



AMAZON CONNECT INTEGRATION

VoiceFoundry AWS Connector and Zendesk integration

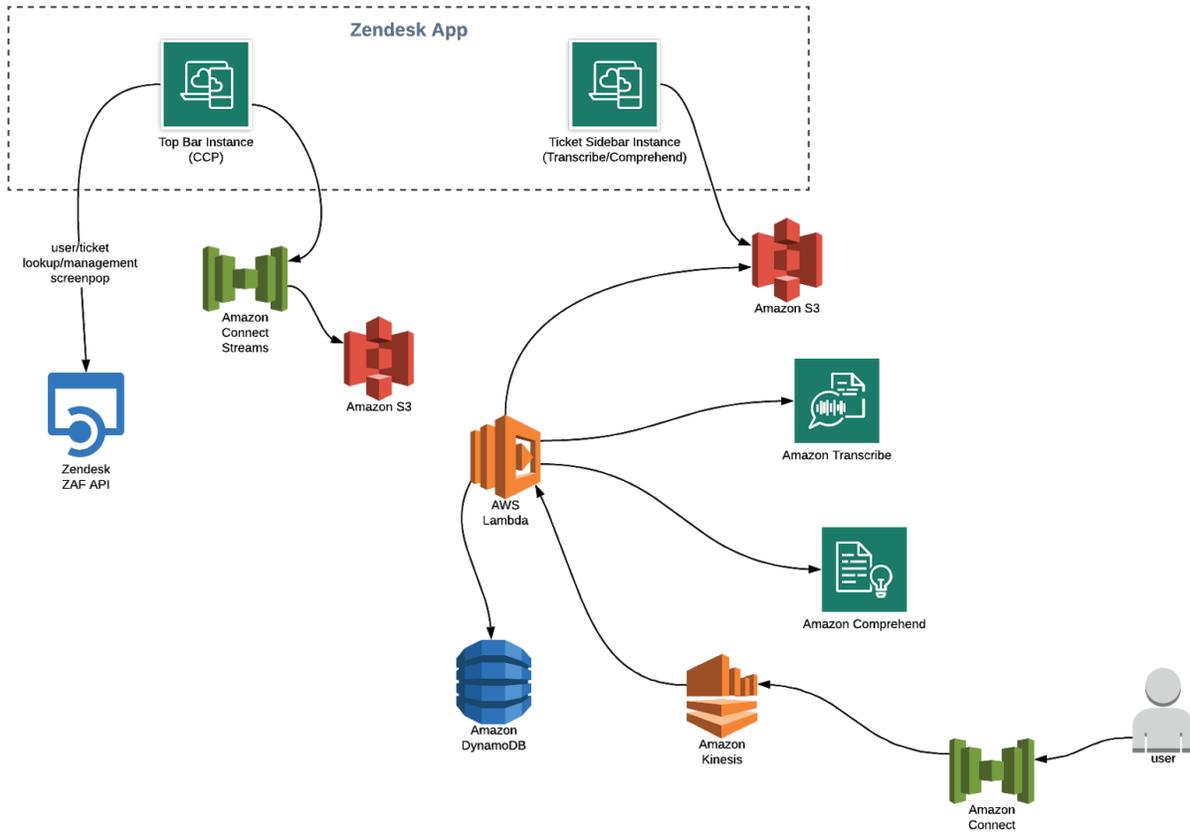
Amazon Connect & speech analysis within Zendesk

This Quick Start integrates the VoiceFoundry developed real time speech analysis app with Zendesk ticketing and Amazon Connect. This integration enables contact centers to easily implement and monitor in real time customer calls inside the Zendesk tool.

This is driven by an artificial intelligence (AI) voice analytics solution that analyzes behavior and emotion on every call, which helps contact centers to quickly understand how customers feel. It monitors all customer interactions to highlight areas of risk and opportunities to improve outcomes. It analyzes both language and customer behaviors - "the way it is said", along with "what is said" harnessing the power of machine learning to predict outcomes.

The integrations include AWS services such as Amazon Simple Storage Service (Amazon S3), Amazon Kinesis Video Stream, Amazon Transcribe, Amazon Comprehend, AWS Lambda, Amazon DynamoDB, Amazon API Gateway, Amazon CloudWatch Events, and AWS Identity and Access Management (IAM).

This quick start integration uses an existing Amazon Connect.



The Quick Start creates these AWS resources

- S3 Bucket for audio files, and the sample contact flow
- Dynamo DB table:
 - Table to store segments of call transcripts (customer audio)
 - Table to store contact details used in this solution
- A Lambda triggered on inbound contacts to store the initial contact details
- A Lambda to trigger and pass the stream details to the Java Lambda
- A Java Lambda to consume Kinesis Video Stream and stream it to Amazon Transcribe, store the segments in Dynamo DB and upload the raw audio to S3
- A Node.js Lambda triggered by S3 once WAV file is uploaded to store the concatenated transcript segments in the contact details table along with the S3 location of the audio file
- A Node.js Lambda triggered by CloudFormation to create a sample Amazon Connect contact flow, pre-populated with the Lambda ARNs and placed in the S3 bucket for you to import into your Amazon Connect instance.
- An IAM user to provide access to the AWS resources required:
 - Read/write access to the DynamoDB table
 - Read/write access to the S3 bucket.
 - Access to the Kinesis Video Stream.
 - Access to Transcribe, Comprehend and Connect.



- Access to update the configuration of the Lambda function.

This Quick Start was developed by VoiceFoundry in collaboration with AWS. VoiceFoundry is an APN Partner.

To integrate AWS Connect and Zendesk:

Step 1	<p>Sign up for an AWS account, if you don't already have one.</p> <p>Getting an account will automatically sign you up for Amazon Connect and all other AWS services.</p>
Step 2	<p>Create a new Amazon Connect instance for the integration, or use an existing instance.</p>
Step 3	<p>Deploy the integration: Download the CloudFormation template to your desktop - [AWSConnector.yml]</p> <p>You must deploy this integration in the same AWS Region as your Amazon Connect instance. Complete the parameter fields including values taken from Zendesk like Zendesk instance URL, API token from Zendesk Admin user and email address. Deployment takes just a few minutes.</p>
Step 4	<p>Enable data streaming.</p> <p>Follow the steps in the Amazon Connect documentation to set up data storage to point to new S3 Bucket for storing the call recordings.</p> <p>Enable Data Streaming by choosing Data streaming, then select Enable data streaming.</p>