

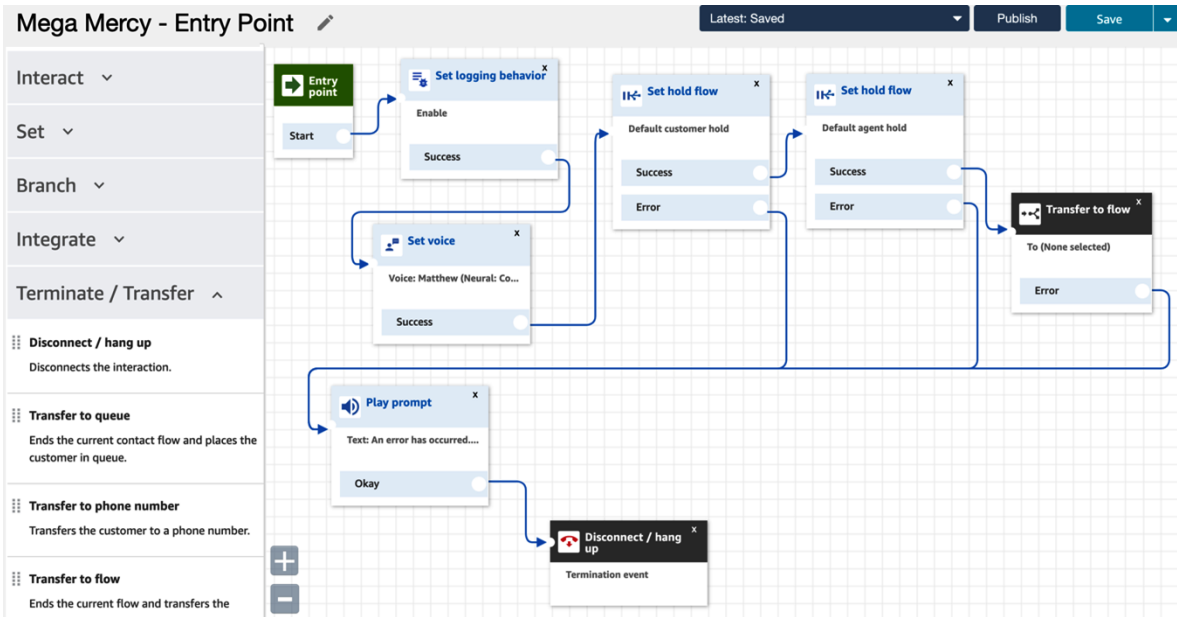
# Chapter 1: Benefits of Amazon Connect

*No Images*

# Chapter 2: Reviewing Stakeholder Objectives

No Images

# Chapter 3: Sketching Your Contact Flows



# Chapter 4: Connect Costing

No Images

# Chapter 5: Base Connect Implementation



## Customer Engagement

### Amazon Connect

### Pinpoint

### Simple Email Service



## Amazon Connect

Amazon Connect makes it easy for you to set up and manage a customer contact center and provide reliable customer engagement at any scale. With Amazon Connect you can deploy a customer contact center with just a few clicks in the AWS management console, on-board agents from anywhere, and quickly begin to engage with your customers.

Get started

[Get started guide](#)



### Create your Amazon Connect

In just a few steps, you will have an Amazon Connect Contact Center up and running with a live telephone number.

### Test drive

Answer some test calls and check out Amazon Connect's Contact Control Panel, metrics, and administrator tools.

### Set up your contact center

Onboard agents, set up contact flows and queues, and start engaging with your customers.

## Identity management

Amazon Connect can be configured to manage your users directly or to leverage an existing directory. This cannot be changed once your instance is created. [Learn more](#)

- Store users within Amazon Connect  
Users will be created and managed by you within Amazon Connect. Note: you will not be able to share users with other applications.

**Access URL** [https://\[redacted\].awsapps.com/connect/home](https://[redacted].awsapps.com/connect/home) ⓘ



- Link to an existing directory  
Amazon Connect will leverage an existing directory. You create users within the directory and then add and configure them within Amazon Connect. Note: you can only associate a directory with a single Amazon Connect instance. [Learn more](#)
- SAML 2.0-based authentication  
AWS supports identity federation with [SAML 2.0 \(Security Assertion Markup Language 2.0\)](#), an open standard that many identity providers (IdPs) use. This feature enables federated single sign-on (SSO), so users can log into the AWS Management Console or call the AWS APIs without you having to create an IAM user for everyone in your organization. [Learn more](#)

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**Directory**



Unable to find any available directories. Note: only active directories will be listed here.

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## Create an Administrator

---

Specify an administrator for this instance of Amazon Connect; this could be you or someone else. You will be able to manage permissions and add more users from within Amazon Connect.

- Add a new admin

**First Name**

**Last Name**

**Username**

- Skip this

## Create an Administrator

---

Specify an administrator for this instance of Amazon Connect; this could be you or someone else. You will be able to manage permissions and add more users from within Amazon Connect.

- Add a new admin

**First Name**

**Last Name**

**Username**

**Password**

**Password (verify)**

**Email Address**

- Skip this

## Telephony Options

---

Amazon Connect offers the ability to accept inbound calls, make outbound calls, or both. You will claim a telephone number later.  
Note: You will not be able to place or receive phone calls if you don't select the corresponding telephony options.

### Incoming calls

---

I want to handle **incoming** calls with Amazon Connect

### Outbound calls

---

I want to make **outbound** calls with Amazon Connect

Note: You can set which users can place outbound calls in user permissions.

## Data storage

---

Call recordings, scheduled reports, and chat transcripts are stored in an Amazon S3 bucket that is created for you when you create an Amazon Connect instance. The stored data is encrypted by the AWS Key Management Service using a key specific to your Amazon Connect instance. Contact flow logs are stored in Amazon CloudWatch Logs in a Log Group created for you.

To successfully create an Amazon Connect instance, you need to use an AWS account that has access to both Amazon S3 and Amazon CloudWatch

**Important:** By choosing **Next step** you are granting Amazon Connect the following permissions:

- Read and write access to your S3 bucket to save and manage your data
- Encrypt/decrypt permissions to encrypt data
- Read and write access to CloudWatch Logs

**Your data will be encrypted and stored here**    connect-e70cd69df99c/connect/jatest123

**Your Contact flow logs will be stored here**    /aws/connect/jatest123

[Customize settings](#)

## Amazon Connect virtual contact center instances

---

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage, and advanced features.

<a href="#">Add an instance</a>	<a href="#">Remove</a>				
Instance Alias	Access URL	Channels	Create Date	Status	
<input type="checkbox"/> jatest123	<a href="https://jatest123.awsapps.com/conn...">https://jatest123.awsapps.com/conn...</a>	Inbound, outbound telephony	11/2/2020	Active	



# Amazon Connect

Please log in with your **jatest123** credentials

Username



Password



Sign In

[Forgot Password?](#)



Amazon Connect jarmstrong | English | ?

**Dashboard** [Hide the guide](#)

**Configuration guide**

Now that you have Amazon Connect setup, it's easy to manage your contact center reliably at any scale. Following these steps will guide you through the basics of configuring Amazon Connect for your business.

**1. Explore your channels of communication**  
Claim a phone number in order to receive and make calls. [Learn more](#) [Begin](#)

---

Engage more visitors in interactions with chat. [Learn more](#) [Test chat](#)

**2. Set hours of operations**  
Hours of operation define when Amazon Connect resources, such as queues, are available, and may be referenced in contact flows. [Learn more](#) [View hours of operations](#)

**3. Create queues**  
Queue allow contacts to be routed to the best agents to service them. If you need to route contacts with different priorities or to agents with different skills, you will want to create multiple queues. [Learn more](#) [View queues](#)

Amazon Connect jarmstrong | English | ?

**Dashboard** [Hide the guide](#)

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Queue allow contacts to be routed to the best agents to service them. If you need to route contacts with different priorities or to agents with different skills you will want to create multiple queues [Learn more](#) [View queues](#)



 We are making imp



## Dashboard



Routing

Last refreshed: Nov 3,



Phone numbers



Contact flows

Prompts

Queues

Hours of operation

Quick connects

Avl  
**1**

On Contact  
**0**

NPT  
**0**

# Claim Phone number

**Toll free**

DID (Direct Inward Dialing)

Country

Prefix (optional)



+1



+1 833-927-0804

+1 833-942-1026

+1 833-913-1129

+1 833-954-1108

+1 866-201-6263

## Description

My base phone number

230 of 250 characters remaining.

## Contact flow / IVR

Sample inbound flow (first contact experience)



Save

Cancel

# Manage Phone numbers

Search by Phone number

Release

Claim a number

Phone Number	Description	Contact flow/IVR
<input type="checkbox"/> +1 833-927-0804	My base phone number	Sample inbound flow (first contact experience)

Rows per page: 25 1 - 1 of 1

## Amazon Connect

### Manage Phone numbers

- Routing
- Phone numbers
- Contact flows
- Prompts
- Queues
- Hours of operation
- Quick connects

Description
My base phone number

## Hours of operation

Name  
Always Closed

Description  
Hours to test contact flows for after-hours operations  
196 of 250 characters remaining.

Time zone:  
Search for time zone

Add new Remove Edit

<input checked="" type="checkbox"/>	Start	End
<input checked="" type="checkbox"/> Sunday	09 : 00 AM	05 : 00 PM
<input checked="" type="checkbox"/> Monday	09 : 00 AM	05 : 00 PM
<input checked="" type="checkbox"/> Tuesday	09 : 00 AM	05 : 00 PM
<input checked="" type="checkbox"/> Wednesday	09 : 00 AM	05 : 00 PM
<input checked="" type="checkbox"/> Thursday	09 : 00 AM	05 : 00 PM
<input checked="" type="checkbox"/> Friday	09 : 00 AM	05 : 00 PM
<input checked="" type="checkbox"/> Saturday	09 : 00 AM	05 : 00 PM

Save Cancel

## Hours of operation

Hours of operation define when a queue is available, and may be attached to queues or referenced directly in contact flows.

Search

Add new hours

Name	Description	Queue assignment
Always Closed	Hours to test contact flows for after-hours op...	No
Basic Hours	Always open hours	Yes
Weekdays	Normal operating hours	No

Rows per page: 25 1 - 3 of 3

[View historical changes](#)



# Amazon Connect



Queues



Routing



Phone numbers

Contact flows

Prompts

Queues



Hours of operation

Quick connects

# Queues

Filter by name

Filter by description

Add new queue

Name	Description	Status
<a href="#">BasicQueue</a>	A simple, basic voice queue.	Enabled

Rows per page: 25 1 - 1 of 1

[View historical changes](#)

## Edit queue

Cancel

Save

Name

Primary Queue

Description

The queue all callers will use.

219 of 250 characters remaining.

Show additional queue information

Hours of operation

Weekdays

x v

Outbound caller ID name

Jeff's Test

The name that will show up on the customer's phone

Outbound caller ID number

+1 833-927-0804

x v

Outbound whisper flow (optional)

Search for contact flow

Maximum contacts in queue (optional)

Set a limit



# Amazon Connect



## Queues



Filter by name



## Users

User management

Routing profiles

Agent status

Security profiles





Agent hierarchy





# Amazon Connect



<input type="checkbox"/>	<b>Agent</b>		An agent is a user of the system that is focused on customer care and/or sales. Their role is unlikely to be technical.
<input type="checkbox"/>	<b>CallCenterManager</b>	 	er manager (or call center admin) manages the day-to-day aspects of the call center.
<input type="checkbox"/>	<b>QualityAnalyst</b>		A quality analyst works to improve the customer experience and keeps track of live service metrics.

## Duplicate security profile



Are you sure you want to duplicate the following profile?

Profile name

CallCenterManager

Permissions

Routing: All

NumFlow: Prompts

NumFlow: ContactFlows

NumFlow: PhoneNumbers

Users.View

Users.Edit

Users.Create

UserPerm: AgentStatus

MetricsQuality: AccessMetrics

MetricsQuality: ContactSearch

MetricsQuality: ContactAttributes

MetricsQuality: AgentTimeCard

MetricsQuality: ManagerMonitor

MetricsQuality: RecordedConversations

MetricsQuality: SavedReports

New name

Contact Flow Admin

Cancel

Duplicate

# Edit security profile

## Name

Contact Flow Admin

This field is required, and can contain up to 127 characters: A-Z, 0-9, spaces, @, underscores ( \_ ), and dashes (-).

## Description

A call center manager (or call center admin) manages the day-to-day aspects of the call center.

155 of 250 characters remaining.

## Security profile permissions

Routing ⓘ



Numbers and flows ⓘ



Users and permissions ⓘ



Contact Control Panel (CCP) ⓘ



Metrics and Quality ⓘ



Historical changes ⓘ



Metrics and Quality ⓘ										
Type	All	Access	View	Edit	Create	Enable/Disable	Enable download button	Delete	Publish	Schedule
Access metrics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact search	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search contacts by conversation characteristics	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search contacts by keywords	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrict contact access ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact attributes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact Lens - speech analytics ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recorded conversations (redacted) ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Login/Logout report	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manager monitor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recorded conversations (unredacted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saved reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Users and permissions ⓘ							
Type	All	View	Edit	Create	Remove	Enable / Disable	Edit permission
Users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Agent hierarchy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Agent status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Manage security profiles



Remove

Add new security profile

<input type="checkbox"/>	Name	Description	Permissions
<input type="checkbox"/>	Admin	An administrator can perform all actions available.	Routing: All NumFlow: All UserPerm: All CCP: All MetricsQuality: AccessMetrics MetricsQuality: ContactSearch MetricsQuality: ContactSearchByCharacteristicsAccess MetricsQuality: ContactSearchByTranscriptAccess MetricsQuality: ContactAttributes MetricsQuality: ViewGraphTrends MetricsQuality: Rules MetricsQuality: RedactedData MetricsQuality: AgentTimeCard MetricsQuality: ManagerMonitor MetricsQuality: RecordedConversations MetricsQuality: SavedReports HistoricalChanges: All
<input type="checkbox"/>	Agent	An agent is a user of the system that is focused on customer care and/or sales. Their role is unlikely to be technical.	CCP: All
<input type="checkbox"/>	CallCenterManager	A call center manager (or call center admin) manages the day-to-day aspects of the call	Routing: All NumFlow: Prompts NumFlow: ContactFlows NumFlow: PhoneNumbers Users.View Users.Edit Users.Create

## Create security profile

### Name

User Admin

This field is required, and can contain up to 127 characters: A-Z, 0-9, spaces, @, underscores (\_), and dashes (-).

### Description

Profile for administering users.

218 of 250 characters remaining.



## Security profile permissions

Routing ⓘ

Users and permissions ⓘ								
Type	All	View	Edit	Create	Remove	Enable / Disable	Edit permission	
Users	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Agent hierarchy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Security profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Agent status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

# Manage security profiles

Users

User management

Routing profiles

Agent status

Security profiles

Agent hierarchy

Agent
An age

# User management



Remove Edit **Add new users**

Search for users by login [Show advanced options](#)

<input type="checkbox"/>	Login name	Name	Routing profile	Security profile	Agent hierarchy
<input type="checkbox"/>	jarmstrong	Armstrong, Jeffrey	Basic Routing Profile	Admin	—

Rows per page: 25 1 - 1 of 1

## Add new users

- 1 Select source
- 2 Add user details
- 3 Verify user details

How do you want to set up your existing users?

- Create and set up a new user.
- Upload my users from a [template \(csv\)](#).

Next Cancel

## Add new user

- ✓ Select source
- 2 Add user details
- 3 Verify user details

First name	Last name	Login name	Email address
<input type="text" value="First"/>	<input type="text" value="User"/>	<input type="text" value="first.user"/>	<input type="text" value="first.user@testcompany.com"/>
Password	Verify Password		
<input type="password" value="....."/>	<input type="password" value="....."/>		

Routing Profile:

Security Profiles:

Phone Type:

Auto-Accept Call

After call work (ACW) timeout:

## Add new user



Select source



Add user details



Verify user details

Please verify the information below.

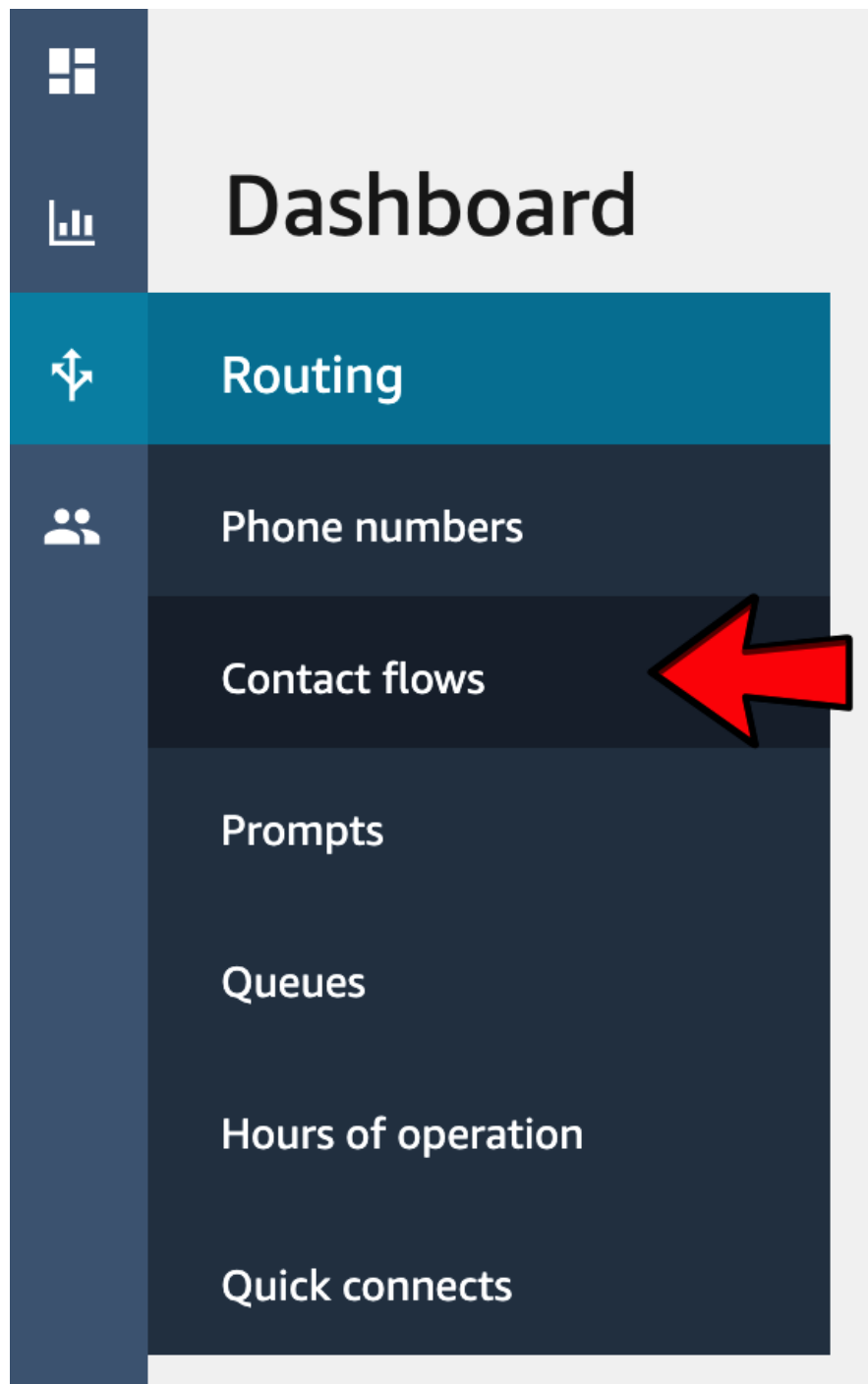
Login name	Name	Email address	Routing profile	Security profile	Agent hierarchy
first.user	User, First	first.user@testcompany.com	Basic Routing Profile	Agent	—

Create users

Back



## Chapter 6: Contact Flow Creation



# Contact flows

Search by name

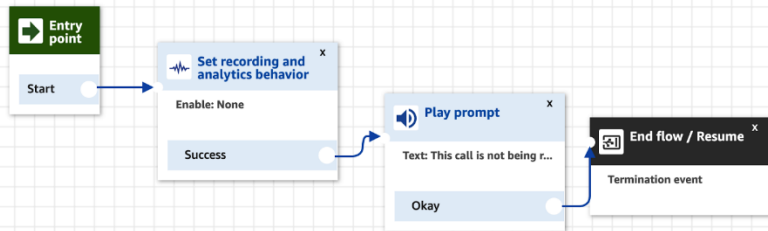
Create contact flow

Name	Type	Description	Status
Default agent hold	Agent hold	Audio played for the agent when on hold	Published
Default agent transfer	Transfer to agent	Default flow to transfer to an agent.	Published
Default agent whisper	Agent whisper	Default whisper played to the agent.	Published
Default customer hold	Customer hold	Default audio the customer hears while on hold.	Published
Default customer queue	Customer queue	Default audio played when a customer is waiting in queue.	Published
Default customer whisper	Customer whisper	Default whisper played to the customer	Published
Default outbound	Outbound whisper	Default flow for outbound calls.	Published
Default queue transfer	Transfer to queue	Default flow used to transfer to a queue.	Published

## Default outbound

Latest: Published Publish Save

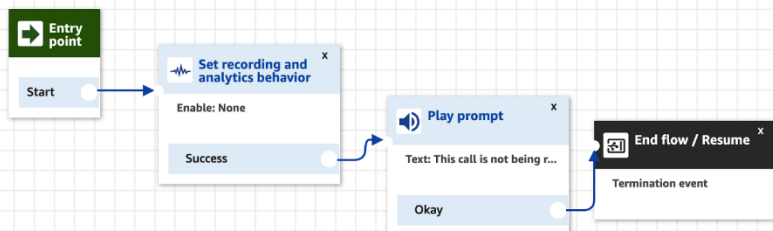
- Show additional flow information
- Interact
- Set
- Branch
- Integrate
- Terminate / Transfer



## Default outbound

Latest: Published Publish Save

- Show additional flow information
- Interact
- Set
- Branch
- Integrate
- Terminate / Transfer





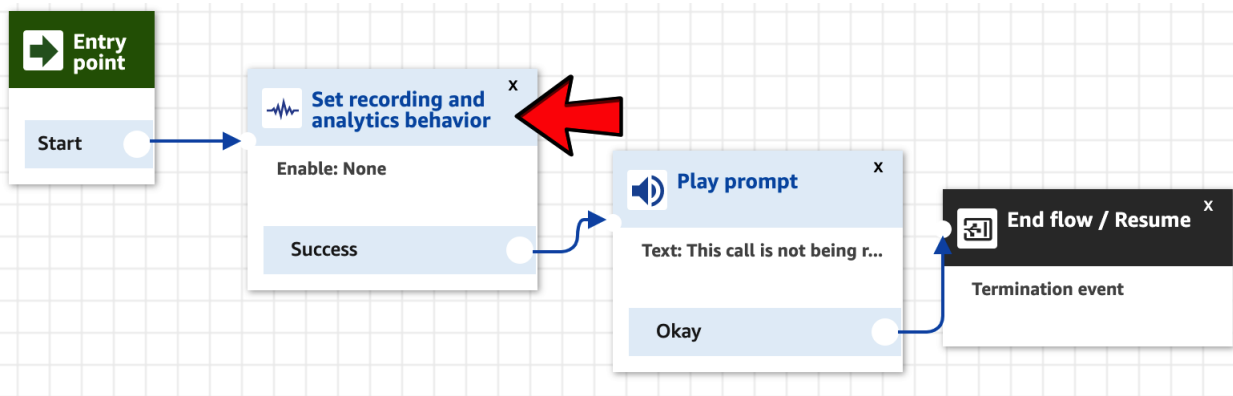
# Amazon Connect

## Mega Mercy - General Outbou

Mega Mercy - General Outbou

Show additional flow information ▾

Interact ▾



## Set recording and analytics behavior



Specify call recording behavior and configure Contact Lens speech analytics.

### Call recording

Enables or disables call recording for the agent, customer, or both. Agent and customer call recordings are required to enable Contact Lens.

- On
  - Agent and Customer
  - Agent only
  - Customer only
- Off



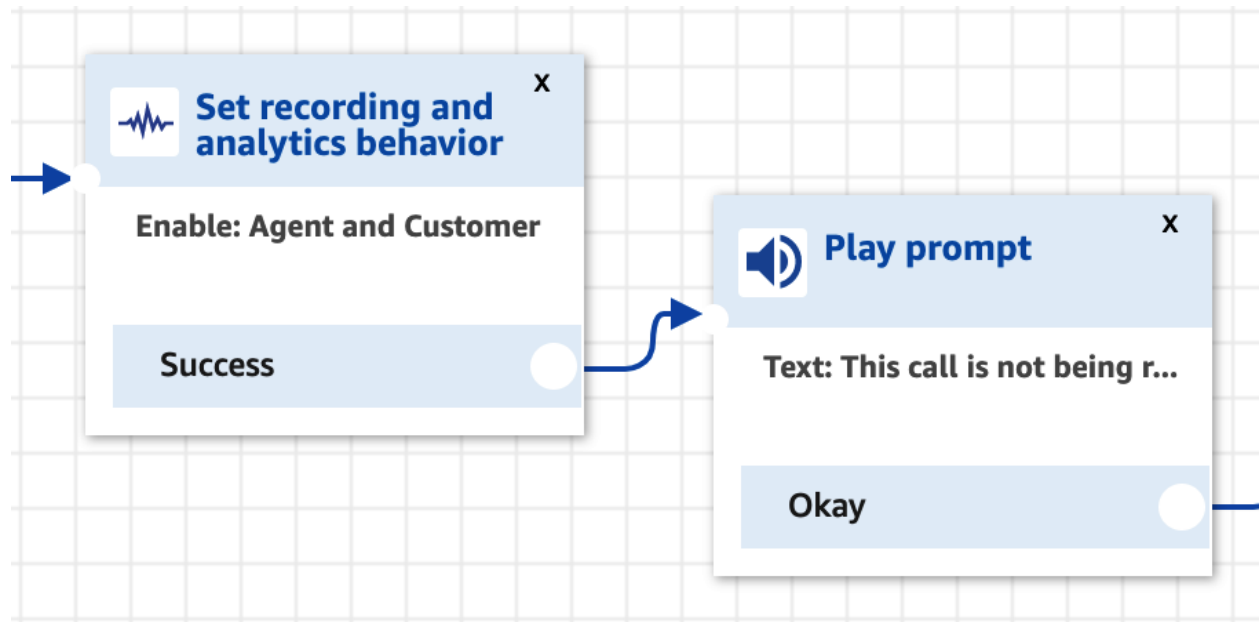
### Contact Lens speech analytics

- Enable Contact Lens for speech analytics.

