	Delivery Type	# of Training Days	Class Delivery Country	Legal Name	AWS Account ID	Purchase Order Number	Billing First Name	Billing Last Name	Billing Email
100000	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100001	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100002	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100003	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100004	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100005	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100006	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100007	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100008	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100009	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100010	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100011	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100012	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100013	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100014	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100015	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100016	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100017	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100018	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100019	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com
100020	Introduction to AWS	Private	1	USA	Amazon Web Services, Inc.	1000000000		John	Doe	john.doe@amazon.com



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

Class Billing Information for Invoicing

Class billing information for the listed Class IDs.

To filter, click on [Controls](#) above to open the filter menu.

To download data as a CSV or Excel File:

-  Click the table
-  Click the ellipsis menu
-  Choose your download option (Excel or CSV)

Note: data refreshes every 24 hours.

Hours since last data refresh:
14

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.