Contact Lens is a speech analytics that provides transcripts and analysis about the customer experience. You can specify the language manually or by using an attribute. [Learn more](#)

Cancel

Save



## Play prompt



Delivers an audio or chat message. [Learn more](#)

Prompt

- Select from the prompt library (audio)
- Text-to-speech or chat text
  - Enter text

You are receiving a call from Mega Mercy Hospital. This call may be recorded for quality assurance.

- Enter dynamically

Interpret as

Text 

Cancel

Save

# Publish Mega Mercy - General Outbound



**Are you sure you want to publish this contact flow?**

Publishing a contact flow makes it active. This may impact your live traffic.

[Learn more](#)

Cancel

Publish

## Contact flows

Search by name



Create contact flow

Name	Type	Description	Status
Default agent hold	Agent hold	Audio played for the agent when on hold	Published
Default agent transfer	Transfer to agent	Default flow to transfer to an agent.	Published
Default agent whisper	Agent whisper	Default whisper played to the agent.	Published
Default customer hold	Customer hold	Default audio the customer hears while on hold.	Published
Default customer queue	Customer queue	Default audio played when a customer is waiting in queue.	Published
Default customer whisper	Customer whisper	Default whisper played to the customer	Published

Enter a name



Publish

Save

Show additional flow information

Interact

Set

Branch

Integrate

Terminate / Transfer

Entry point

Start

# Mega Mercy - Entry Point

Latest: Published

Publish

Save

Show additional flow information

Interact

Set



Branch

Integrate

Terminate / Transfer

Entry point

Start

# Mega Mercy - Entry Point

Latest: Published

Publish

Save

Show additional flow information

Interact

Set

Set working queue

Specify the queue that the contact will be transferred to.

Set contact attributes

Define and store key-value pairs as contact attributes.

Change routing priority / age

Alters the priority of the contact in queue.

Set logging behavior

Enables or disables Contact Flow Logs.



Entry point

Start



# Mega Mercy - Entry Point

Show additional flow information ▾

Interact ▾

Set ^

☰ **Set working queue**  
Specify the queue that the contact will be transferred to.

```
graph LR; EP[Entry point] -- Start --> SLB[Set logging behavior]; SLB -- Enable --> S[Success];
```

# Mega Mercy - Entry Point

Show additional flow information ▾

Interact ▾

Set ^

☰ **Set working queue**  
Specify the queue that the contact will be transferred to.

```
graph LR; EP[Entry point] -- Start --> SLB[Set logging behavior]; SLB -- Enable --> S[Success];
```

# Mega Mercy - Entry Point

Latest: Published ▾ Publish Save ▾

Alters the priority of the contact in queue.

☰ **Set logging behavior**  
Enables or disables Contact Flow Logs.

☰ **Set recording and analytics behavior**  
Specify call recording behavior and set up speech analytics. You must set up recording to use speech analytics.

☰ **Set hold flow**  
Specify the flow to invoke when a customer or

```
graph LR; EP[Entry point] -- Start --> SLB[Set logging behavior]; SLB -- Success --> SHF[Set hold flow]; SHF -- Nothing selected --> S[Success]; SHF -- Error --> E[Error];
```



# Set hold flow

Specify the flow to invoke when a customer or agent is put on hold during phone call. [Learn more](#)

Hold flow

Agent

Customer

Select a flow

Default customer hold



Use attribute

Cancel

Save

## Mega Mercy - Entry Point

Latest: Published

Publish

Save

Alters the priority of the contact in queue.

### Set logging behavior

Enables or disables Contact Flow Logs.

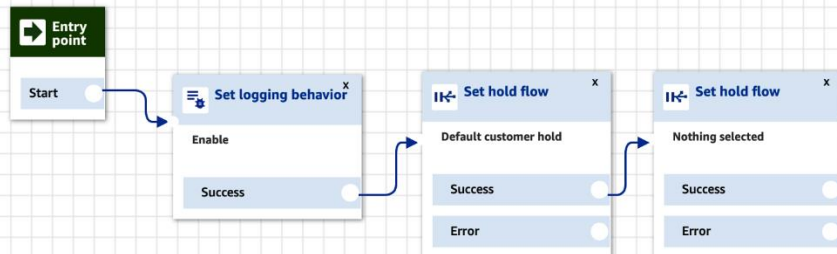
### Set recording and analytics behavior

Specify call recording behavior and set up speech analytics. You must set up recording to use speech analytics.

### Set hold flow

Specify the flow to invoke when a customer or agent is put on hold during phone call.

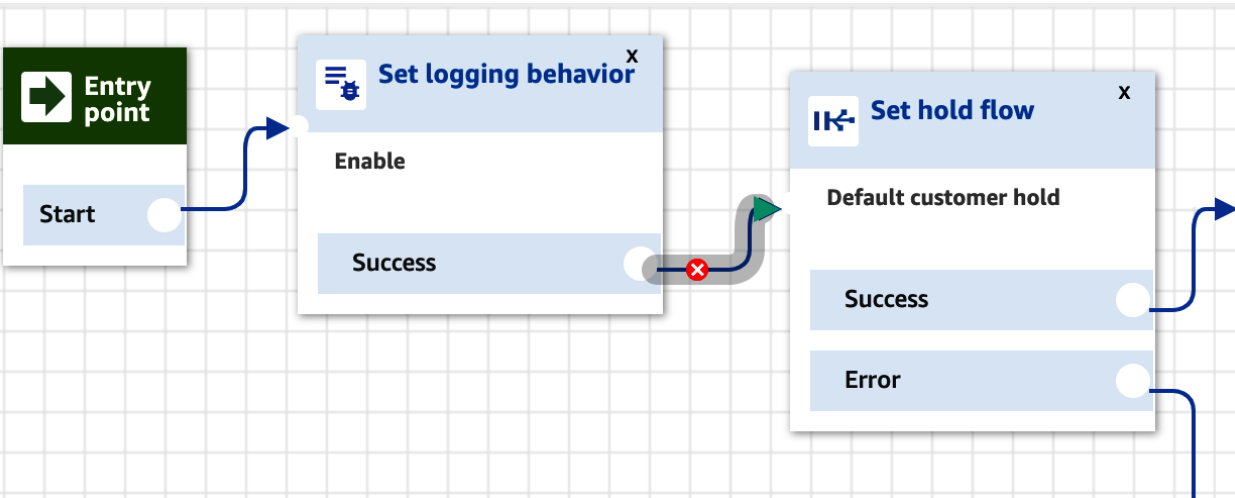
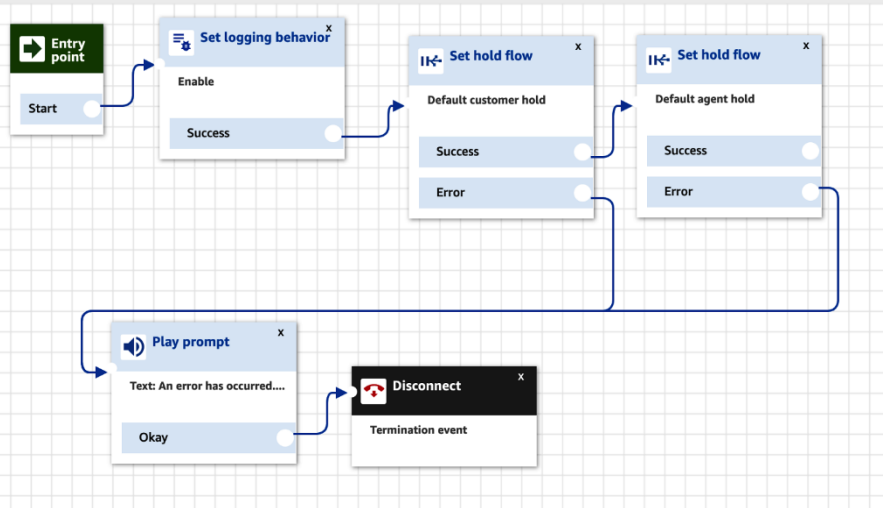
### Set customer queue flow



# Mega Mercy - Entry Point

Latest: Saved Publish Save

- interactions.
- Get queue metrics**  
Loads queue metrics for flow to use
- Branch
- Integrate
- Terminate / Transfer
- Disconnect**  
Ends the interaction.
- Transfer to queue**  
Ends the current contact flow and transfers the contact to a queue.

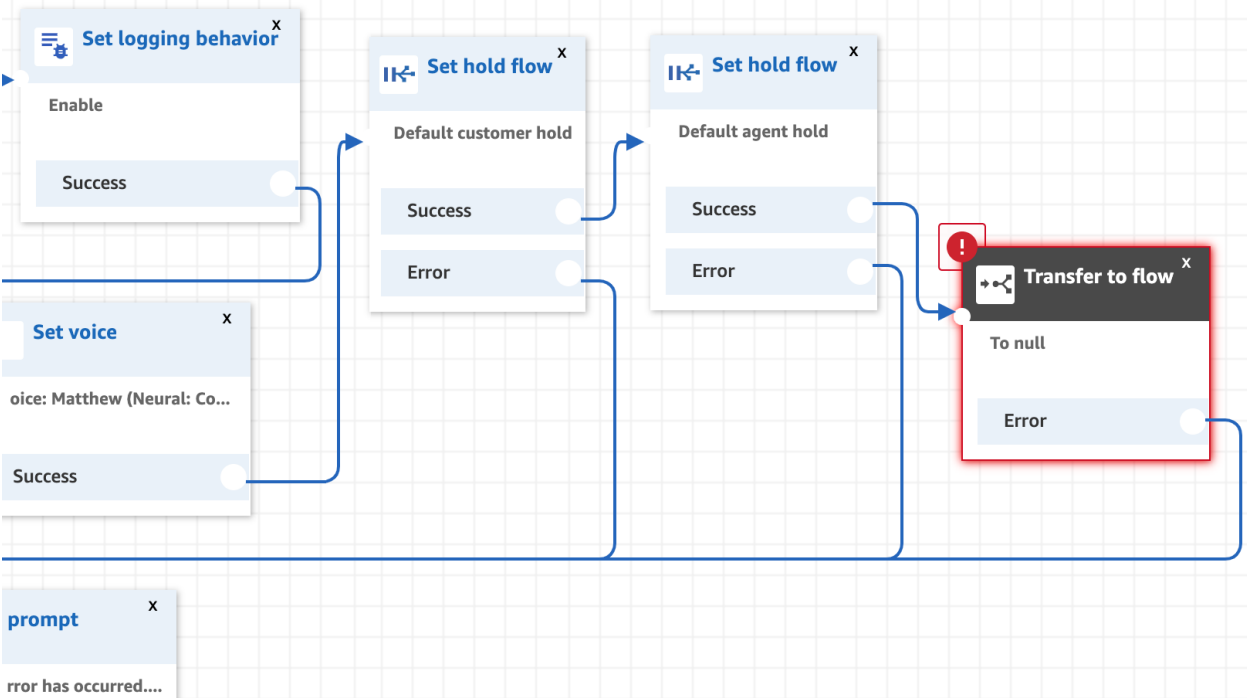
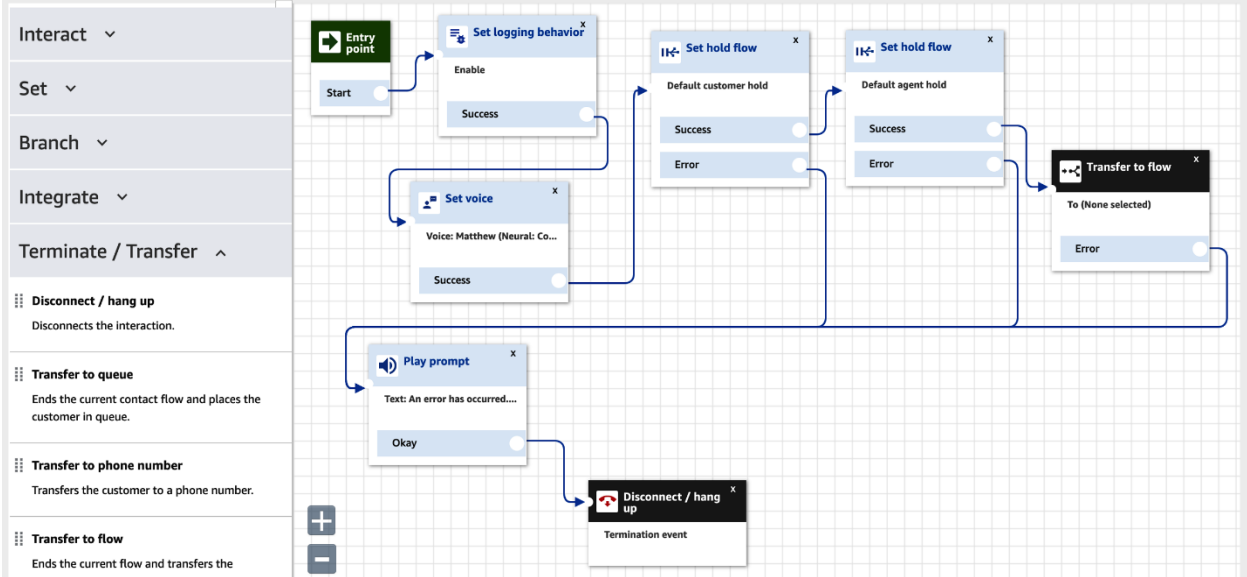


# Mega Mercy - Entry Point

Latest: Saved

Publish

Save

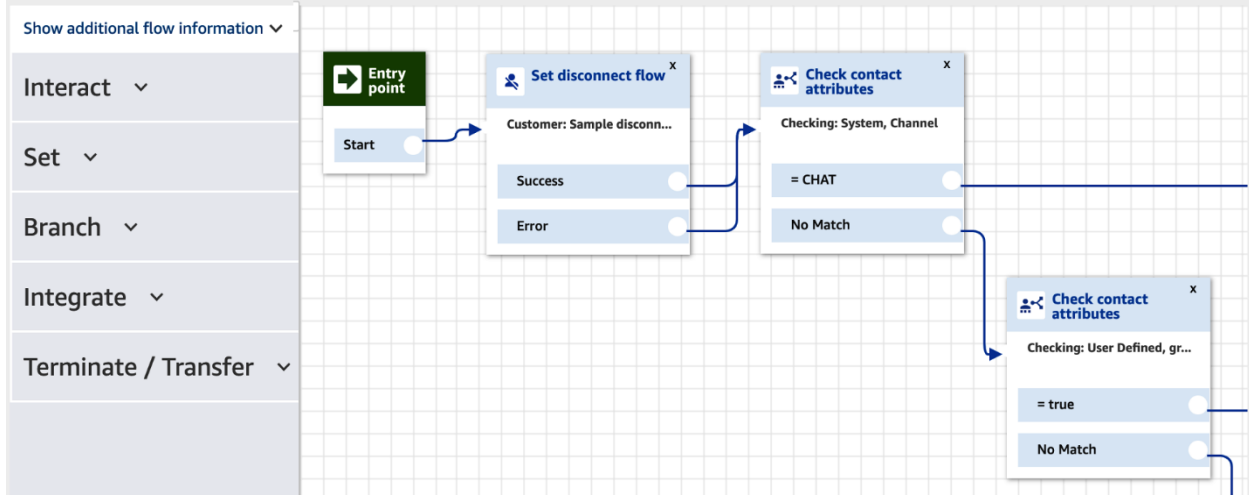


# Sample inbound flow (first contact experience)

Latest: Published

Publish

Save



Latest: Published

Publish

Save



- Save as
- Export flow (beta)
- Import flow (beta)

 Check contact attributes

Checking: System, Channel

## Save as



---

New name

Mega Mercy - Branching

---

Description

Branching flow to direct to departments

---

Cancel

Save as

# Mega Mercy - Branching

Show additional flow information 

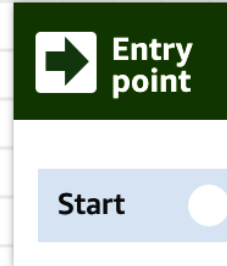
Interact 


Set 

Branch 

Integrate 

Terminate / Transfer 

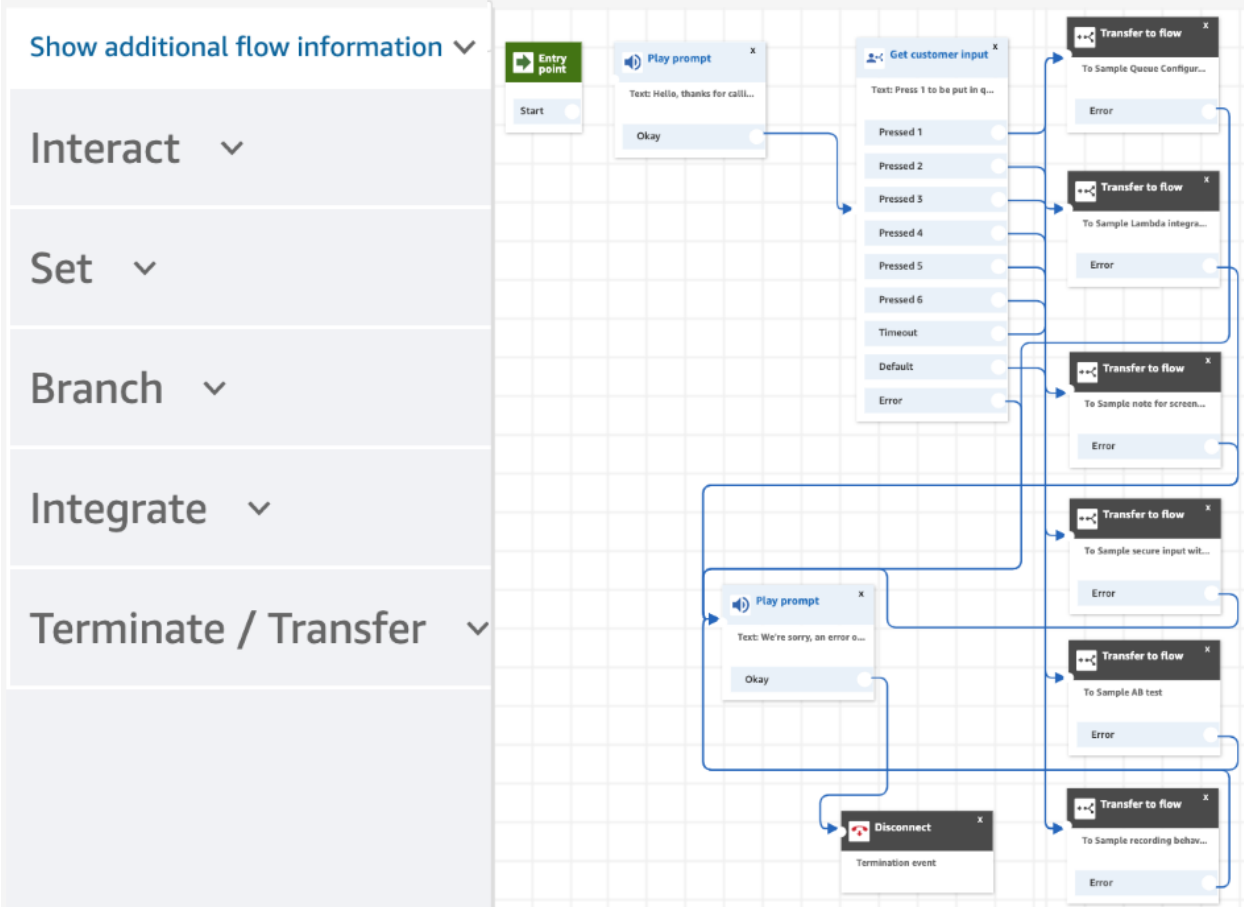


Entry point 

Start



# Mega Mercy - Branching







## Get customer input

Delivers an audio or chat message to solicit customer input.

Based on response, the contact flow branches. [Learn more](#)

- Select from the prompt library (audio)
- Text-to-speech or chat text
  - Enter text

Press 1 for Billing  
2 for Accounts payable

- Enter dynamically

Interpret as

Text 

**DTMF**

Amazon Lex

Plays an audio prompt and branches based on DTMF or Amazon Lex intents. The audio prompt is interruptible when using DTMF.

Set timeout (Minimum one second)

8 seconds

Cancel

Save

## Get customer input



Delivers an audio or chat message to solicit customer input.

DTMF

Amazon Lex

Plays an audio prompt and branches based on DTMF or Amazon Lex intents. The audio prompt is interruptible when using DTMF.

Set timeout (Minimum one second)

5 seconds



Option:

x 1

Option:

x 2

Option:

x 3

Cancel

Save

## Get customer input



Delivers an audio or chat message to solicit customer input.

x 2

Option:

x 3

Option:

x 4

Option:

x 5

Option:

x 6

[Add another condition](#)

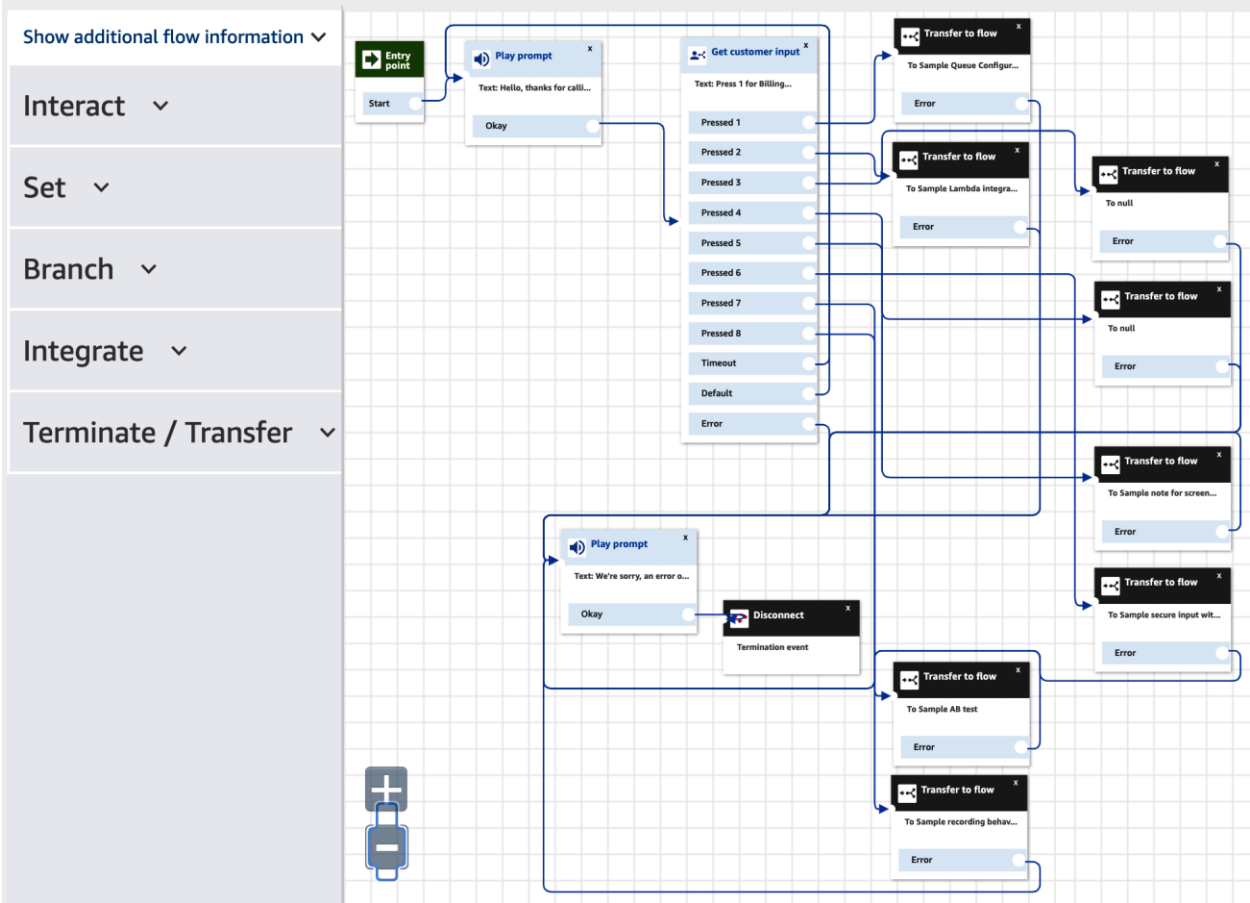


Cancel

Save

# Mega Mercy - Branching

Latest: Saved



# Sample queue customer

11/03/20 3:36:10 AM UTC: Published

Publish

Save



## Export flow (beta)



When you export a flow, the most recently saved version is exported. Any unsaved changes to the flow will not be exported. If you modify the exported file it may not import correctly. [Learn more about Contact Flow Import/Export.](#)

Name your exported file

Sample queue customer

Cancel

Export

The screenshot shows the flow editor interface. At the top, there is a header with the text "Enter a name" and a pencil icon. To the right of the header are buttons for "Publish" and "Save". A red arrow points to a button labeled "Import flow (beta)" which is positioned below the "Publish" and "Save" buttons. On the left side, there is a sidebar with a dropdown menu containing options: "Interact", "Set", "Branch", "Integrate", and "Terminate / Transfer". The main workspace is a grid with a green "Entry point" block and a blue "Start" block.

## Import flow (beta)



Select the contact flow file you want to import. You can only import a flow of the same type as the flow you have open. The file must be a valid JSON document.

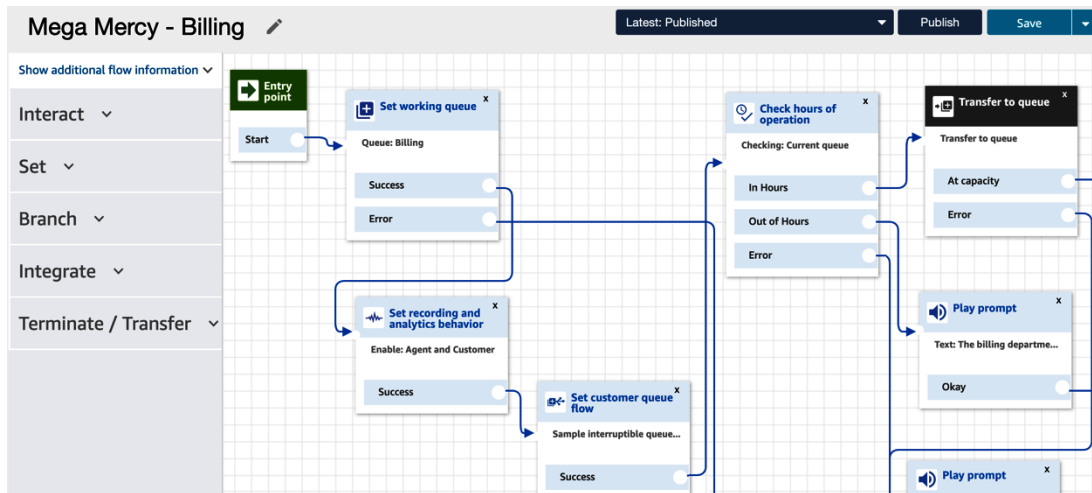
Select a contact flow.

Sample queue customer

Select

Cancel

Import



## Set customer queue flow

Specifies the flow to run when a customer is transferred to a queue. [Learn more](#)

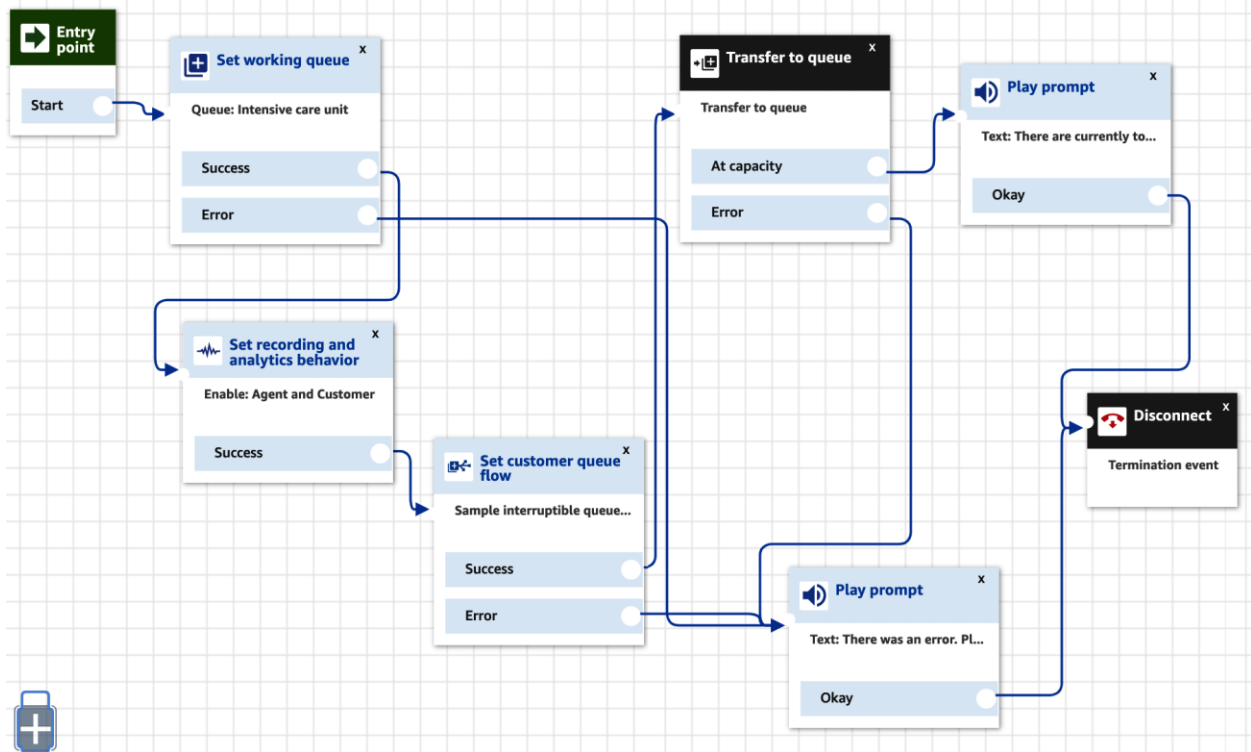
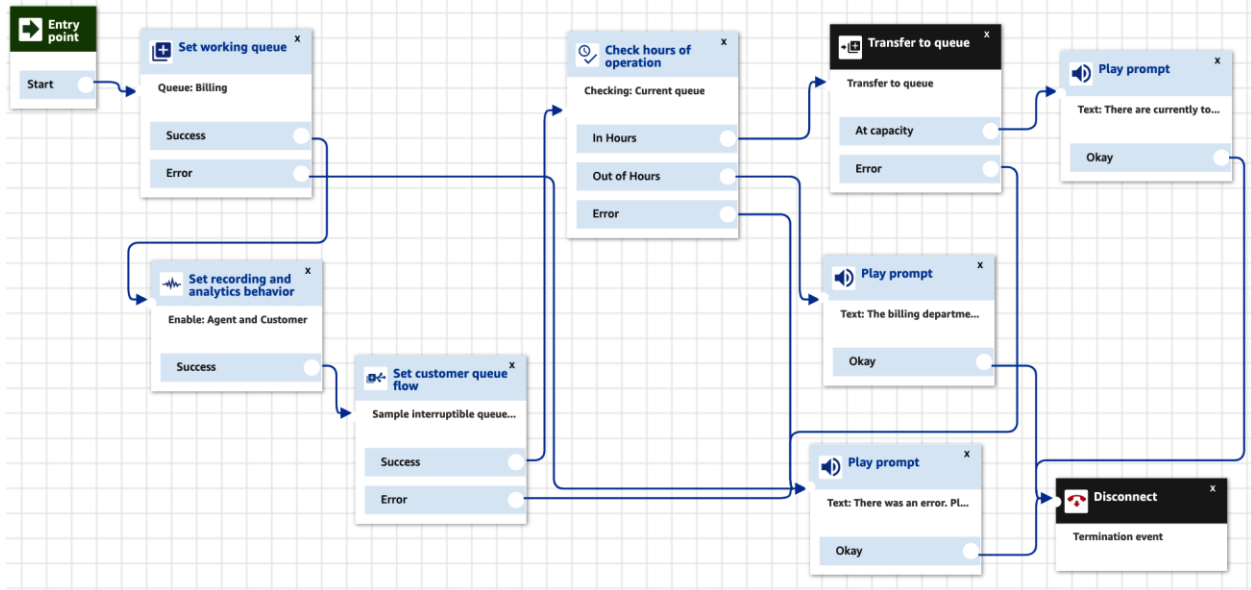
Customer queue flow

Select a flow

Sample interruptible queue flow with callback



Use attribute



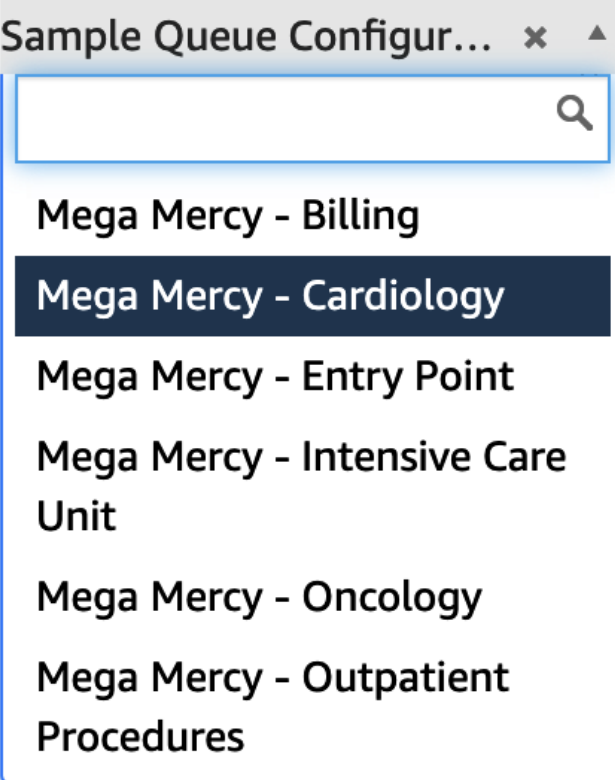


## Transfer to flow

Ends the current flow and transfers the customer to a flow of type contact flow. [Learn more](#)

Transfer

- Select a flow



Sample Queue Configur... x ▲

- Mega Mercy - Billing
- Mega Mercy - Cardiology**
- Mega Mercy - Entry Point
- Mega Mercy - Intensive Care Unit
- Mega Mercy - Oncology
- Mega Mercy - Outpatient Procedures



## Chapter 7: Creating AI Bots



### Machine Learning

Amazon SageMaker

Amazon Augmented AI

Amazon CodeGuru

Amazon Comprehend

Amazon Forecast

Amazon Fraud Detector

Amazon Kendra

**Amazon Lex**

Amazon Personalize



### Amazon Lex

Amazon Lex is a service for building conversational interfaces using voice and text. With Lex, the same deep learning engine that powers Alexa is now available to any developer, enabling you to bring sophisticated, natural language chatbots to your new and existing applications.

[Get Started](#)



[Getting Started Guide](#)



## Create your bot

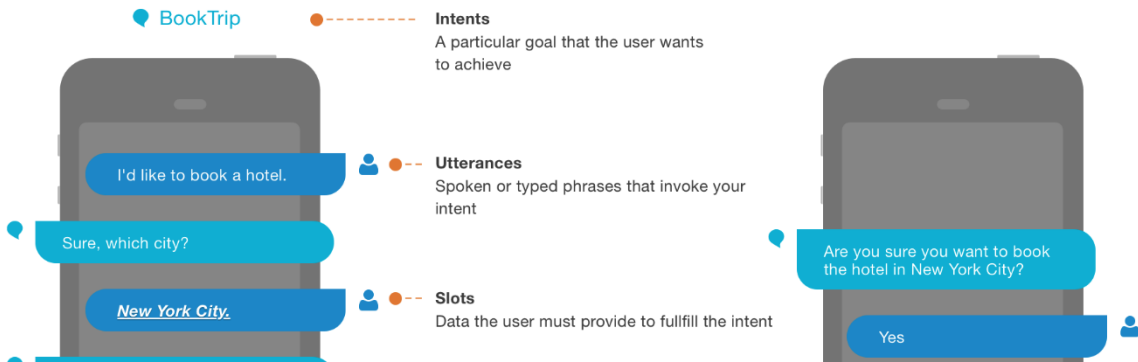
Amazon Lex enables any developer to build conversational chatbots quickly and easily. With Amazon Lex, no deep learning expertise is necessary—you just specify the basic conversational flow directly from the console, and then Amazon Lex manages the dialogue and dynamically adjusts the response. To get started, you can choose one of the sample bots provided below or build a new custom bot from scratch.

CREATE YOUR OWN      TRY A SAMPLE

Custom bot      BookTrip      OrderFlowers      ScheduleAppointment

Bot name

BookTrip



**Bot name**

DepartmentBot

**Language**

English (US) ▼

**Output voice**

Matthew ▼

Type text here to hear a sample



**Session timeout**

1|

min ▼



**Sentiment analysis**



Yes



No



**IAM role**

[AWSServiceRoleForLexBots](#)



Automatically created on your behalf

**COPPA** Please indicate if your use of this bot is subject to the [Children's Online Privacy Protection Act \(COPPA\)](#). [Learn more](#) ⓘ

Yes  No

**Advanced options** Enable accuracy improvements and ML features. [Learn more](#) ⓘ

Yes  No

**Confidence score threshold**

0.4 (default)

► **Tags**

Cancel

Create

< DepartmentBot Latest ▾ Build Publish ⓘ

**Editor** Settings Channels Monitoring

Intents +  
No intents created

Slot types +  
No slots created

Error Handling

Getting started with your bot

Welcome to your bot editor. You can start right away by adding an intent using the + button in the Intents section of the left navigation.

[+ Create Intent](#) ←

Components of your bot.

**BookTrip**

**Intents**  
A particular goal that the user wants to achieve

**Utterances**  
Spoken or typed phrases that invoke your intent

**Slots**  
Data the user must provide to fulfill the intent

I'd like to book a hotel.

Sure, which city?

New York City.

Are you sure you want to book the hotel in New York City?

Yes

## Add intent



 Create intent



 Import intent

 Search existing intents

Cancel

Add

## Create intent



Give a unique name for the new intent

Previous

Add

Editor

Settings

Channels

Monitoring

Intents +

**Billing**

Slot types +

No slots created

Error Handling

Billing Latest ▾

▾ Sample utterances ⓘ

make a payment +

dispute a charge ×

I want to speak to the billing department ×

I have a bill to pay ×

Billing department ×

▼ Response ⓘ

[▶ Preview](#)

||  Message  Custom Markup ⓘ

One of these messages will be presented at random.

[Add Message](#)

**Wait for user reply**  
If the user says "no," the following message will be presented.

\* Required

---

DepartmentBot Latest ▾

**Build** **Publish** ?

Editor Settings Channels Monitoring

Intents +

**Billing**

Slot types +

No slots created

Billing Latest ▾

▼ Sample utterances ⓘ

+

×

Test Chatbot <

## Build your bot ×


You can continue editing your bot while the build is in progress. You can start testing your bot after the build completes.

**Cancel** **Build**

🔔 Jeff's Master Account ▾ N. Virginia ▾ Support ▾

**Build** **Publish** ?

Test Chatbot <







Jeff's Master Account ▼

N. Virginia ▼

Support ▼

**Publish**



> **Test bot (Latest)**

✔ Ready. Build complete.

I'd like to pay an invoice

Sure, I'll transfer you to billing now.

[Clear chat history](#)



*Chat with your bot...*

Editor

Settings

Channels

Monitoring

Intents



Billing



Billing

▾ Sample

Slot types



*e.g. I wou*

No slots created

make a pa

Error Handling

dispute a

I want to



Jeff's Master Account ▾

N. Virginia ▾

Support ▾



Publish



Test Chatbot <

## Publish DepartmentBot



Publishing is the last step before you can connect your bot to your mobile app or chatbot.

Create an alias



► Tags

[Update an existing alias](#)

Cancel

**Publish**

## Publish DepartmentBot



Your bot is published! You can now connect to your mobile app or continue to chatbot deployment.

<b>Bot Name</b>	DepartmentBot
<b>Bot Version</b>	1
<b>Alias</b>	Departments

### What to do next?

Here are some resources to help you progress once your bot is published.

[How to connect to your mobile app](#)

Learn how to connect to your bot to your mobile app.

**Download connection info**

[Integrate with Mobile hub.](#)

Please create a project and choose the Conversational Bots feature in Mobile Hub

[How to deploy your bot to other services](#)

Learn how to deploy your bot to other services like Facebook Messenger, Slack, Twilio, and Kik.

**Go to channels**

**Close**



# Customer Engagement

## Amazon Connect

### Pinpoint

### Simple Email Service

#### Amazon Connect virtual contact center instances

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage, and advanced features.

Instance Alias	Access URL	Channels	Create Date	Status
<input type="checkbox"/> jatest123 	<a href="https://jatest123.awsapps.com/conn...">https://jatest123.awsapps.com/conn...</a>	Inbound, outbound telephony	11/2/2020	Active

## Amazon Connect > jatest123

Overview

Telephony

Data storage

Data streaming

Analytics tools

Tasks

Customer profiles

Approved origins


**Contact flows**



## Amazon Lex

Integrate Amazon Lex bots into your contact flows to take advantage of the same speech recognition and natural language understanding technology that powers Alexa.

Note: By adding Lex bots, you are granting Amazon Connect permission to interact with them [Create a new Lex bot](#)

**Region** US East: N. Virginia **Bot** *Select*  Lex Bot


**Lex bots**

DepartmentBot

## Amazon Lex

Integrate Amazon Lex bots into your contact flows to take advantage of the same speech recognition and natural language understanding technology that powers Alexa.

Note: By adding Lex bots, you are granting Amazon Connect permission to interact with them [Create a new Lex bot](#)

**Region** US East: N. Virginia **Bot** DepartmentBot [+ Add Lex Bot](#) 

**Lex bots**

## Amazon Lex


Integrate Amazon Lex bots into your contact flows to take advantage of the same speech recognition and natural language understanding technology that powers Alexa.

Note: By adding Lex bots, you are granting Amazon Connect permission to interact with them [Create a new Lex bot](#)

**Region** US East: N. Virginia **Bot** *Select* [+ Add Lex Bot](#)

No Lex bots available to add [Create new](#).

**Lex bots**

DepartmentBot [Remove](#) 



# Dashboard



## Routing



Phone numbers

Contact flows



Prompts

Queues

Hours of operation

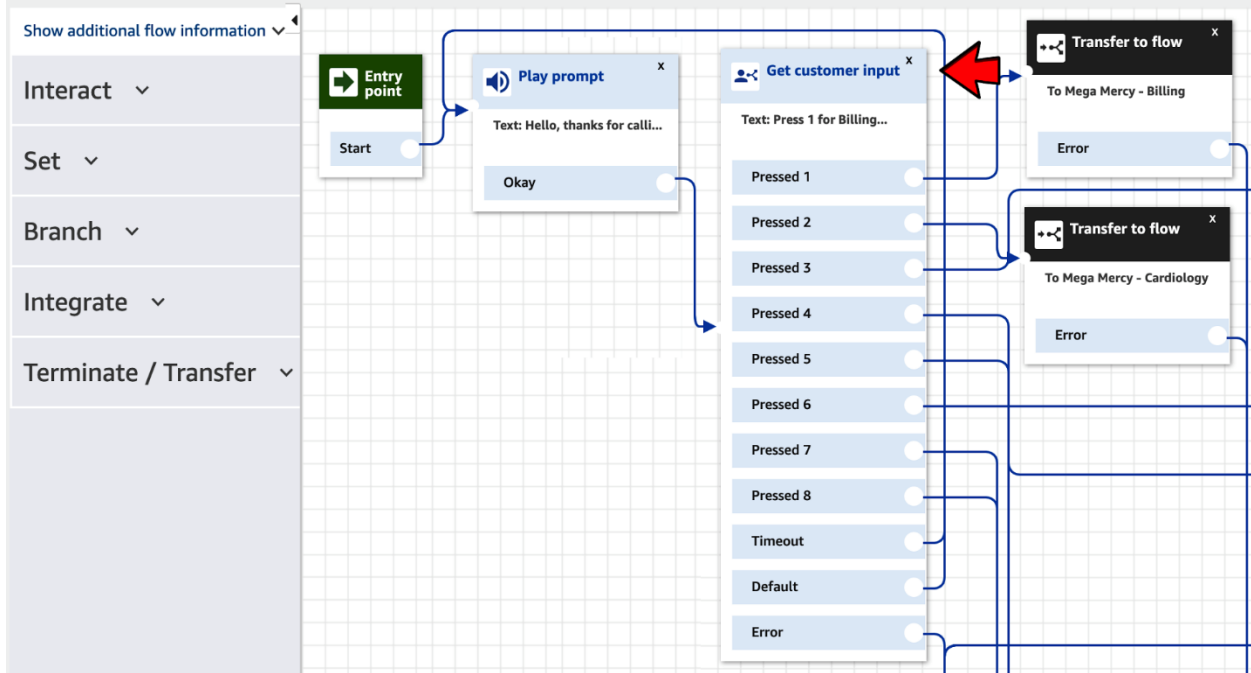
Quick connects

# Mega Mercy - Branching

11/22/20 10:50:46 PM UTC: Published

Publish

Save







## Get customer input

Delivers an audio or chat message to solicit customer input.

Text 

DTMF Amazon Lex



Plays an audio prompt and branches based on DTMF or Amazon Lex intents. The audio prompt is interruptible when using DTMF.

Lex bot

Name

DepartmentBot (US East: N. Virginia)  

Alias

\$LATEST

Session attributes



## Get customer input

Delivers an audio or chat message to solicit customer input.

Text 

DTMF Amazon Lex



Plays an audio prompt and branches based on DTMF or Amazon Lex intents. The audio prompt is interruptible when using DTMF.

Lex bot

Name

DepartmentBot (US East: N. Virginia)



Alias

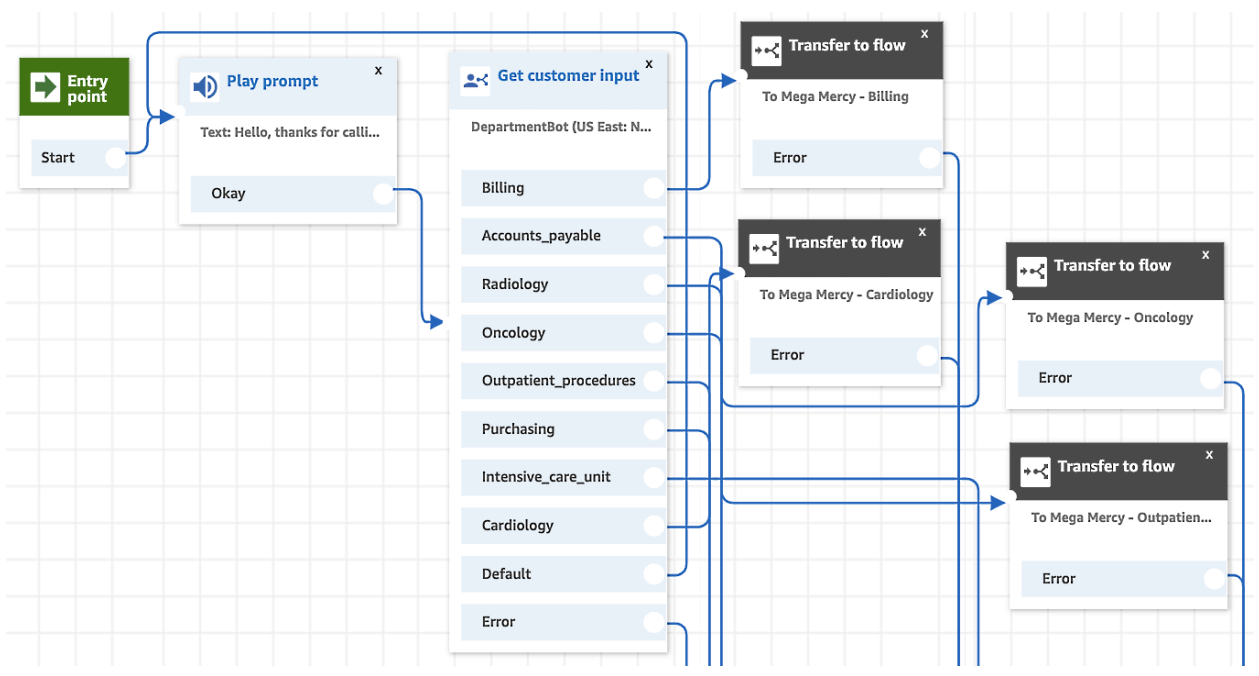
\$LATEST|

Session attributes

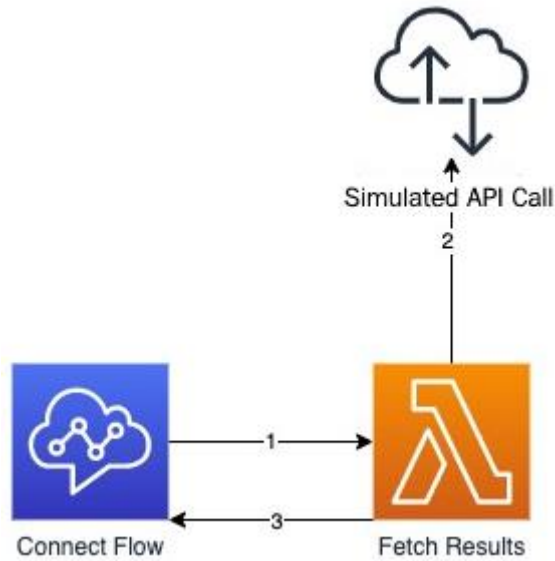
## Intents

- × Billing
- × Accounts\_payable
- × Radiology
- × Oncology
- × Outpatient\_procedures
- × Purchasing
- × Intensive\_care\_unit
- × Cardiology

[Add another intent](#)



# Chapter 8: Interfacing Enterprise Applications



## Amazon Connect virtual contact center instances

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage, and advanced features.

[Add an instance](#) [Remove](#) Refresh

Instance Alias	Access URL	Channels	Create Date	Status
<input type="checkbox"/> <a href="#">jatest123</a>	<a href="https://jatest123.awsapps.com/conn...">https://jatest123.awsapps.com/conn...</a>	Inbound, outbound telephony	11/2/2020	Active

### Overview

<b>Instance ARN</b>	arn:aws:connect:us-east-1:993613994443:instance/8a41b405-9770-409b-ad21-4981c4ae1471
<b>Directory</b>	jatest123
<b>Service-linked role</b> ⓘ	AWSServiceRoleForAmazonConnect_nkNnOXOqb6PjupluApph <a href="#">Learn more</a>
<b>Login URL</b>	<a href="https://jatest123.awsapps.com/connect/login">https://jatest123.awsapps.com/connect/login</a>
<b>Emergency access</b>	Warning: This login method will give you full permission within the Amazon Connect instance and should not be used for day-to-day operations. <a href="#">Log in for emergency access.</a>



## Management & Governance

AWS Organizations

CloudWatch

AWS Auto Scaling

**CloudFormation**

CloudTrail

Config

OpsWorks

Service Catalog


Systems Manager




AWS AppConfig

Trusted Advisor

Control Tower

CloudFormation > Stacks

**Stacks (31)** 

View nested   

Stack name	Status	Updated time	Drift status	Description
------------	--------	--------------	--------------	-------------

Stack actions menu with options: With new resources (standard), With existing resources (import resources). Includes buttons for Update, Delete, Create stack, and View nested.

Create stack form with sections: Prerequisite - Prepare template, Specify template. Includes fields for Template source (Amazon S3 URL, Upload a template file) and Upload a template file (Choose file, connect\_lambda.yaml). Includes buttons for Cancel and Next.

# Specify stack details

## Stack name

Stack name

CONNECT-LAMBDA-EXAMPLE

Stack name can include letters (A-Z and a-z), numbers (0-9), and dashes (-).

## Parameters

Parameters are defined in your template and allow you to input custom values when you create or update a stack.

InstanceID

The Connect Instance ID

8a41b405-9770-409b-ad21-4981c4ae1471

Cancel

Previous

Next

Disabled

► Quick-create link

## Capabilities

**ⓘ** The following resource(s) require capabilities: [AWS::IAM::Role]

This template contains Identity and Access Management (IAM) resources that might provide entities access to make changes to your AWS account. Check that you want to create each of these resources and that they have the minimum required permissions. [Learn more](#)

I acknowledge that AWS CloudFormation might create IAM resources.



Cancel

Previous

Create change set

Create stack

## Stacks (32)



Delete

Update

Stack actions ▼

Create stack ▼

🔍 Filter by stack name

Active ▼

🔘 View nested

< 1 > ⚙️

Stack name	Status	Updated time	Drift status	Description
○ CONNECT-LAMBDA-EXAMPLE	🟢 CREATE_COMPLETE	-	⊖ NOT_CHECKED	Amazon Connect Up and Running Lambda E...



## Amazon Connect virtual contact center instances

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage, and advanced features.

[Add an instance](#) [Remove](#) [Refresh](#)

Instance Alias	Access URL	Channels	Create Date	Status
<input type="checkbox"/> jatest123	<a href="https://jatest123.awsapps.com/conn...">https://jatest123.awsapps.com/conn...</a>	Inbound, outbound telephony	11/2/2020	Active



Amazon Connect > jatest123

**Overview**

Telephony

Data storage

Data streaming

Analytics tools

Tasks

Customer profiles

Approved origins


Contact flows



## AWS Lambda

Amazon Connect can interact with your own systems and take different paths in IVR dynamically. To achieve this, invoke AWS Lambda functions in contact flows to interact with your own systems or other services, then build personalized and dynamic experiences based on data returned.

Note: By adding Lambda functions, you are granting Amazon Connect permission to invoke them [Create a new Lambda function](#) 

Function  + Add Lambda Function 

### Lambda Functions



## AWS Lambda

Amazon Connect can interact with your own systems and take different paths in IVR dynamically. To achieve this, invoke AWS Lambda functions in contact flows to interact with your own systems or other services, then build personalized and dynamic experiences based on data returned.





Note: By adding Lambda functions, you are granting Amazon Connect permission to invoke them [Create a new Lambda function](#) 

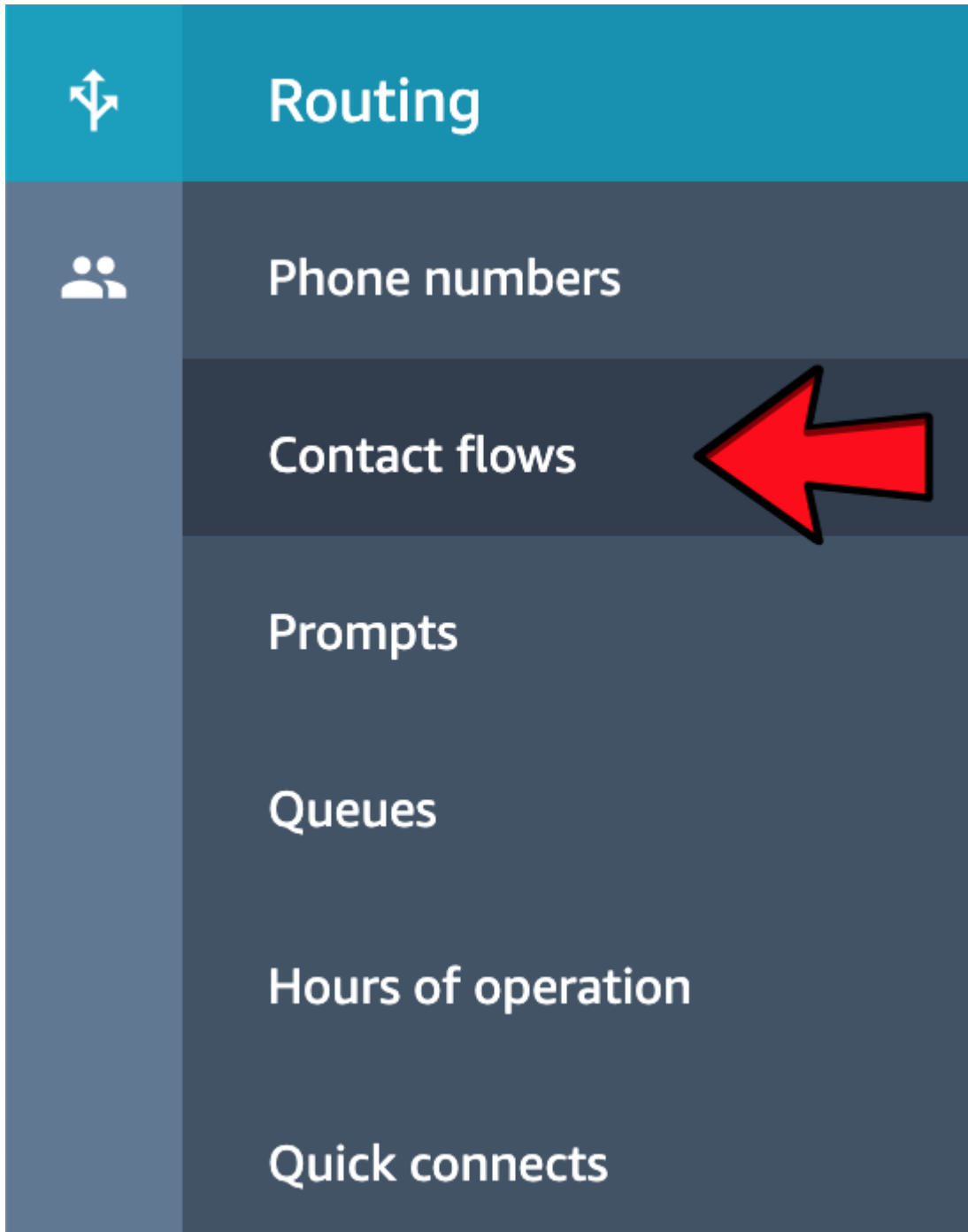
Function  + Add Lambda Function

### Lambda Functions


Connect-Lambda-Example	arn:aws:lambda:us-east-1:993613994443:function:Connect-Lambda-Example	 <a href="#">Remove</a>	
------------------------	---	--	--

## Overview

<b>Instance ARN</b>	arn:aws:connect:us-east-1:993613994443:instance/8a41b405-9770-409b-ad21-4981c4ae1471
<b>Directory</b>	jatest123
<b>Service-linked role</b> 	AWSServiceRoleForAmazonConnect_nkNnOXOqb6PjupluApp <a href="#">Learn more</a>
<b>Login URL</b>	<a href="https://jatest123.awsapps.com/connect/login">https://jatest123.awsapps.com/connect/login</a> 
<b>Emergency access</b>	 Warning: This login method will give you full permission within the Amazon Connect instance and should not be used for day-to-day operations. <a href="#">Log in for emergency access.</a> 



## Contact flows

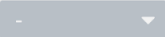
 Search by name



Create contact flow 

Name	Type	Description	Status
Default agent hold	Agent hold	Audio played for the agent when on hold	Published

# Mega Mercy - Lab Results



Publish

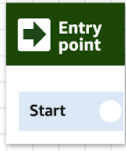
Save

Show additional flow information

Interact

Set

Branch



# Mega Mercy - Lab Results



Latest:

Show additional flow information

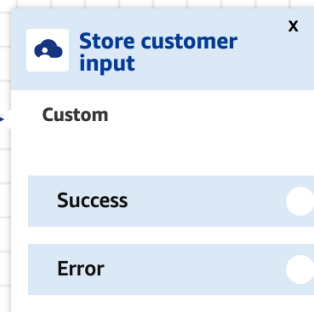
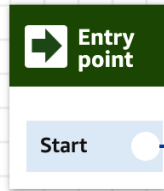
Interact

## Play prompt

Delivers an audio or chat message.

## Get customer input

Branches based on customer intent.



## Store customer input

---

Stores numerical input to contact attribute.

Plays an interruptible audio prompt and stores digits via DTMF as a contact attribute. [Learn more](#)

Prompt

- Select from the prompt library (audio)
- Text-to-speech or chat text
  - Enter text
- Enter dynamically

Please enter your patient id to retrieve your lab results.

Interpret as

Text ▼

---

## Customer input

Custom

Maximum Digits

6

Timeout before first entry

10

in seconds

Encrypt entry (recommended)

Specify terminating keypress [Learn more.](#)

Set manually

#|

Allowed characters: 0-9, #, \*

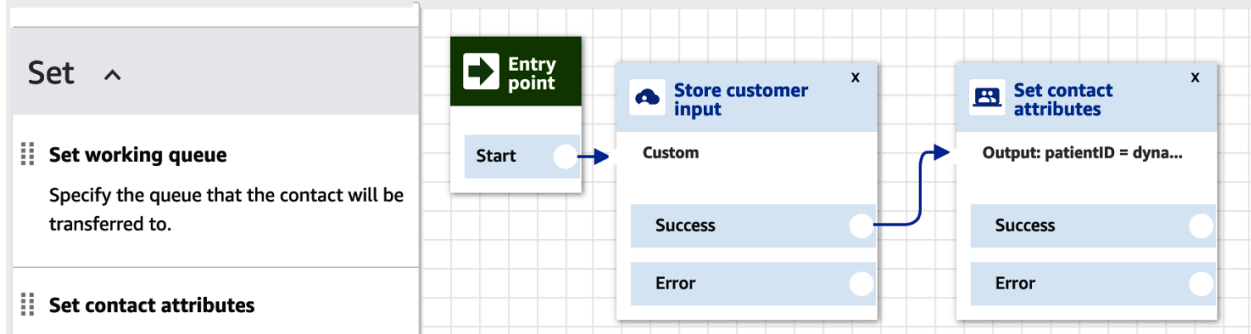
Use attribute

Disable cancel key [Learn more.](#)

Phone number


Cancel


Save



## Set contact attributes

Define and store key-value pairs as contact attributes. [Learn more](#)

**Destination Type** 

User Defined 

---

**Destination Attribute**


patientID

---


Use text

Use attribute

Type

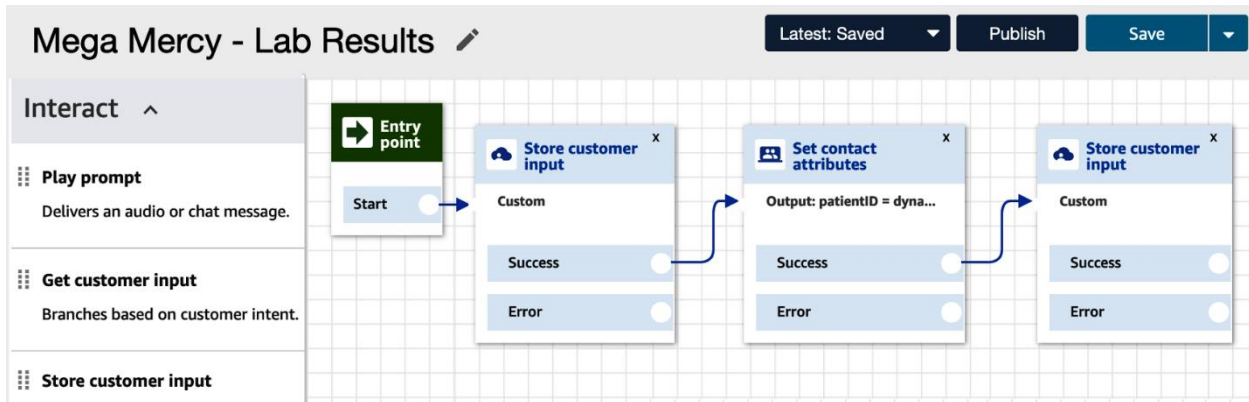
System 

Attribute

Stored customer input 

Cancel

Save



## Store customer input

Stores numerical input to contact attribute.

Plays an interruptible audio prompt and stores digits via DTMF as a contact attribute. [Learn more](#)

Prompt

- Select from the prompt library (audio)
- Text-to-speech or chat text
- Enter text

What lab results would you like?  
Press 1 for blood pressure

- Enter dynamically

Interpret as

Text 



## Customer input

Custom

Maximum Digits

1|

Timeout before first entry

5

in seconds

- Encrypt entry (recommended)
- Specify terminating keypress [Learn more.](#)
- Disable cancel key [Learn more.](#)

Phone number

Cancel

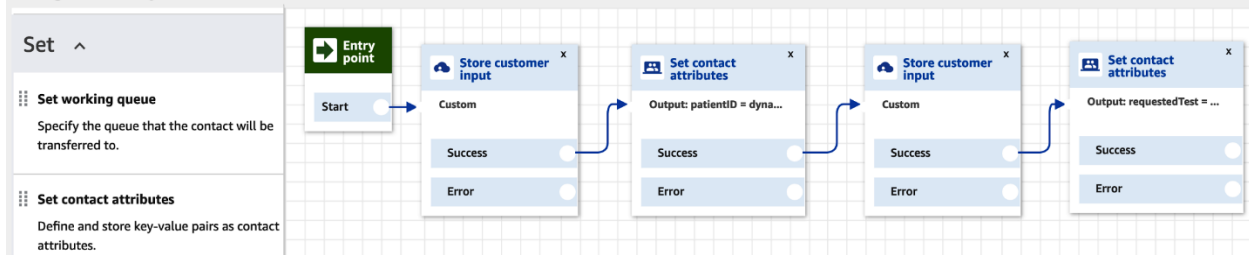
Save

Mega Mercy - Lab Results

Latest: Saved

Publish

Save



## Set contact attributes

Define and store key-value pairs as contact attributes. [Learn more](#)

Destination Type ✕

User Defined

Destination Attribute

requestedTest

Use text

Use attribute

Type



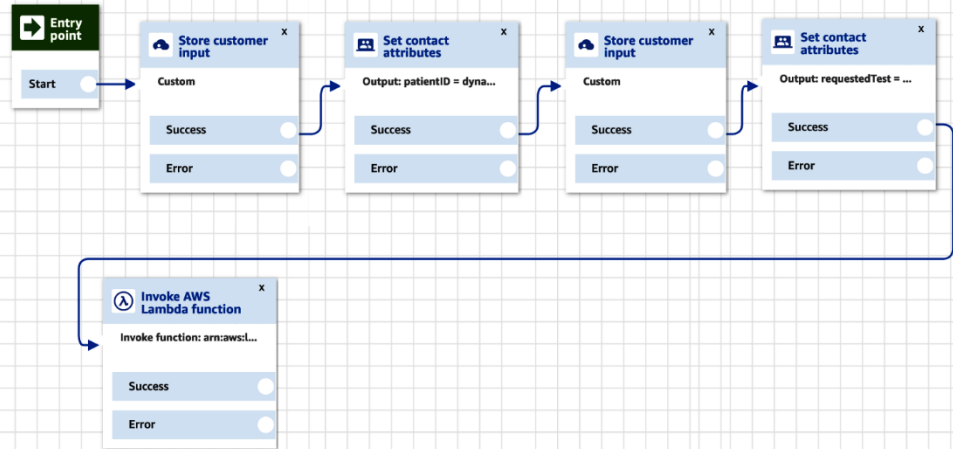

System

Attribute

Stored customer input

Cancel

Save

Show additional flow information Interact Set Branch Integrate Terminate / Transfer 

## Invoke AWS Lambda function

Makes a call to AWS Lambda and optionally returns key/value pairs, which can be used to set contact attributes. [Learn more](#)

Function ARN

Select a function

Connect-Lambda-Example 

Use attributes

## Invoke AWS Lambda function

---

Makes a call to AWS Lambda and optionally returns key/value pairs, which can be used to set contact attributes. [Learn more](#)

Use text

Use attribute

Destination key

requestedTest

Type

User Defined

Attribute

requestedTest

[Add another parameter](#)



Timeout (max 8 seconds)

---

Cancel

Save

Use text ✕

Use attribute

Destination key  
patientID

Type

▼

Attribute  
patientID

**Add another parameter**

Use text

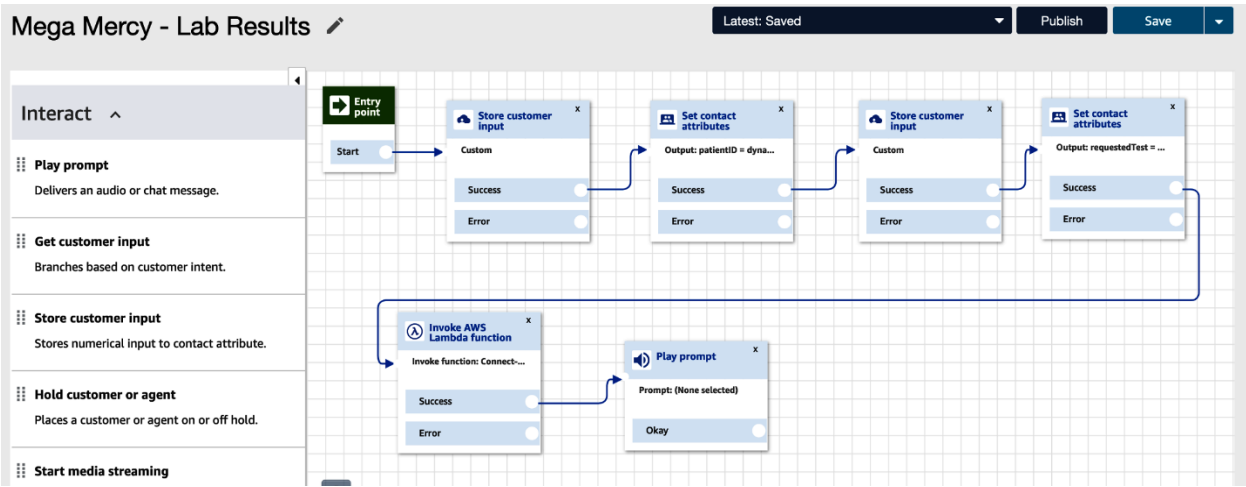
Use attribute

Destination key  
patientID

Type  
User Defined

Attribute  
patientID

Add another parameter



## Play prompt

---

Delivers an audio or chat message. [Learn more](#)

Prompt

- Select from the prompt library (audio)
- Text-to-speech or chat text
  - Enter text

Your lab results are \$.External.Result

- Enter dynamically

Interpret as

Text



---

Cancel

Save

**Invoke AWS Lambda function**  
 Makes a call to AWS Lambda and optionally returns key/value pairs, which can be used to set contact attributes.

---

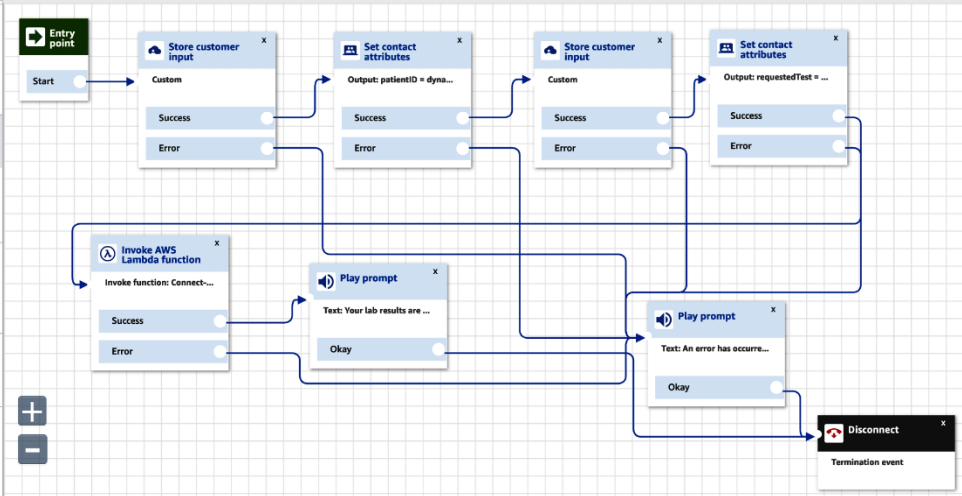
**Terminate / Transfer** ^

**Disconnect**  
 Ends the interaction.

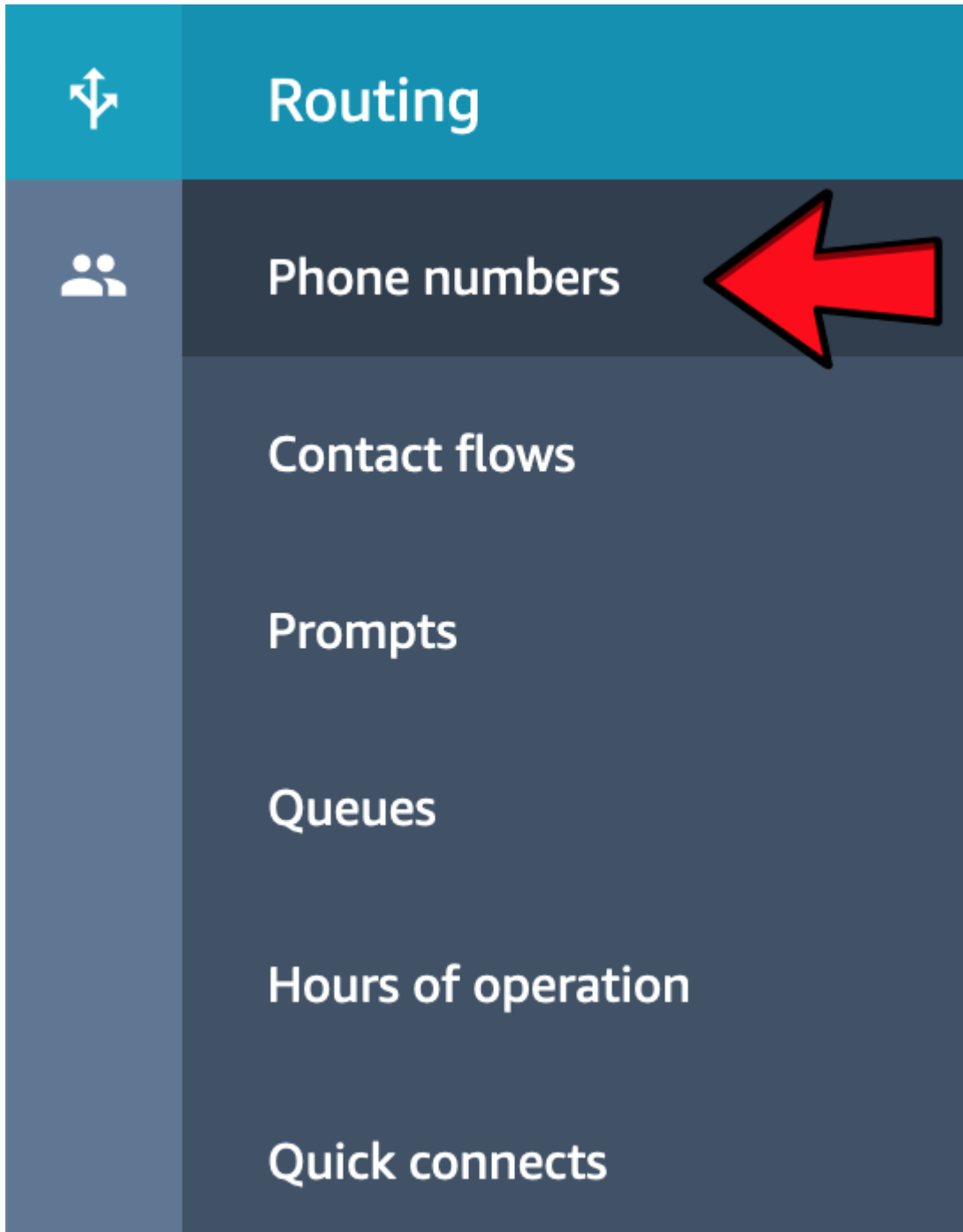
**Transfer to queue**  
 Ends the current contact flow and transfers the contact to a queue.

**Transfer to phone number**  
 Transfers the customer to a phone number.

**Transfer to flow**  
 Ends the current flow and transfers the customer to a flow of type contact flow.







Search by Phone number Release Claim a number

<input type="checkbox"/> Phone Number	Description	Contact flow/IVR
<input type="checkbox"/> +1 401-519-	test voicemail number	VM-Greeting
<input type="checkbox"/> +1 833-927-	My base phone number	Mega Mercy - Entry Point

Rows per page: 25 1 - 2 of 2 < >

# Edit Phone number

+1 401-519-4702



## Optional information

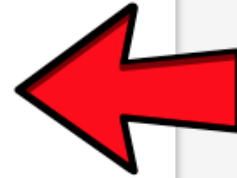
### Description

test voicemail number

229 of 250 characters remaining.

### Contact flow / IVR

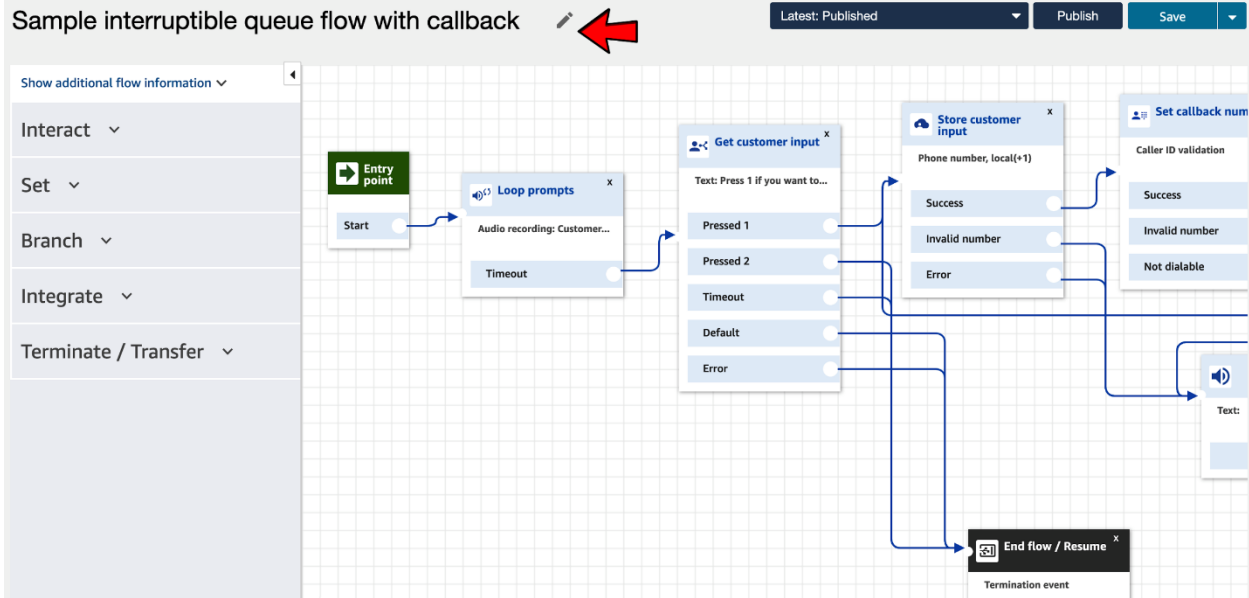
Mega Mercy - Lab Results



Save

Cancel

# Chapter 9: Implementing Callbacks





# Loop prompts

Loops a sequence of prompts while a customer or agent is on hold or in queue.

When Loop prompts is used in a queue flow, audio playback can be interrupted at preset times. [Learn more](#)

Prompts

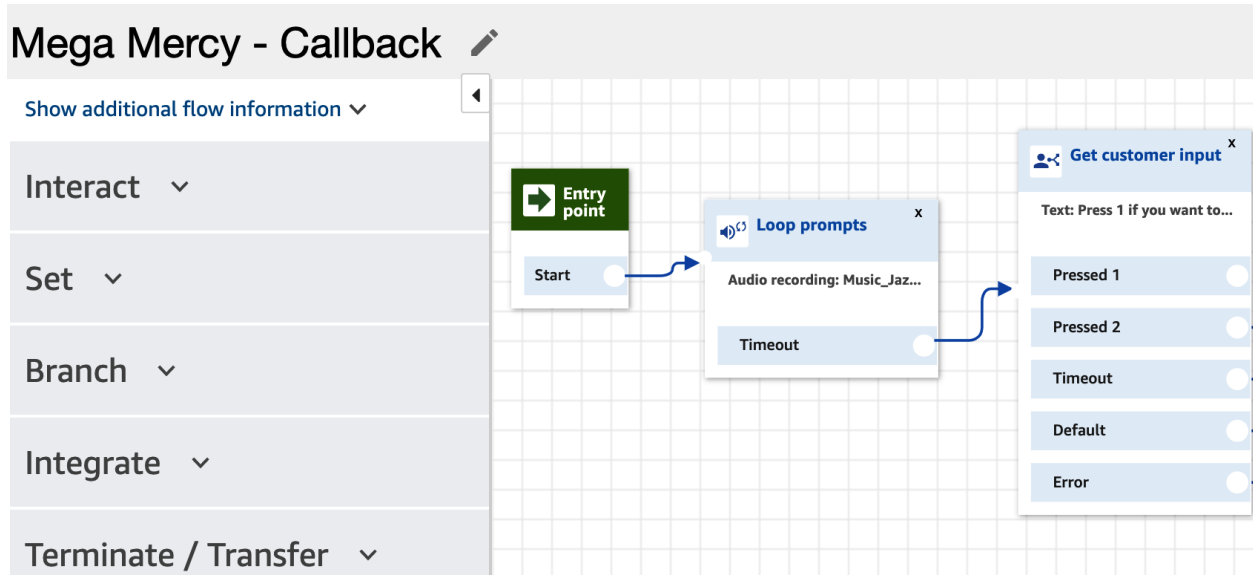
x Audio recording ▾

Music\_Jazz\_MyTimetoFly\_Inst.wav x ▾

[Add another prompt to the loop](#)

Interrupt

Interrupt every 30 Seconds ▾



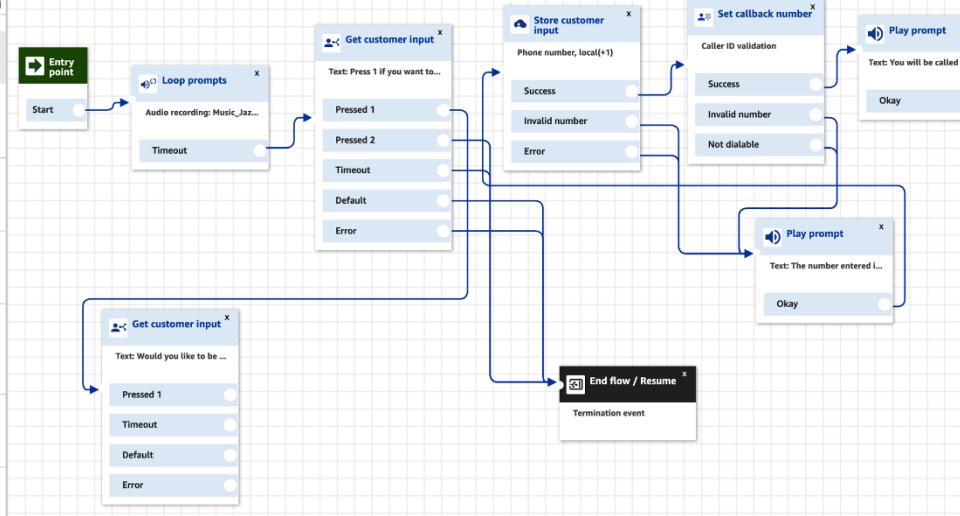
# Mega Mercy - Callback

12/22/20 6:50:03 PM UTC: Saved Publish Save

Show additional flow information

## Interact

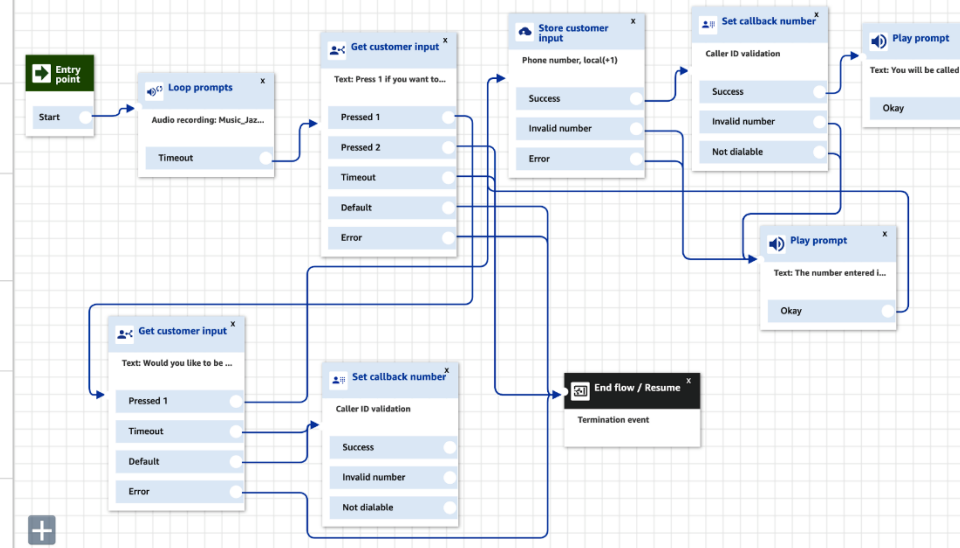
- Play prompt**  
Delivers an audio or chat message.
- Get customer input**  
Branches based on customer intent.
- Store customer input**  
Stores numerical input to contact attribute.
- Loop prompts**  
Loops a sequence of prompts while a customer or agent is on hold or in queue.
- Start media streaming**  
Starts streaming media to Kinesis.
- Stop media streaming**  
Stops streaming media to Kinesis.



# Mega Mercy - Callback

Latest: Saved Publish Save

- Set hold flow**  
Specify the flow to invoke when a customer or agent is put on hold during phone call.
- Set whisper flow**  
Specifies the whisper played to a customer or agent for contacts.
- Set disconnect flow**  
Specifies the contact flow to run when an agent disconnects the contact and the customer remains on the call.
- Set callback number**  
Specify an attribute to set the customer callback number.
- Set voice**  
Specify the language and voice that the customer hears during text-to-speech interactions.
- Get queue metrics**  
Loads queue metrics for flow to use





# Set callback number

Specify an attribute to set the customer callback number.

[Learn more](#)

Use attribute

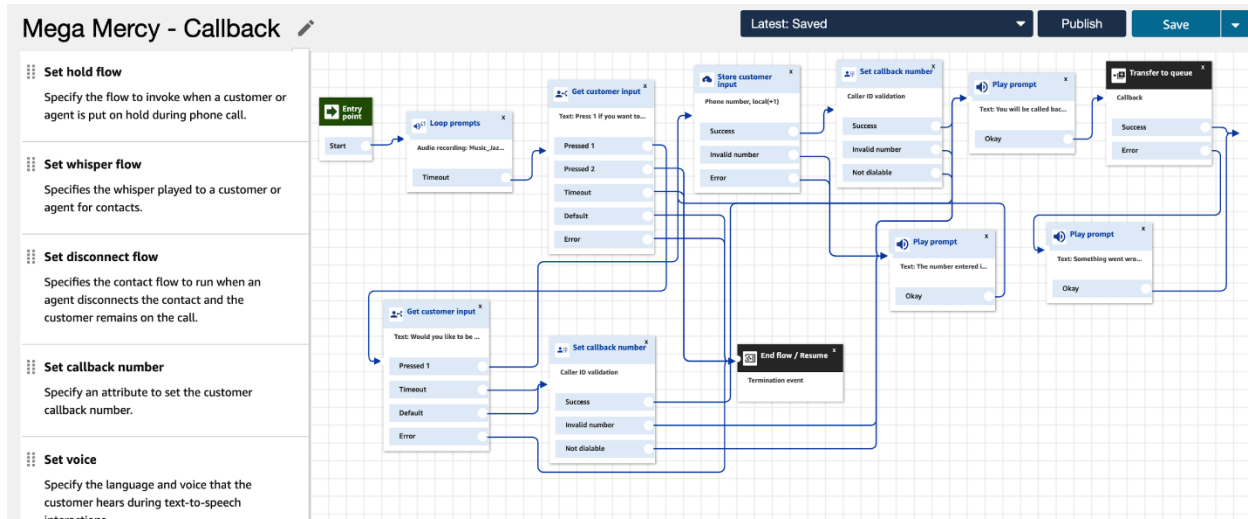
Type

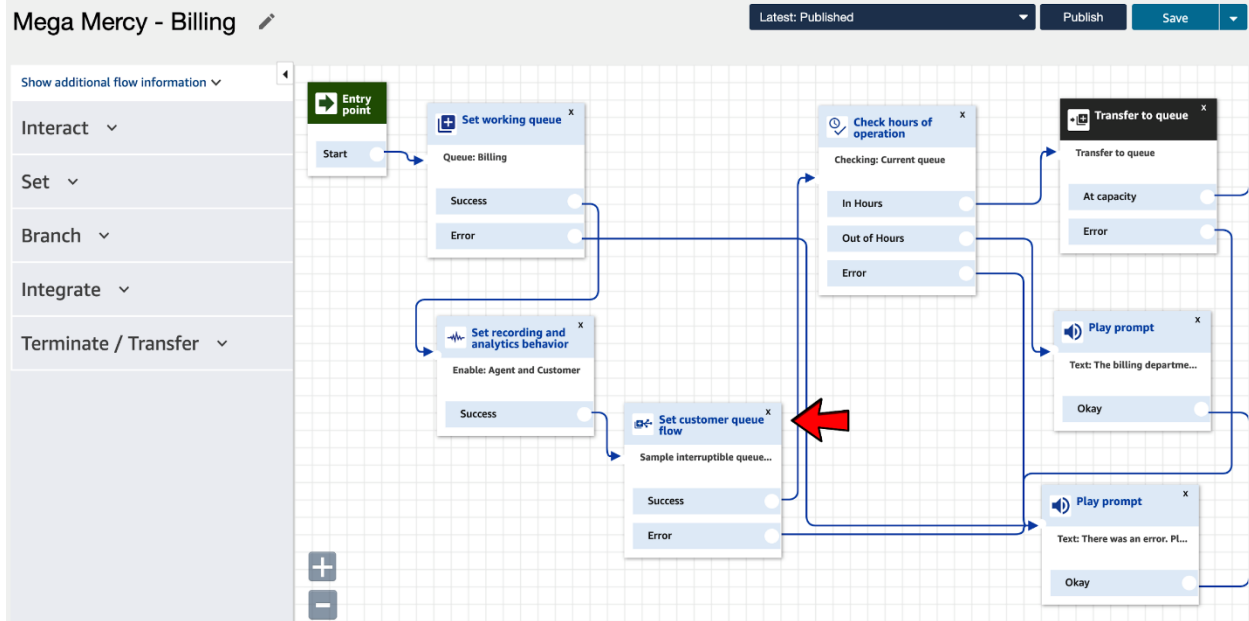
System



Attribute

Customer Number





## Set customer queue flow

Specifies the flow to run when a customer is transferred to a queue. [Learn more](#)

Customer queue flow

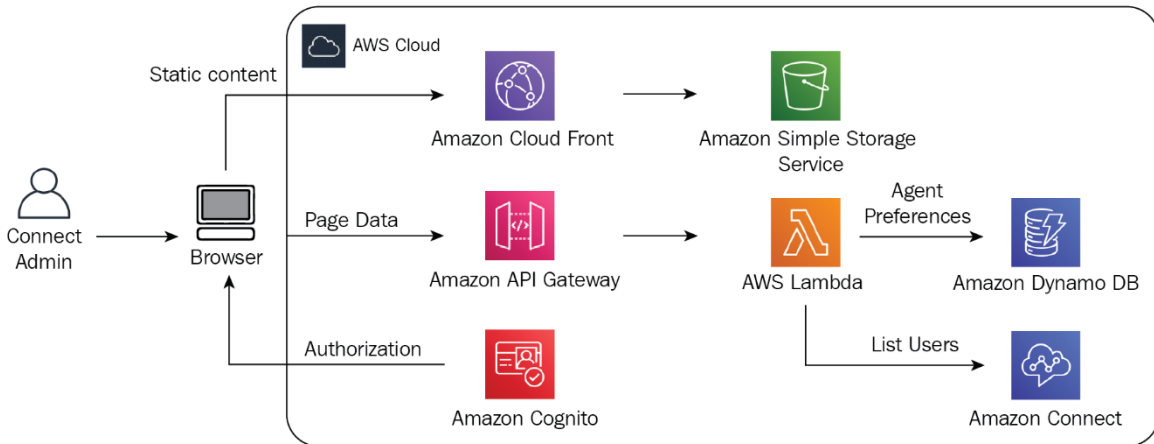
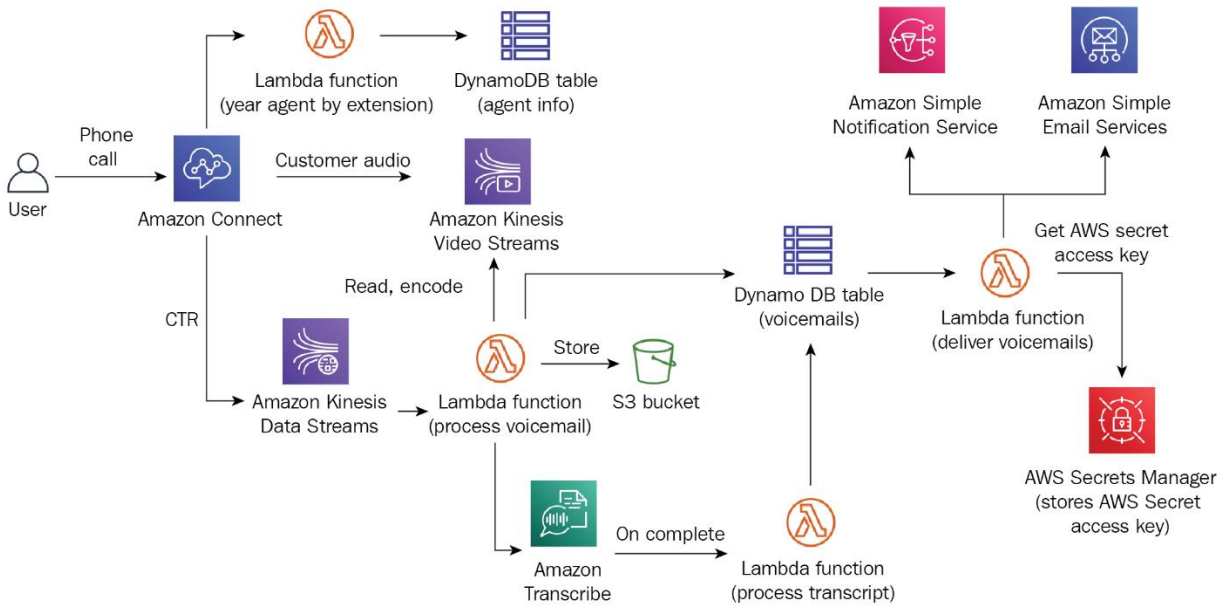
Select a flow

Mega Mercy - Callback



Use attribute

# Chapter 10: Implementing Voicemail



## Overview

**Instance ARN** `arn:aws:connect:us-east-1:993613994443:instance/8a41b405-9770-409b-ad21-4981c4ae1471`

**Directory** `jatest123`

**Service-linked role** `AWSServiceRoleForAmazonConnect_nkNn0XOqb6PjupluApph` [Learn more](#)

**Login URL** <https://jatest123.awsapps.com/connect/login>

**Emergency access** ⚠ Warning: This login method will give you full permission within the Amazon Connect instance and should not be used for day-to-day operations.

[Log in for emergency access.](#)





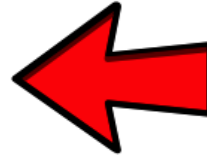
## **Management & Governance**

AWS Organizations

CloudWatch

AWS Auto Scaling

CloudFormation



CloudTrail

Config

OpsWorks

Service Catalog

Systems Manager

AWS AppConfig

Trusted Advisor

Control Tower

AWS License Manager

AWS Well-Architected Tool

Personal Health Dashboard 

AWS Chatbot

Launch Wizard

AWS Compute Optimizer

Resource Groups & Tag Editor

Amazon Grafana

Amazon Prometheus

AWS Proton

CloudFormation > Stacks

Stacks (26) Refresh Delete Update Stack Create stack

Filter by stack name Active View nested < 1 >

Stack name	Status	Updated time	Drift status	Description
------------	--------	--------------	--------------	-------------

Stack actions Create stack

**With new resources (standard)**

**With existing resources (import resources)**

**Description**

### Create stack

**Prerequisite - Prepare template**

Prepare template  
Every stack is based on a template. A template is a JSON or YAML file that contains configuration information about the AWS resources you want to include in the stack.

Template is ready  Use a sample template  Create template in Designer

**Specify template**  
A template is a JSON or YAML file that describes your stack's resources and properties.

Template source  
Selecting a template generates an Amazon S3 URL where it will be stored.

Amazon S3 URL  Upload a template file

Upload a template file  
Choose file *voicemail-for-amazon-connect.template*  
JSON or YAML formatted file

S3 URL: <https://s3-external-1.amazonaws.com/cf-templates-g6caoqn9q7f9-us-east-1/2020364r17-voicemail-for-amazon-connect.template> View in Designer

Cancel Next

# Specify stack details

**Stack name**

Stack name

Stack name can include letters (A-Z and a-z), numbers (0-9), and dashes (-).

**Parameters**

Parameters are defined in your template and allow you to input custom values when you create or update a stack.

**Amazon Connect Voicemail Configurations**

**Amazon Connect Instance Id**  
Your Amazon Connect Instance Id

**Recordings URL Expiration Time (seconds)**  
The amount of time the encrypted url for audio recording should be valid for before it expires (seconds).

**Is Saml Instance**  
Set to true if you are using Saml for your Amazon Connect instance.

**Voicemail Web Portal Configurations**

**Admin Email**  
The administrator email for the Amazon Connect Voicemail Portal. Please make sure that is a valid email. An email will be sent to this address with the temporary password

Admin First Name

Jeff

Admin Last Name

Armstrong

Manager Email

The manager email for the Amazon Connect Voicemail Portal. Please make sure that this is a valid email. An email will be sent to this address with the temporary password. Managers cannot change the global voicemail encryption and transcription settings

myconnectadmin@gmail.com

Manager First Name

Jeff

Manager Last Name

Armstrong

Delivery Email

Transcription delivery email. Make sure this email is verified by Amazon Simple Email Service

myconnectdelivery@gmail.com

Allowable SMS Countries

List of regions delineated by commas available for SMS messages when voicemail transcripts are sent.

us,ca

Other parameters

UserPoolDomainPrefix

Domain prefix to assign to the cognito user pool. This must be unique.

myconnectuserpool

Cancel

Previous

Next

## Advanced options

You can set additional options for your stack, like notification options and a stack policy. [Learn more](#)

► **Stack policy**

Defines the resources that you want to protect from unintentional updates during a stack update.

► **Rollback configuration**

Specify alarms for CloudFormation to monitor when creating and updating the stack. If the operation breaches an alarm threshold, CloudFormation rolls it back. [Learn more](#)

► **Notification options**

► **Stack creation options**

Cancel

Previous

Next

## Capabilities

**The following resource(s) require capabilities: [AWS::IAM::Role, AWS::CloudFormation::Stack]**

This template contains Identity and Access Management (IAM) resources. Check that you want to create each of these resources and that they have the minimum required permissions. In addition, they have custom names. Check that the custom names are unique within your AWS account. [Learn more](#)

For this template, AWS CloudFormation might require an unrecognized capability: CAPABILITY\_AUTO\_EXPAND. Check the capabilities of these resources.

- I acknowledge that AWS CloudFormation might create IAM resources with custom names.
- I acknowledge that AWS CloudFormation might require the following capability: CAPABILITY\_AUTO\_EXPAND



Cancel

Previous

Create change set

Create stack

## Connect-Voicemail

Delete

Update

Stack actions

Create stack

Stack info

Events

Resources

Outputs

Parameters

Template

Change sets

### Events (1)

Search events

Timestamp

Logical ID

Status

Status reason

2020-12-29 09:57:52 UTC-0600

Connect-Voicemail

CREATE\_IN\_PROGRESS

User Initiated

CloudFormation > Stacks

### Stacks (30)

Filter by stack name

Active

View nested

Stack name	Status	Updated time	Drift status	Description
Connect-Voicemail-VoicemailPortalSta...	CREATE_COMPLETE	-	NOT_CHECKED	Amazon Connect VM Portal Stack
Connect-Voicemail-VoicemailStack-1Y...	CREATE_COMPLETE	-	NOT_CHECKED	Amazon Connect Voicemail Stack
Connect-Voicemail-CopyLambdaArtifa...	CREATE_COMPLETE	-	NOT_CHECKED	This template creates an S3 bucket in t...
Connect-Voicemail	CREATE_COMPLETE	-	NOT_CHECKED	(S00094) - Solution - Master Template...

Amazon Connect > jatest123

Overview

Telephony

**Data storage**

Data streaming

Analytics tools

Tasks

Customer profiles

Approved origins

Contact flows



# Data storage

---

Saving Amazon Connect data such as call recordings or scheduled reports requires access to an Amazon S3 bucket. Your data storage configurations for Amazon Connect is reflected below.

## Call recordings

---

**Call recording will be stored here** connect-e70cd69df99c/connect/jatest123/CallRecordings

Edit

**Encrypted using this key** aws/connect

## Chat transcripts

---

**Chat transcripts will be stored here** connect-e70cd69df99c/connect/jatest123/ChatTranscripts

Edit

**Encrypted using this key** aws/connect

## Live media streaming

---

**Live media streaming** Not enabled



Edit

## Exported reports

---

**Exported reports will be stored here** connect-e70cd69df99c/connect/jatest123/Reports

Edit

**Encrypted using this key** aws/connect

## Live media streaming

Enable live media streaming

Cancel

Save

Amazon Connect creates a group of Amazon Kinesis video streams. You can view the streams in the Kinesis Video Streams console. Provide a prefix to use for the stream names so you can easily identify them. If you change the Prefix or the KMS key, the change applies to future recordings only. [Learn more](#)

Prefix -connect-jatest123-contact- ⓘ

Max length: 128 characters. Valid characters include: letters, numbers, underscore, hyphen.

### Encryption

All data put into a Kinesis video stream is encrypted at rest

Select KMS key by name  Enter key ARN/ID

KMS master key  ⓘ

ARN / ID

Description Default master key that protects my Kinesis Video Streams data when no other key is defined

Account 993613994443

### Data retention period

Kinesis video streams can store stream data for hours, days, or not at all for immediate consumption only. Cost is based on bandwidth and total storage used. You can modify data retention at any time.

Days ▼

No data retention



Amazon Connect > jatest123

Overview

Telephony

Data storage

**Data streaming**

Analytics tools

Tasks

Customer profiles

Approved origins

Contact flows



## Data streaming

You can export Contact Trace Records (CTRs) and agent events from Amazon Connect in order to perform analysis on your data. Get started by enabling data streaming and utilizing [Amazon Kinesis Stream](#) or [Amazon Kinesis Firehose](#) to export your data. [Learn more.](#)

**Enable data streaming**

By enabling this feature, you are granting us the permission to put records to your Kinesis Stream or Kinesis Firehose.

### Contact Trace Records

Use one of your existing Amazon Kinesis Stream or Amazon Kinesis Firehose from the list below, or create a new one.

Kinesis Firehose ⓘ  Kinesis Stream ⓘ

Connect-Voicemail-VoicemailStack-164E9M1S330SS-... ▼

[Create a new Kinesis Stream](#) ↗

### Agent Events

Use your existing Amazon Kinesis Stream from the list below, or create a new one.

Kinesis Stream ⓘ

Connect-Voicemail-VoicemailStack-164E9M1S330SS-... ▼

[Create a new Kinesis Stream](#) ↗

Cancel **Save**

CloudFormation > Stacks

Stack name	Status	Updated time	Drift status	Description
Connect-Voicemail-VoicemailPortalSta...	CREATE_COMPLETE	-	IN_SYNC	Amazon Connect VM Portal Stack
Connect-Voicemail-VoicemailStack-16...	CREATE_COMPLETE	-	DRIFTED	Amazon Connect Voicemail Stack
Connect-Voicemail-CopyLambdaArtifa...	CREATE_COMPLETE	-	IN_SYNC	This template creates an S3 bucket in t...
Connect-Voicemail	CREATE_COMPLETE	-	IN_SYNC	(SO0094) - Solution - Master Template...

# Connect-Voicemail-VoicemailPortalStack-1B2VBQ7K9E203 NESTED

Delete Update Stack actions Create stack

Stack info Events Resources **Outputs** Parameters Template Change sets

## Outputs (6)



Search outputs



Key ▲	Value ▼	Description ▼	Export name ▼
DefaultRoot	index.html	-	-
DistributionDomainName	<a href="https://d1bw7n7z1glsz.cloudfront.net">d1bw7n7z1glsz.cloudfront.net</a>	-	-
DistributionId	E638KKINIHX5D	-	-
ErrorPage	error.html	-	-
PortalBucketName	connect-voicemail-portalbucket-1p80odpd5yrqs	-	-
PortalBucketRegion	us-east-1	-	-





Sign in with your email and password

Email




 


Password

[Forgot your password?](#)

**Sign in**

 Amazon Connect Voicemail Management Portal Administrator  
stretcharmy+admin@gmail.com  

Search   [SYNC AGENTS](#)

Username	Extension	Encrypt	Transcribe	Delivery Options
first.user		✓		
jarmstrong		✓		

< >



Q Search \_\_\_\_\_

SYNC AGENTS

REFRESH

Username	Extension	Encrypt	Transcribe	Delivery Options
first.user		✓		
jarmstrong		✓		



## Global Configurations

Allow Voicemail Transcriptions  Enforce Voicemail Encryption

Delivery Email

deliveryemail@gmail.com

---

Important: Delivery Email must be verified via Amazon Simple Email Service before emails can be delivered

CANCEL

SAVE

---

## Generate Contact Flow

Welcome Message

Welcome

Fallback Queue

Primary Queue

Default Error Message

Thank you and have a wonderful day

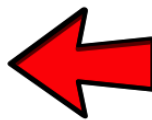
Max Voicemail Duration (sec.)

60

Incorrect Extension Loop Count


3

DOWNLOAD




Create contact flow

- Create customer queue flow
- Create customer hold flow
- Create customer whisper flow
- Create outbound whisper flow
- Create agent hold flow
- Create agent whisper flow
- Create transfer to agent flow
- Create transfer to queue flow



- Publish Save

Import flow (beta)



# Import flow (beta)



Select the contact flow file you want to import. You can only import a flow of the same type as the flow you have open. The file must be a valid JSON document.

Select a contact flow.

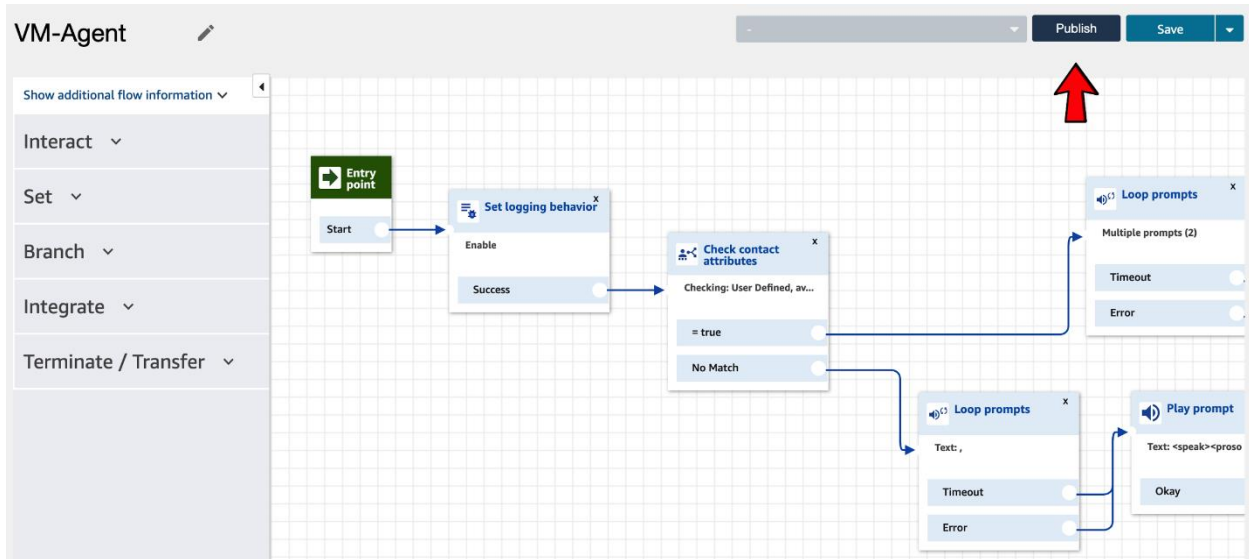
VM-Agent.json

Select



Cancel

Import





## Contact flows

Search by name



Create contact flow

Name	Type	Description	Status
Default agent hold	Agent hold	Audio played for the agent when on hold	Published
Default agent transfer	Transfer to agent	Default flow to transfer to an agent.	Published
Default agent whisper	Agent whisper	Default whisper played to the agent.	Published
Default customer hold	Customer hold	Default audio the customer hears while on hold.	Published
Default customer queue	Customer queue	Default audio played when a customer is waiting in queue.	Published
Default customer whisper	Customer whisper	Default whisper played to the customer	Published
Default queue transfer	Transfer to queue	Default flow used to transfer to a queue.	Published
Mega Mercy - Billing	Contact flow	billing department flow	Published
Mega Mercy - Branching	Contact flow	Branching flow to direct to departments	Published
Mega Mercy - Callback	Customer queue	Plays looping audio and offers a callback to the customer every th...	Published
Mega Mercy - Cardiology	Contact flow	Cardiology department flow	Published

- Publish Save

**Import flow (beta)**

### Import flow (beta) ✕

Select the contact flow file you want to import. You can only import a flow of the same type as the flow you have open. The file must be a valid JSON document.

Select a contact flow.

VM-Greeting.json

Select



Cancel

Import

# VM-Greeting

Publish

Save

Show additional flow information

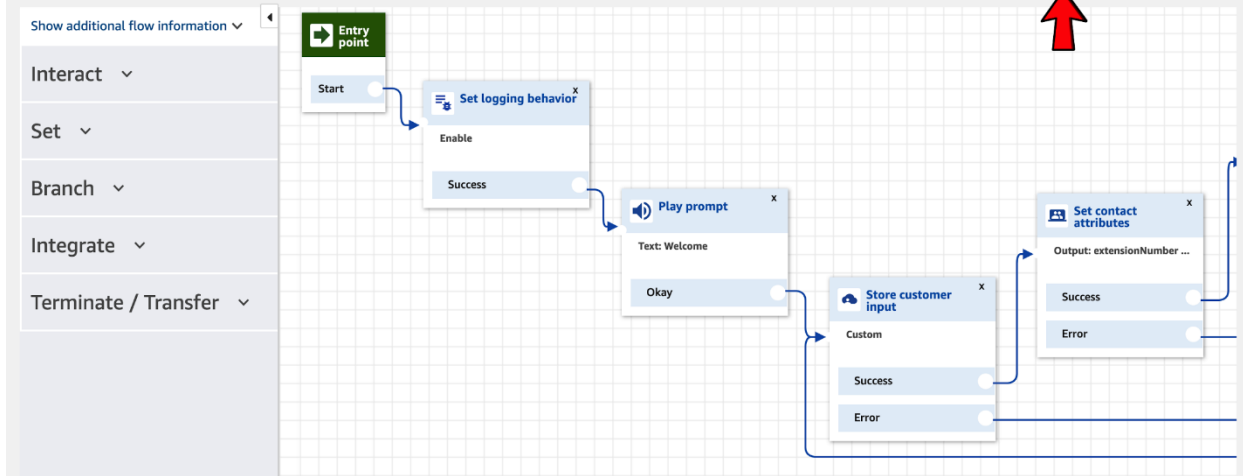
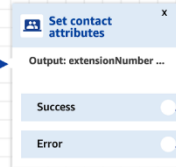
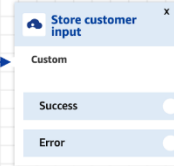
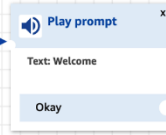
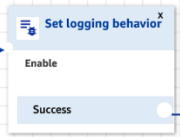
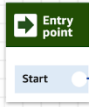
Interact

Set

Branch

Integrate

Terminate / Transfer





Search by Phone number



Routing



Phone numbers



Contact flows

Prompts

Queues

Hours of operation

Quick connects

## Manage Phone numbers

Search by Phone number

Release

Claim a number

<input type="checkbox"/> Phone Number	Description	Contact flow/IVR
<input type="checkbox"/> +1 401-519-4702	test voicemail number	VM-Greeting
<input type="checkbox"/> +1 833-927-0804	My base phone number	Mega Mercy - Entry Point

Rows per page: 25 1 - 2 of 2

## Edit Phone number

+1 401-519-4702

### Optional information

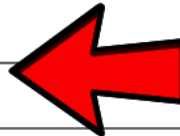
#### Description

test voicemail number

229 of 250 characters remaining.

#### Contact flow / IVR

VM-Greeting



Save

Cancel

# Agent Voicemail Settings

Name

**First User**

Email

**first.user@testcompany.com**

Phone Type

**Soft Phone**

**Transcribe**     **Encrypt**

Extension

**4702**

---

## Delivery Options

**Email**

**SMS**

**CANCEL**

**SAVE**

SYNC AGENTS

REFRESH

Extension	Encrypt	Transcribe	Delivery Options
	✓		
4702	✓	✓	Email

Wed Dec 30 2020 16:54:33 GMT+0000 (Coordinated Universal Time)

New voicemail from +1 [REDACTED]

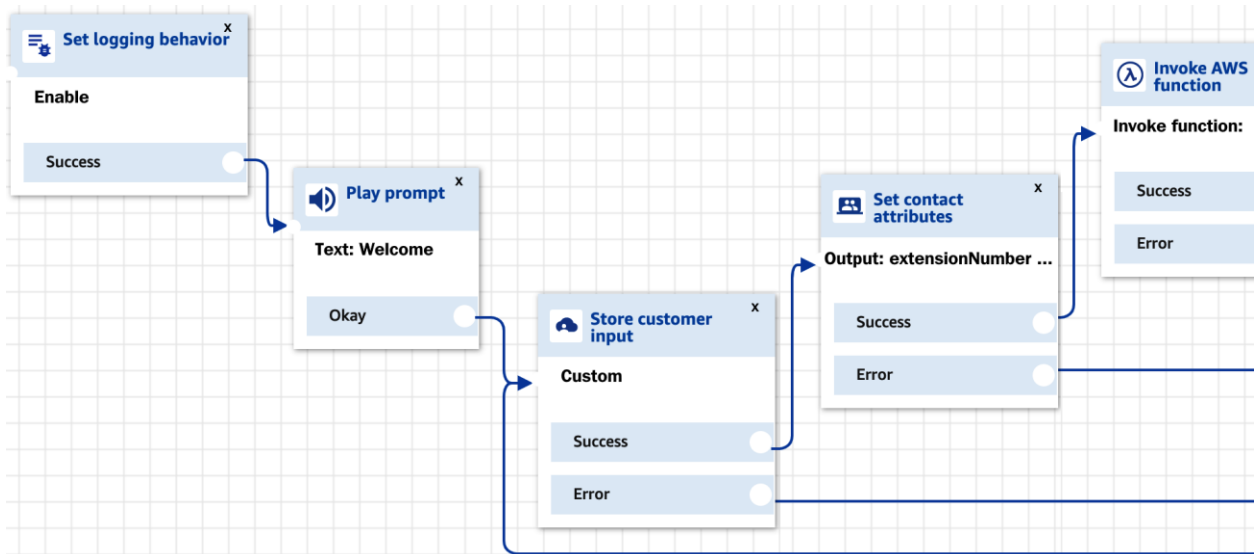
**Voicemail Transcript:**

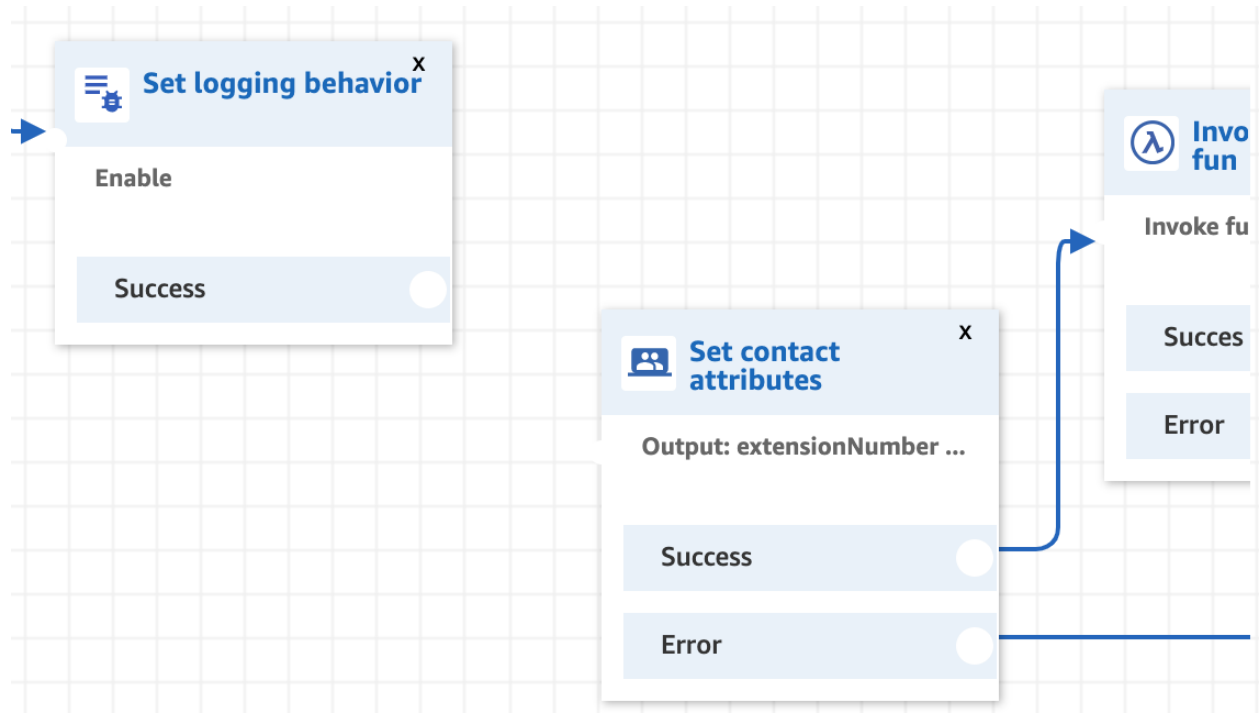
test voicemail.

**Voicemail:**

Voicemail Expiration Date: Wed Dec 30 2020 17:10:11 GMT+0000 (Coordinated Universal Time)

[Click Here](#) to listen to the voicemail





## Set contact attributes



Define and store key-value pairs as contact attributes. [Learn more](#)

Contact attributes are accessible by other areas of Amazon Connect, such as the Contact Control Panel (CCP) and Contact Trace Records (CTRs).

Attribute to save

Destination Type ✕

User Defined ▾

Destination Attribute

extensionNumber

Use text

Value

5555

Use attribute

[Add another attribute](#)

Cancel

Save



**Set logging behavior** <sup>x</sup>

Enable

Success

**Set contact attributes** <sup>x</sup>

Output: extensionNumber ...

Success

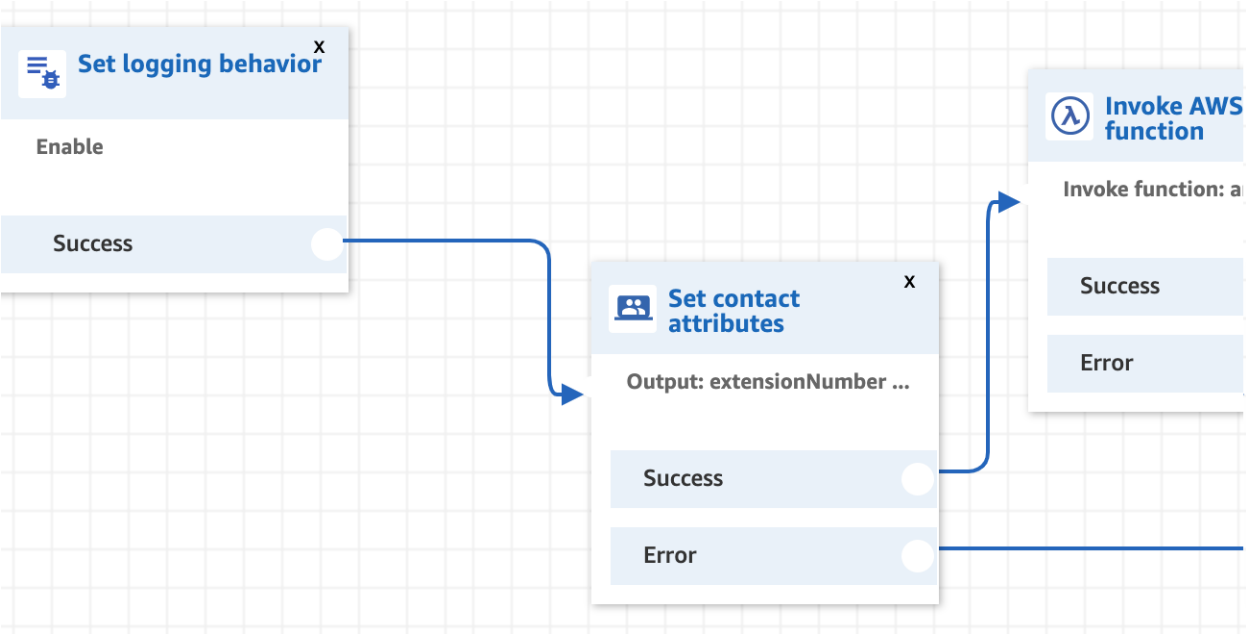
Error

**Invoke AWS function**

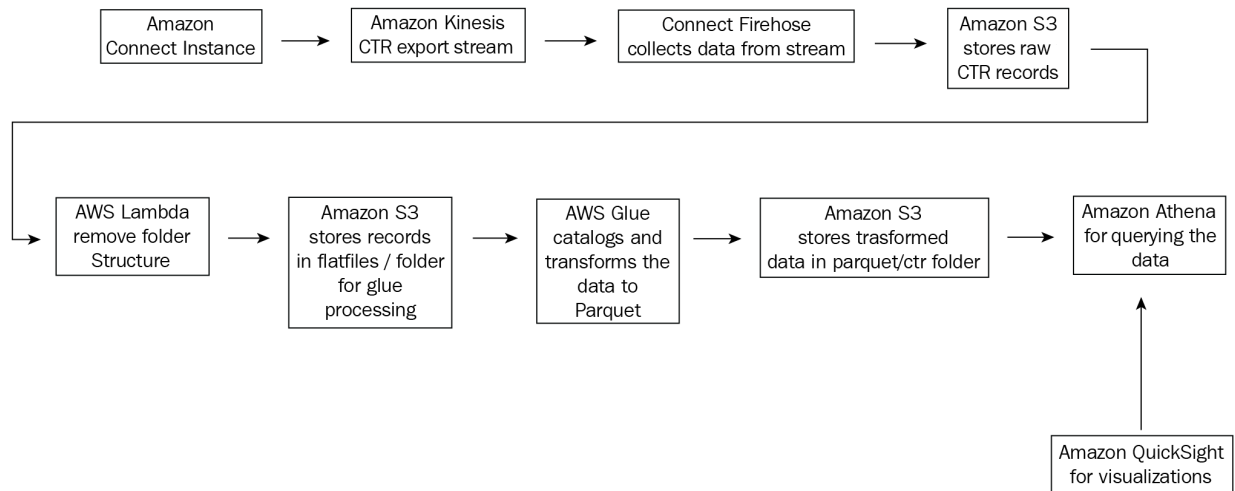
Invoke function: a

Success

Error



## Chapter 11: Implementing Call Analytics



**KinesisStreamName:**

**Description:** Kinesis Stream Name

**Type:** String

**Default:** ctr-processor



**KinesisStreamArn:**

**Description:** Kinesis Stream Arn

**Type:** String

```
Resources:
  connectKinesisStream:
    Type: "AWS::Kinesis::Stream"
    Properties:
      Name: !Ref KinesisStreamName
      ShardCount: 4
```

FirehoseStream:

Type: "AWS::KinesisFirehose::DeliveryStream"

Properties:

DeliveryStreamType: KinesisStreamAsSource

KinesisStreamSourceConfiguration:

KinesisStreamARN: !GetAtt connectKinesisStream.Arn

RoleARN: !GetAtt 'firehoserole.Arn'

S3DestinationConfiguration:

BucketARN: !GetAtt mibucket.Arn

CompressionFormat: UNCOMPRESSED

BufferingHints:

IntervalInSeconds: !Ref s3interval

SizeInMBs: 120

Prefix: fh/

RoleARN: !GetAtt 'firehoserole.Arn'



FirehoseStream:

Type: "AWS::KinesisFirehose::DeliveryStream"

Properties:

DeliveryStreamType: KinesisStreamAsSource

KinesisStreamSourceConfiguration:

KinesisStreamARN: !Ref KinesisStreamArn

### KinesisReaderPolicy:

Type: 'AWS::IAM::ManagedPolicy'

#### Properties:

Description: Policy for writing to connect bucket

Path: /

#### PolicyDocument:

Version: 2012-10-17

#### Statement:

##### - Action:

- kinesis:Get\*
- kinesis:DescribeStream

Resource: !GetAtt 'connectKinesisStream.Arn'

Effect: Allow



### KinesisReaderPolicy:

Type: 'AWS::IAM::ManagedPolicy'

#### Properties:

Description: Policy for writing to connect bucket

Path: /

#### PolicyDocument:

Version: 2012-10-17

#### Statement:

##### - Action:

- kinesis:Get\*
- kinesis:DescribeStream

Resource: !Ref KinesisStreamArn

Effect: Allow

## Outputs:

### streamname:

Description: Stream to send connect data

Value: !Ref connectKinesisStream

### mibucket:

Type: AWS::S3::Bucket

DependsOn: LambdaBucketPermission

#### Properties:

BucketName: !Ref BucketName

#### NotificationConfiguration:

##### LambdaConfigurations:

- Function: !GetAtt flatlambda.Arn

Event: "s3:ObjectCreated:\*"

##### Filter:

##### S3Key:

##### Rules:

- Name: "prefix"

Value: "fh/"

**mibucket:**

**Type:** AWS::S3::Bucket

**DependsOn:** LambdaBucketPermission

**Properties:**

**BucketName:** !Ref BucketName

**NotificationConfiguration:**

**LambdaConfigurations:**

- **Function:** !GetAtt flatlambda.Arn

**Event:** "s3:ObjectCreated:\*"

**Filter:**

**S3Key:**

**Rules:**

- **Name:** "prefix"

**Value:** "fh/"

**PublicAccessBlockConfiguration:**

**BlockPublicAcls:** TRUE

**BlockPublicPolicy:** TRUE

**IgnorePublicAcls:** TRUE

**RestrictPublicBuckets:** TRUE



## **Analytics**

Athena

Amazon Redshift

EMR

CloudSearch

Elasticsearch Service

**Kinesis**

QuickSight 

Data Pipeline

AWS Data Exchange

AWS Glue

AWS Lake Formation


MSK

AWS Glue DataBrew




# Amazon Kinesis [Info](#)

Amazon Kinesis makes it easy to collect, process, and analyze data streams in real time, so you can get timely insights and react quickly to new information.

<h3>Data Streams <a href="#">Info</a></h3> <p>Total data streams</p> <p><b>2</b> </p> <p><a href="#">Create data stream</a></p>	<h3>Data Firehose <a href="#">Info</a></h3> <p>Total delivery streams</p> <p><b>1</b></p> <p><a href="#">Create delivery stream</a></p>	<h3>Data Analytics <a href="#">Info</a></h3> <p>Total analytics applications</p> <p><b>0</b></p> <p><a href="#">Create application</a></p>
--	---	--

Data streams (2) [Info](#) [Process with analytics application](#) [Process with delivery stream](#) [Actions](#) [Create data stream](#)



< 1 > 

<input type="checkbox"/>	Data stream name ▲	Status ▼	Open shards ▼	Data retention period ▼	Encryption ▼	Consumers with enhanced fan-out ▼
<input type="checkbox"/>	<a href="#">CONNECT-VOICEMAIL-VoicemailStack-PORY73XHEOL4-DataStream-1B4TS2QJUIP46</a> 	Active	1	1 day	Enabled	0

## CONNECT-VOICEMAIL-VoicemailStack-PORY73XHEOL4-DataStream-1B4TS2QJUIP46 [Info](#)

[Delete](#)

### Stream details

Status ✔ Active 	ARN  <code>arn:aws:kinesis:us-east-1:993613994443:stream/CONNECT-VOICEMAIL-VoicemailStack-PORY73XHEOL4-DataStream-1B4TS2QJUIP46</code>	Data retention period 1 day	Creation time December 30, 2020, 09:22 CST
--	--	--------------------------------	---

[Applications](#) | [Monitoring](#) | [Configuration](#) | [Enhanced fan-out \(0\)](#)

[Stream metrics](#) [Info](#)

CloudFormation > Stacks

**Stacks (30)** Refresh Delete Update Stack actions Create stack

Filter by stack name Active View nested < 1 >

Stack name	Status	Updated time	Drift status	Description
CONNECT-VOICEMAIL-VoicemailPortal...	CREATE_COMPLETE	-	IN_SYNC	Amazon Connect VM Portal Stack

Refresh Delete Update Stack actions Create stack

View nested

- With new resources (standard)
- With existing resources (import resources)

Drift status	Description
IN_SYNC	Amazon Connect VM Portal Stack

## Create stack

### Prerequisite - Prepare template

#### Prepare template

Every stack is based on a template. A template is a JSON or YAML file that contains configuration information about the AWS resources you want to include in the stack.

Template is ready

Use a sample template

Create template in Designer

### Specify template

A template is a JSON or YAML file that describes your stack's resources and properties.

#### Template source

Selecting a template generates an Amazon S3 URL where it will be stored.

Amazon S3 URL

Upload a template file

#### Upload a template file

glueconnectKinesis.yaml

JSON or YAML formatted file

S3 URL: <https://s3-external-1.amazonaws.com/cf-templates-g6caoqn9q7f9-us-east-1/2021009pjl-glueconnectKinesis.yaml>

## Stack name

Stack name

Stack name can include letters (A-Z and a-z), numbers (0-9), and dashes (-).

## Parameters

Parameters are defined in your template and allow you to input custom values when you create or update a stack.

BucketName

S3 Bucket name

KinesisStreamArn

Kinesis Stream Arn

etJobSchedule

Schedule to run Glue ETL Job. Example cron(0 \*/1 \*\* ? \*) for every hour

s3interval

Interval in seconds to send data from connect. Minimum value of 60. Maximum value of 900.

sampledata


Load sample call records to test the solution. If set to true sample call records are preloaded automatically.

Cancel

Previous

Next


## Advanced options

You can set additional options for your stack, like notification options and a stack policy. [Learn more](#) 

### ► Stack policy

Defines the resources that you want to protect from unintentional updates during a stack update.

### ► Rollback configuration

Specify alarms for CloudFormation to monitor when creating and updating the stack. If the operation breaches an alarm threshold, CloudFormation rolls it back. [Learn more](#) 

### ► Notification options

### ► Stack creation options

Cancel

Previous

Next

► Quick-create link

### Capabilities

**ⓘ The following resource(s) require capabilities: [AWS::IAM::ManagedPolicy]**

This template contains Identity and Access Management (IAM) resources that might provide entities access to make changes to your AWS account. Check that you want to create each of these resources and that they have the minimum required permissions. [Learn more](#)

I acknowledge that AWS CloudFormation might create IAM resources.

Cancel

Previous

Create change set

Create stack

CloudFormation > Stacks

### Stacks (31)



Delete

Update

Stack actions ▾

Create stack ▾

🔍 Filter by stack name

Active ▾

View nested

< 1 > ⚙️

	Stack name	Status	Updated time	Drift status	Description
<input type="radio"/>	CONNECT-ANALYTICS	✔️ CREATE_COMPLETE	-	⊖ NOT_CHECKED	-
<input type="radio"/>	CONNECT-VOICEMAIL-VoicemailPortal...	✔️ CREATE_COMPLETE	-	✔️ IN_SYNC	Amazon Connect VM Portal Stack



## **Analytics**

Athena

Amazon Redshift

EMR

CloudSearch

Elasticsearch Service

Kinesis

**QuickSight** 

Data Pipeline

AWS Data Exchange

AWS Glue

AWS Lake Formation

MSK


AWS Glue DataBrew



Last updated (newest first) ▾



New analysis

Search icon tcn-m...

first) ▾ 

- Manage QuickSight
- Community
- Send feedback
- What's new
-  English >
-  N. Virginia >
- Tutorial videos
- Help
- Sign out



# QuickSight

Account name: jatestforwork

Edition: Standard

[Upgrade now](#)

---

[Manage users](#)

Your subscriptions

SPICE capacity

Account settings

Security & permissions

Mobile settings



## Security & permissions

QuickSight can control access to AWS resources for the entire account in addition to individual users and groups

### QuickSight access to AWS services



By configuring access to AWS services, QuickSight can access the data in those services. Access by users and groups can be controlled through the options below.







[Add or remove](#)



### Default resource access

## QuickSight access to AWS services

QuickSight can connect to the selected AWS products & services below for all users & groups:





	<b>Amazon Redshift</b> Enables QuickSight to auto-discover clusters	<input checked="" type="checkbox"/>
	<b>Amazon RDS</b> Enables QuickSight to auto-discover instances	<input checked="" type="checkbox"/>
	<b>IAM</b> Enables you to invite IAM users from this AWS Account to access QuickSight	<input checked="" type="checkbox"/>
	<b>Amazon S3</b> Enables QuickSight to auto-discover your Amazon S3 buckets <a href="#">Details</a>	<input checked="" type="checkbox"/>
	<b>Amazon Athena</b> Enables QuickSight access to Amazon Athena databases	<input checked="" type="checkbox"/>
	<b>Amazon S3 Storage Analytics</b> Enables QuickSight to visualize your S3 Storage Analytics data	<input checked="" type="checkbox"/>






## QuickSight access to AWS services

QuickSight can connect to the selected AWS products & services below for all users & groups:

-  **Amazon Redshift**   
Enables QuickSight to auto-discover clusters
-  **Amazon RDS**   
Enables QuickSight to auto-discover instances
-  **IAM**   
Enables you to invite IAM users from this AWS Account to access QuickSight
-  **Amazon S3**   
Enables QuickSight to auto-discover your Amazon S3 buckets [Hide](#)

[Select S3 buckets](#) 2 selected

-  **Amazon Athena**   
Enables QuickSight access to Amazon Athena databases

### Select Amazon S3 buckets

×

S3 Buckets Linked To QuickSight Account





S3 Buckets You Can Access Across AWS

Select the buckets that you want QuickSight to be able to access.

Selected buckets have read only permissions by default. However, you must give write permissions for Athena Workgroup feature.

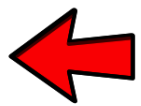
Select all

S3 Bucket	Write permission for Athena Workgroup
<input checked="" type="checkbox"/> jatest123-connect-analytics	<input type="checkbox"/>

	<b>AWS IoT Analytics</b> Enables QuickSight to visualize your IoT Analytics data	<input type="checkbox"/>
	<b>Amazon Elasticsearch</b> Enable QuickSight access to your Amazon Elasticsearch domains	<input type="checkbox"/>
	<b>Amazon SageMaker</b> Enables QuickSight to infer fields from custom ML models	<input type="checkbox"/>
	<b>Amazon Timestream</b> Enable QuickSight access to your Amazon Timestream databases	<input type="checkbox"/>

Cancel

Update



**QuickSight** Search for analyses, data sets, and dashboards tcn-m...


★ Favorites


🕒 Recent

📊 Dashboards

**📈 Analyses**


📦 Datasets

**Analyses** Last updated (newest first)  **New analysis**




**No analyses**  
Create an analysis to share your insights.

**QuickSight** Search for analyses, data sets, and dashboards tcn-m...

**New dataset** 

SPICE capacity for this region: **96.5MB** of 1GB
















**Your Data Sets**

Data Sets

SPICE capacity for this region: 0 bytes of 1GB

Create a Data Set  
FROM NEW DATA SOURCES

 Upload a file (.csv, .tsv, .clf, .elf, .xlsx, .json)	 Salesforce Connect to Salesforce	 S3 Analytics	 S3
 Athena 	 RDS	 Redshift Auto-discovered	 Redshift Manual connect
 MySQL	 PostgreSQL	 ORACLE	 SQL Server

## New Athena data source ×

**Data source name**

Connect-CTR

**Athena workgroup**

[ primary ] ▼

Validate connection

SSL is enabled

Create data source

## Choose your table



Connect-CTR

**Catalog:** contain sets of databases.

AwsDataCatalog



**Database:** contain sets of tables.

connect-analytics\_db



**Tables:** contain the data you can visualize.

ctr

flatfiles

Edit/Preview data

Use custom SQL

Select

## Finish dataset creation



Table: ctr  
Data source: Connect-CTR  
Schema: connect-analytics\_db

Import to SPICE for quicker analytics

✓ 1GB available **SPICE**

Directly query your data

Email owners when a refresh fails

Edit/Preview data

Visualize

# Import complete:



**100% success**

**295 rows were imported to SPICE**

**0 rows were skipped**

The screenshot shows a software interface with a dark top bar containing icons for 'Add', 'Undo', and 'Redo'. On the left is a vertical sidebar with icons for 'Visualize', 'Filter', 'Parameters', 'Actions', 'Themes', and 'Settings'. The main area is titled 'Dataset' and shows a dropdown menu with 'SPICE ctr' selected and '100%' next to it. Below this is a 'Fields list' section with a search icon. The list contains several fields, each with a green hash icon or a blue square icon. The field 'agent.customerholdd...' is highlighted. At the bottom, there is a 'Visual types' section with a dropdown arrow.

Field Name	Icon
agent.agentinteractio...	#
agent.arn	□
agent.connectedtoag...	□
agent.customerholdd...	#
agent.longestholddur...	#
agent.numberofholds	#
agent.routingprofile.arn	□
agent.routingprofile.n...	□
agent.username	□
agentarn	□
agentconnectionatte...	#



Field wells

Y axis

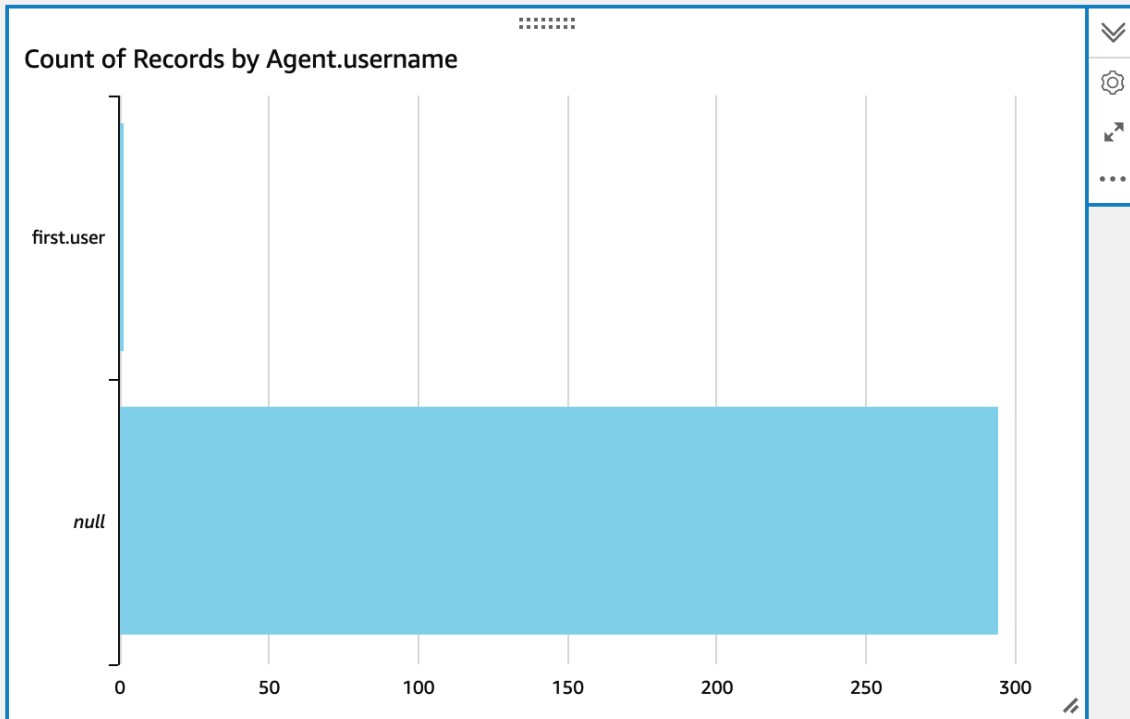
agent.username

Value

Group/Color

100%

Sheet 1





Add



Undo



Redo



Visualize



Filter



Parameters



Actions



Themes



Settings

## Dataset



SPICE ctr



100%

## Fields list



previousagentsnapsh...

previousagentsnapsh...

previousagentsnapsh...

queue.arn

queue.dequeuetimest...

queue.duration

queue.enqueueimest...

queue.name

recording.location

recording.status

recording.type

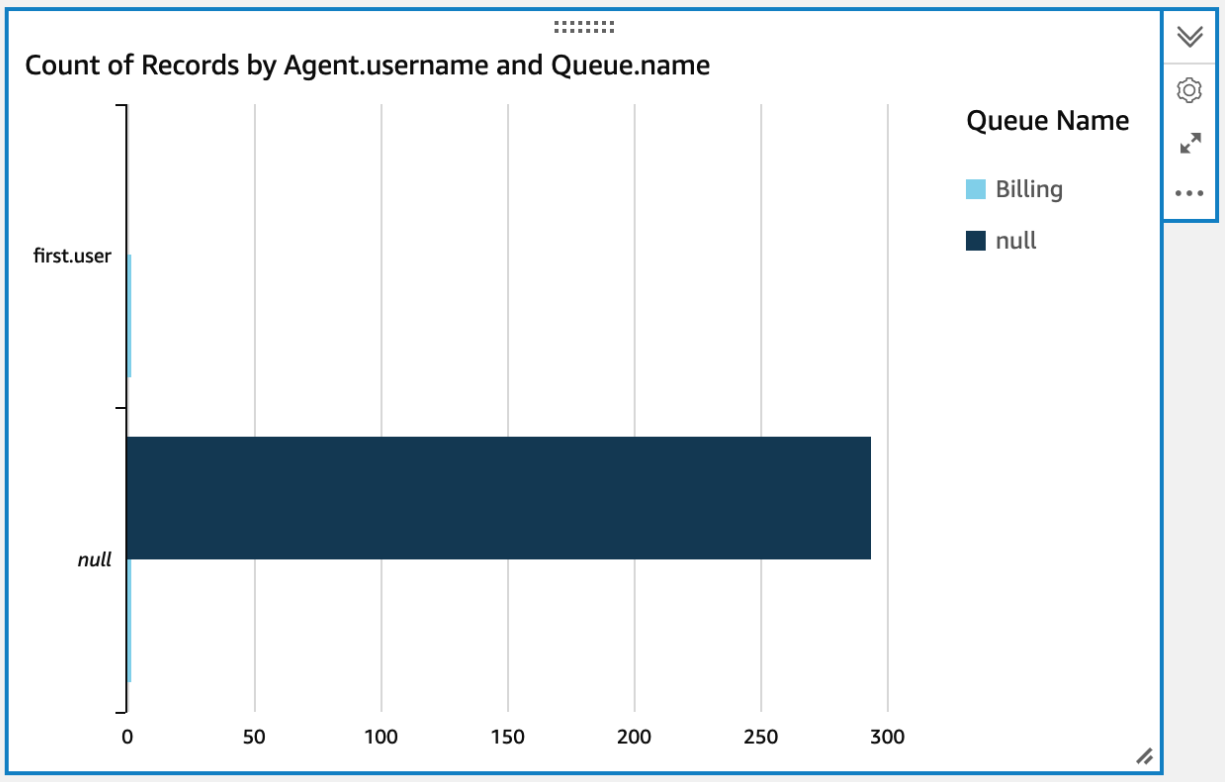
recordings

## Visual types



Field wells Y axis agent.username Value Group/Color queue.name

Sheet 1 +





## Chapter 12: Implementing Contact Lens



Services ▼

[Amazon Connect](#) > [jatest123](#)

[Overview](#)

[Telephony](#)

[Data storage](#)

[Data streaming](#)

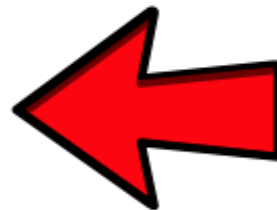
**[Analytics tools](#)**

[Tasks](#)

[Customer profiles](#)

[Approved origins](#)

[Contact flows](#)




## Analytics tools

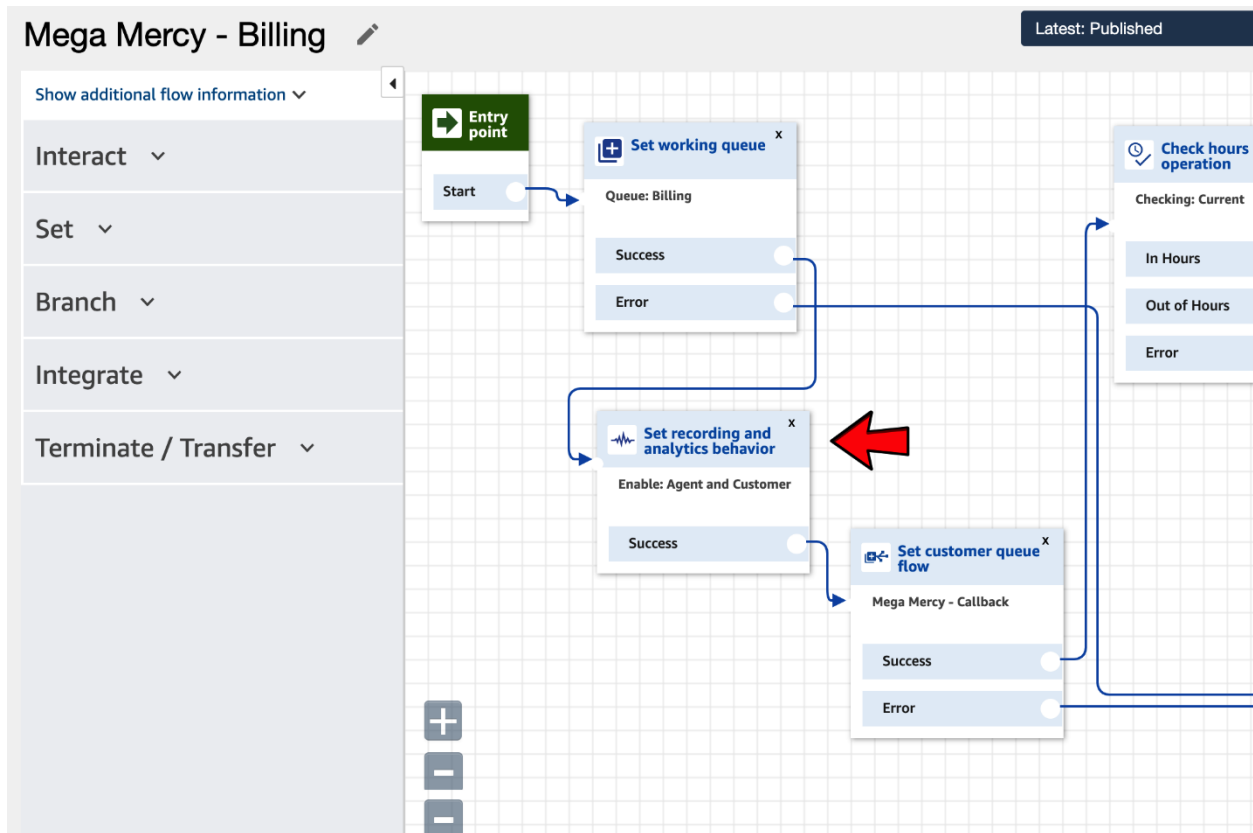
Monitor the performance of your contact center and track key performance indicators using the analytics tools.

### Contact Lens

Contact Lens for Amazon Connect is a set of machine learning (ML) capabilities integrated into Amazon Connect. Using Contact Lens, contact center supervisors can better understand the sentiment, trends, and compliance risks of agent conversations with customers. Supervisors can use this information to train agents, replicate successful interactions, and identify crucial company and product feedback. [Learn more.](#)

Enable Contact Lens 

Cancel **Save**



## Set recording and analytics behavior



Specify call recording behavior and configure Contact Lens speech analytics.

Enables or disables call recording for the agent, customer, or both. Agent and customer call recordings are required to enable Contact Lens.

- On
  - Agent and Customer
  - Agent only
  - Customer only
- Off

### Contact Lens speech analytics

- Enable Contact Lens for speech analytics.



Contact Lens provides ML-based speech analytics such as call transcript and sentiment to identify customer issues and trends. Use post-call analytics to get speech analysis for transcripts, sentiment, and other data, after customer interaction. Use real-time analytics to get access to transcripts and sentiment analysis during the customer interaction. [Learn more](#)

Cancel

Save

## Set recording and analytics behavior



Specify call recording behavior and configure Contact Lens speech analytics.

- Enable Contact Lens for speech analytics.

Contact Lens provides ML-based speech analytics such as call transcript and sentiment to identify customer issues and trends. Use post-call analytics to get speech analysis for transcripts, sentiment, and other data, after customer interaction. Use real-time analytics to get access to transcripts and sentiment analysis during the customer interaction. [Learn more](#)

- Post-call analytics

Recommended for best transcription accuracy.

- Real-time and post-call analytics

Enables real-time alerts and speech analytics on live calls.

## Set recording and analytics behavior

---

Specify call recording behavior and configure Contact Lens speech analytics.

### Language

Set manually

English (United States) 

Use attribute

Redact sensitive data



Redact sensitive data, such as personal information, in the Contact Lens output file and get a redacted audio recording. Sensitive data redaction is applied after the call disconnects, and is currently available for certain languages only.

[Learn more](#)

Generate both redacted and original transcripts and audio

Generate redacted transcript only, and both redacted and original audio

Use attribute

---

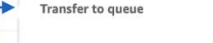
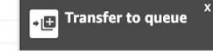
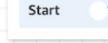
Cancel

Save

Show additional flow information 

Interact 


Set 



## Security profile permissions

Routing 



Numbers and flows 



Users and permissions 




Contact Control Panel (CCP) 



Metrics and Quality 



Historical changes 



Customer Profiles 



**Save**

**Cancel**

Metrics and Quality ⓘ



Type	All	Access	View	Edit	Create	Enable/Disable	Enable download button	Delete	Publish	Schedule
Access metrics	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact search	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search contacts by conversation characteristics	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search contacts by keywords	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrict contact access <span>ⓘ</span>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact attributes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact Lens - speech analytics <span>ⓘ</span>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rules	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recorded conversations (redacted) <span>ⓘ</span>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Login/Logout report	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manager monitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recorded conversations (unredacted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saved reports	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



# Amazon Connect



## Metrics and quality



Real-time metrics



Historical metrics



Contact search



Login/Logout report


Saved reports



# Contact search


## ▼ Filters

Start date

Jan 15, 2021 



End date

Jan 15, 2021 




Time zone

Etc/UTC 

Initiation method

\_\_\_\_\_ 

Phone number

Search for phone number 

Queue

Search for queue 

Agent login

Search for agent 

Minimum interaction seconds

\_\_\_\_\_

Maximum interaction seconds

\_\_\_\_\_

Channel

Select a channel to filter the contacts included in the report.

If no channel is selected, search will return all contacts within the reporting time range.

Voice    Chat    Task

## Sentiment score

Sentiment of

- Customer
- Agent

Type of score analysis

- Sentiment score for the entire contact   
Range: -5 to 5

- Evaluating sentiment shift

Beginning sentiment score   
Range: -5 to 5




End sentiment score   
Range: -5 to 5

## Non-talk time

Total non-talk time

Longest non-talk time

### ▶ Additional fields


Contact ID	Channel	Initiation Timestamp	Phone number	Queue	Agent	Recording/Transcript	Customer Number	Disconnect Timestamp
4e1d1ac8-03a7-4b17-bd03-f55838d28d6e	Voice	1/15/21 5:54 PM	+1 833-927-	Billing	first.user	  		1/15/21 5:55 PM

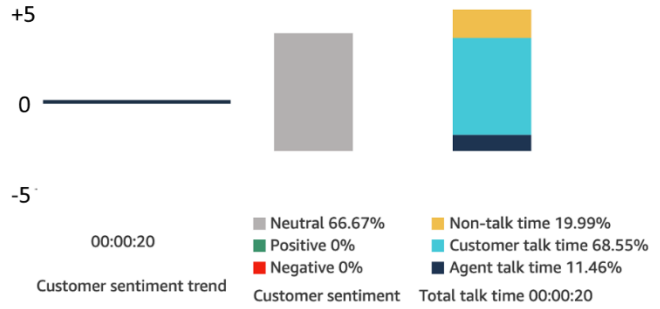
Rows per page: 25 1 - 1 of 1



## Contact Trace Record

### Contact Summary

**Contact Id** 4e1d1ac8-03a7-4b17-bd03-f55838d28d6e   
**Channel** Voice  
**Initiation Method** Inbound  
**Media Streams** [AUDIO]  
**Start and end time** Jan 15, 21, 05:54:44 pm - 05:55:43 pm  
**Duration** 00:00:59  
**Customer number** +12245458798  
**Agent** User First  
**Queue** Billing  
**Last Updated** Jan 15, 21, 05:59:31 pm



### Categories

No categories to show

### Recording and transcript



# Transcript

Auto scroll

Agent 00:03

Hello.



Customer 00:03

Hello.



Agent 00:05

Alright.



Customer 00:05

I would, uh, like to know, uh, how topay my bill.



Agent 00:06



# Amazon Connect



Dashboard

Rules




Billing

# Rules


Use Rules to automatically take actions based on updates to a contact or events in external applications. [Learn More](#)

Q Search

 **Create a rule** ▼

Rule name ▼	Trigger ▼	Actions ▼	Create date ▼	Modified date ▼
No rules have been created				

**Remove** **Create a rule** ▼



- Contact lens
- Third-party integration

▼ **Modified date** ▼

## New rule

Cancel **Save**

Name

Close-Account



Name can contain characters A-Z, 0-9, or ".", "-", "\_". It cannot contain spaces.

When post-call analysis is available ▼

If all these conditions are met:

Words or phrases - Exact Match

Limit: 100 words or phrases total for the rule



Logic: **Any** of the following words or phrases were mentioned ▼ during the entire ▼ length of the contact, where speaker is customer ▼

## Words or phrases - Exact Match

Limit: 100 words or phrases total for the rule

Logic: **Any** of the following words or phrases

✓ were mentioned  
were not mentioned

Enter keywords or phrases. Comma separate multiple entries.



Keywords or phrases

-

# Words or phrases - Exact Match

Limit: 100 words or phrases total for the rule

Logic: **Any** of the following words or phrases were mentioned  during the  **entire** length of

- first
- last
- entire**

Enter keywords or phrases. Comma separate multiples entries.

Keywords or phrases

-



# Words or phrases - Exact Match

Limit: 100 words or phrases total for the rule

Logic: **Any** of the following words or phrases were mentioned  during the entire  length of the contact, where speaker is

- agent
- customer**
- either

Enter keywords or phrases. Comma separate multiples entries.

Keywords or phrases

-

# Words or phrases - Exact Match

Limit: 100 words or phrases total for the rule

Logic: **Any** of the following words or phrases were mentioned  during the entire  length of the contact, where speaker is customer

close account

Keywords or phrases

-





If all these conditions are met:

Words or phrases - Exact Match

Limit: 100 words or phrases total for the rule

Logic: **Any** of the following words or phrases were mentioned  during the entire

Enter keywords or phrases. Comma separate multiples entries.

Keywords or phrases

close account

Add condition



AND

Words or phrases - Exact Match

Limit: 100 words or phrases total for the rule



Logic: **Any** of the following words or phrases were mentioned  during the entire  length of the contact, where speaker is agent

Enter keywords or phrases. Comma separate multiples entries.

Add

Keywords or phrases

account is closed

Remove

# Chapter 13: Implementing Chat

## Description

A simple routing profile.

225 of 250 characters remaining.

## Set channels and concurrency

Defines which channels agents can handle in the CCP

Note: If all channels are selected, agents will have access to only one channel at a time for inbound contacts. [Learn more](#)

Voice

Chat

Maximum chats (per agent)

2

Task

## Routing profile queues

If no queue is added, the agent will only be able to make outbound calls.

At least one queue is needed for inbound calls, and must not be a duplicate.

Remove

Add queue

<input type="checkbox"/> Name	Channels	Priority	Delay (in seconds)
<input type="checkbox"/> Billing <small>x</small> ▾	<input checked="" type="checkbox"/> Voice <input checked="" type="checkbox"/> Chat <input type="checkbox"/>	1	0
<input type="checkbox"/> Search for queue ▾	<input checked="" type="checkbox"/> Voice <input type="checkbox"/> Chat <input type="checkbox"/> Task	1	0

## Contact flows

Search by name

Create contact flow

Name	Type	Description	Status
Default agent hold	Agent hold	Audio played for the agent when on hold	Published

Publish

Save

Import flow (beta)

## Import flow (beta)



Select the contact flow file you want to import. You can only import a flow of the same type as the flow you have open. The file must be a valid JSON document.

Select a contact flow.

Basic Chat Disconnect Flow.json

Select

Cancel

Import

## Mega Mercy - Chat Disconnect



Publish

Save

Show additional flow information

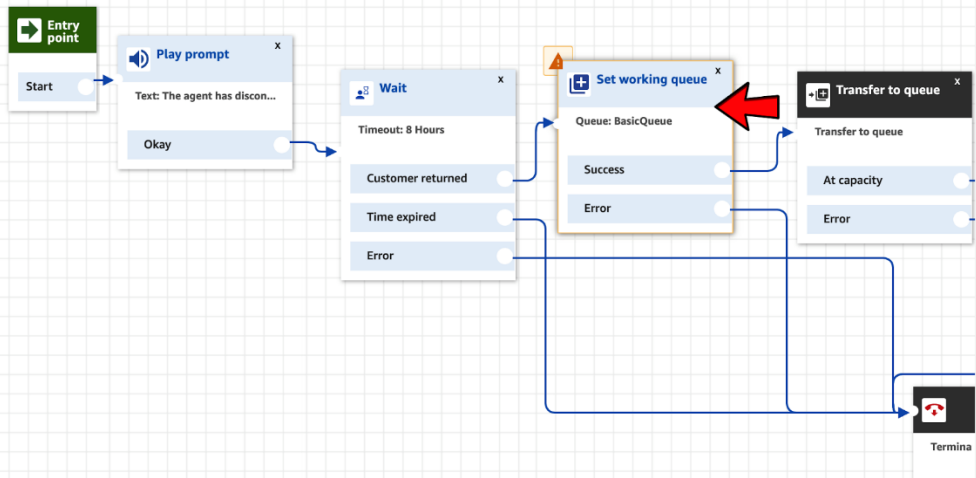
Interact

Set

Branch

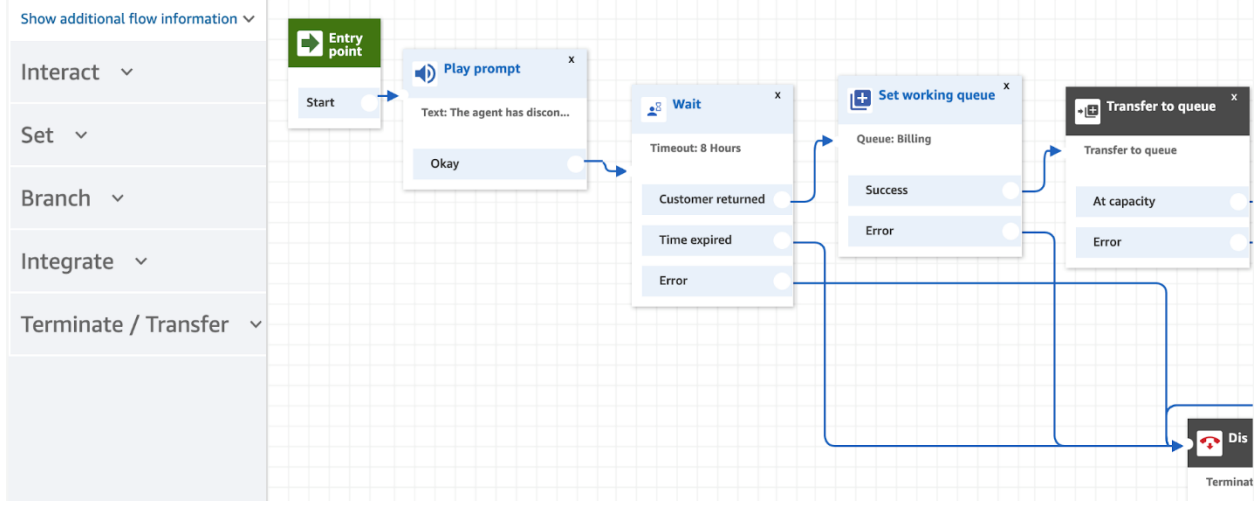
Integrate

Terminate / Transfer



# Mega Mercy - Chat Disconnect

Latest: Published ▼ Publish Save ▼

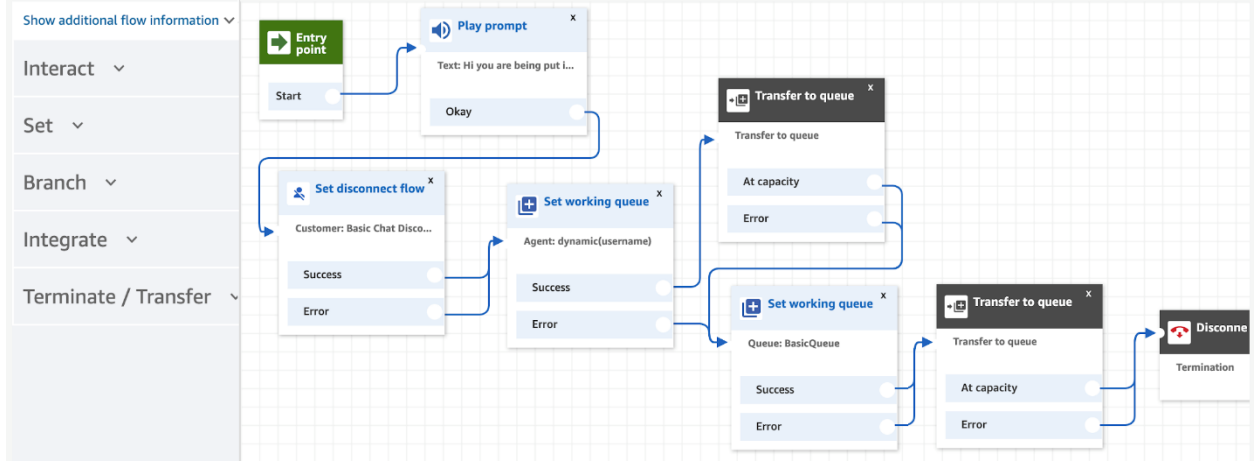


Latest: Saved ▼ Publish Save ▼



# Mega Mercy - Chat

Latest: Saved ▼ Publish Save ▼



## Set disconnect flow



Specifies the contact flow to run when an agent disconnects the contact and the customer remains on the call. [Learn more](#)

### Remaining participants

Customer only

Select a flow

Mega Mercy - Chat Disconnect



Use attribute

queue

Show additional flow information

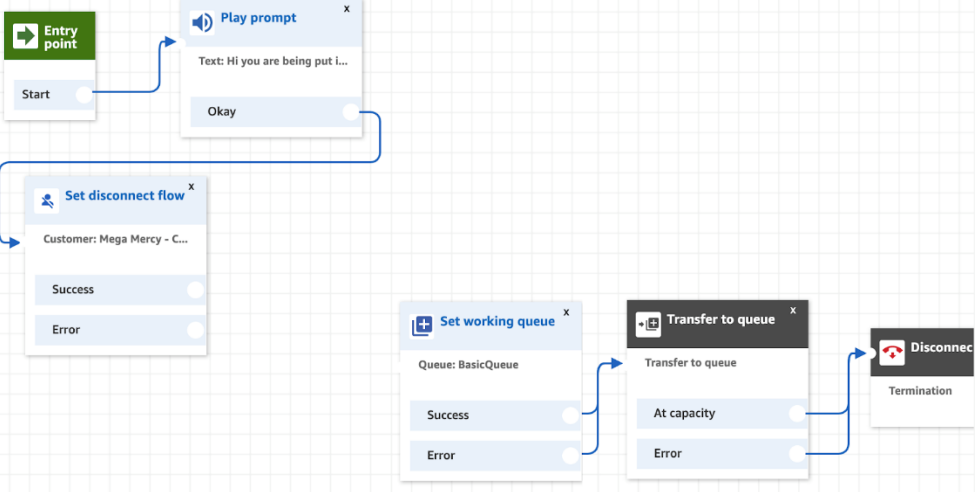
Interact

Set

Branch

Integrate

Terminate / Transfer



## Set working queue



Specify the queue that the contact will be transferred to.

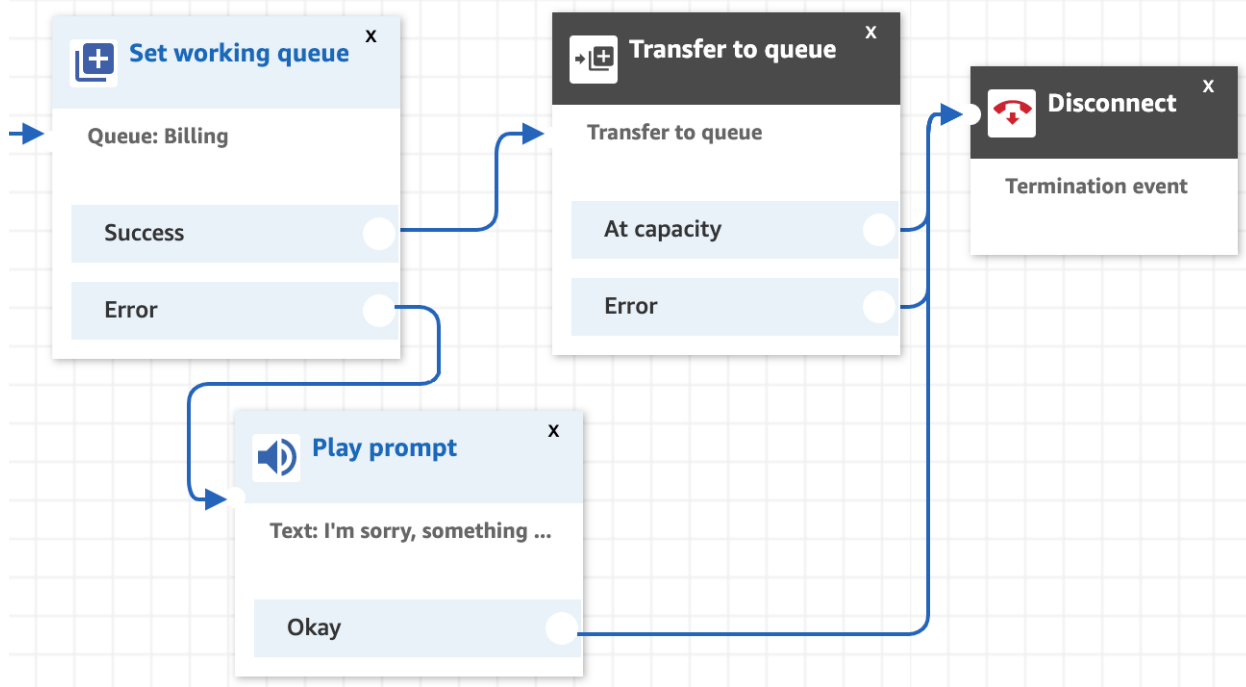
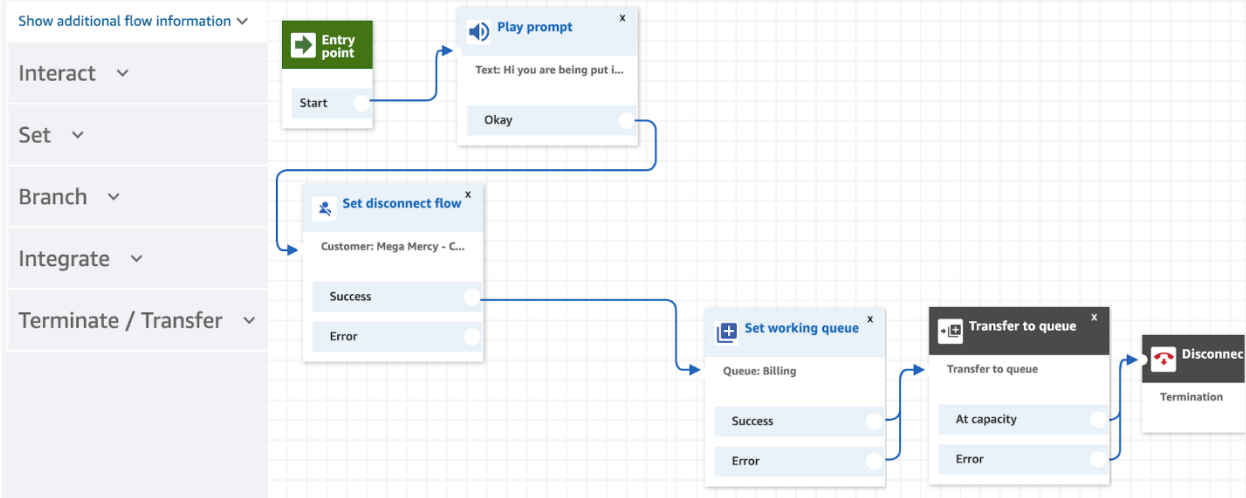
Select a queue to perform actions on, such as transferring a contact to it or retrieving metrics about it. [Learn more](#)

Outputs:

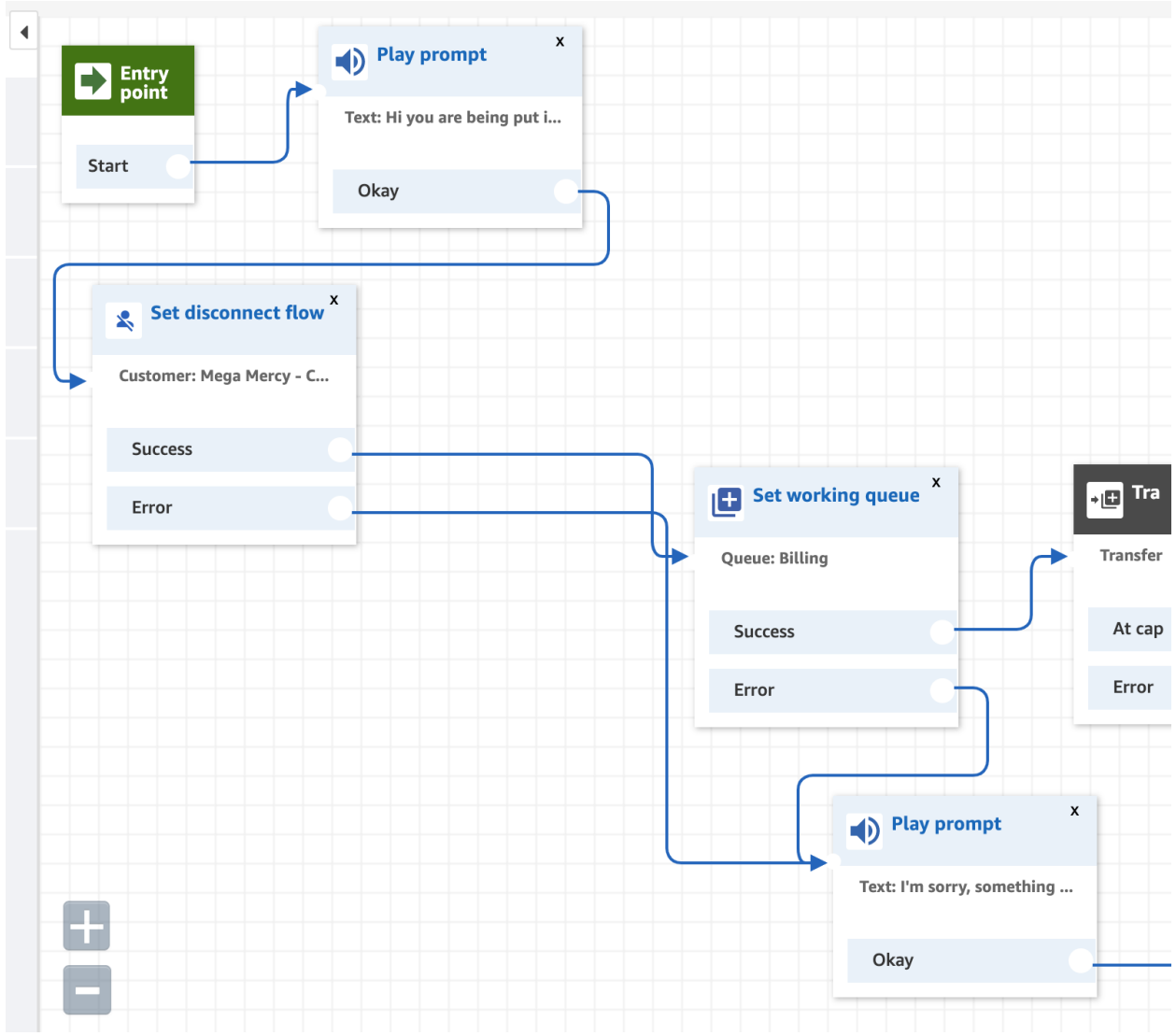
- By queue
  - Select a queue
- Use attribute
- By agent

Billing











# Amazon Connect



## Mega Mercy - Chat



[Hide additional flow information](#) ^

Description

Enter a description

Type

Contact flow (inbound)

ARN

arn:aws:connect:us-east-1:9936139944  
43:instance/8a41b405-9770-409b-ad2  
1-4981c4ae1471/contact-flow/343e01  
bb-0542-4954-a8eb-67d2d53f6a48



**Entry point**

Start

**Set display**

Customer:

Success

Error

Interact ▾

Set ▾

Branch ▾

## Overview

---



**Instance ARN** arn:aws:connect:us-east-1:993613994443:instance/8a41b405-9770-409b-ad21-4981c4ae1471



**Directory** jatest123

**Service-linked role**  AWSServiceRoleForAmazonConnect\_nkNn0XOqb6PjupluApph [Learn more](#)

**Login URL** <https://jatest123.awsapps.com/connect/login>

**Emergency access**  Warning: This login method will give you full permission within the Amazon Connect instance and should not be used for day-to-day operations.  
[Log in for emergency access.](#) 

# Amazon Connect > jatest123

Overview

Telephony

**Data storage**

Data streaming

Analytics tools

Tasks

Customer profiles

Approved origins

Contact flows

## Data storage

Saving Amazon Connect data such as call recordings or scheduled reports requires access to an Amazon S3 bucket. Your data storage configurations for Amazon Connect is reflected below.

### Call recordings

**Call recording will be stored here** connect-e70cd69df99c/connect/jatest123/CallRecordings

Edit

**Encrypted using this key** aws/connect

### Chat transcripts

**Chat transcripts will be stored here** connect-e70cd69df99c/connect/jatest123/ChatTranscripts

Edit

**Encrypted using this key** aws/connect



## Create stack

### Prerequisite - Prepare template

#### Prepare template

Every stack is based on a template. A template is a JSON or YAML file that contains configuration information about the AWS resources you want to include in the stack.

Template is ready

Use a sample template

Create template in Designer

### Specify template

A template is a JSON or YAML file that describes your stack's resources and properties.

#### Template source

Selecting a template generates an Amazon S3 URL where it will be stored.

Amazon S3 URL

Upload a template file

#### Amazon S3 URL

https://s3.amazonaws.com/us-east-1.amazon-connect-advanced-customer-chat-cfn/cloudformation.yaml

Amazon S3 template URL

S3 URL: https://s3.amazonaws.com/us-east-1.amazon-connect-advanced-customer-chat-cfn/cloudformation.yaml

View in Designer

Cancel

Next

# Specify stack details

## Stack name

Stack name

CONNECT-CHAT

Stack name can include letters (A-Z and a-z), numbers (0-9), and dashes (-).

## Parameters

Parameters are defined in your template and allow you to input custom values when you create or update a stack.

### AmazonConnectS3BucketName

Enter the name of the bucket that holds the chat transcripts for your Amazon Connect instance. You can find this in the Amazon Connect console when viewing the Data Storage section in your instance details. E.g. If your instance has connect-xxx/connect/instanceName/ChatTranscripts, enter 'connect-xxx'

connect-e70cd69df99c

### WebsiteS3BucketName

Enter the (globally unique) name you would like to use for the Amazon S3 bucket where we will store the website contents. This template will fail to deploy if the bucket name you chose is currently in use.

jatest123-chat-bucket

### allowAnonymousUsageMetrics

Send usage metrics about this CloudFormation stack to AWS

Yes

### allowAnonymousUsageMetrics

Send usage metrics about this CloudFormation stack to AWS

Yes

### cloudFrontPriceClass

Specify the CloudFront price class. See <https://aws.amazon.com/cloudfront/pricing/> for a description of each price class.

PriceClass\_100

### contactFlowId

The contact flow id that the customer will interact with while chatting. This should be the id of the Basic Contact Flow you uploaded.

343e01bb-0542-4954-a8eb-67d2d53f6a48

### enableAttachments

Specify if attachments need to be enabled for Amazon Connect Chat messages.

false

### instanceId

The instance id of the Amazon Connect instance that the customer will interact with while chatting. You can find this in the Amazon Connect console when viewing your instance details.

8a41b405-9770-409b-ad21-4981c4ae1471

### transcriptPath

The path in the S3 bucket that contains the chat transcripts. You can find this in the Amazon Connect console when viewing the Data Storage section in your instance details. E.g. If your instance has connect-xxx/connect/instanceName/ChatTranscripts, enter 'connect/instanceName/ChatTranscripts'

connect/jatest123/ChatTranscripts

Cancel

Previous

Next

# CONNECT-CHAT

Delete

Update

Stack actions ▼

Create stack ▼

Stack info

Events

Resources

**Outputs**


Parameters

Template

Change sets

## Outputs (6)

Search outputs

Key ▲	Value ▼	Description ▼	Export name ▼
InitiateChatLambdaExecutionRole	arn:aws:iam::993613994443:role/CONNECT-CHAT-InitiateChatLambdaExecutionRole-1LQLXBNC2PXNI	The ARN of the IAM role used by the Lambda function to initiate the chat	-
apiGatewayEndpoint	pgy0o60n77	The ARN of the API Gateway endpoint that triggers the Lambda function to initiate the chat	-
chatContactDataTable	CONNECT-CHAT-chatContactDataTable-1DU4V8IJCFNN8	Name of the new table to store the contact data related to chats.	-
cloudFrontDistribution	<a href="https://d1cn6k6m0fexcc.cloudfront.net">d1cn6k6m0fexcc.cloudfront.net</a> 	The domain name of the CloudFront Distribution to host the chat website	-
initiateChatLambda	arn:aws:lambda:us-east-1:993613994443:function:CONNECT-CHAT-InitiateChatLambda-JQJVQP2JRHD	The ARN of the Lambda function created to initiate chat	-
websiteS3Bucket	arn:aws:s3:::jatest123-chat-bucket	The ARN of the S3 Bucket used to host the website	-

## Amazon Connect Omni-Channel Demo

<input type="text" value="First Name"/>	<input type="text" value="Username"/>	<input type="button" value="Start Chat"/>
---	---------------------------------------	---

# Amazon Connect Omni-Channel Demo

First Name  Username  **Start Chat**

### Chat Demo

You are now chatting with First

Jeff has joined the chat

System Message 4:16 PM  
Hi you are being put into queue

First has joined the chat

First 4:17 PM  
hi how can I help you with your billing question

Type a message

**End chat**

Available

Jeff 01:41 00:16 Connected chat

Chat started with Jeff

SYSTEM\_MESSAGE

Hi you are being put into queue 4:16 PM

First

4:17 PM hi how can I help you with your billing question

Jeff

I want to pay it off using my credit card 4:18 PM

|

**End chat**