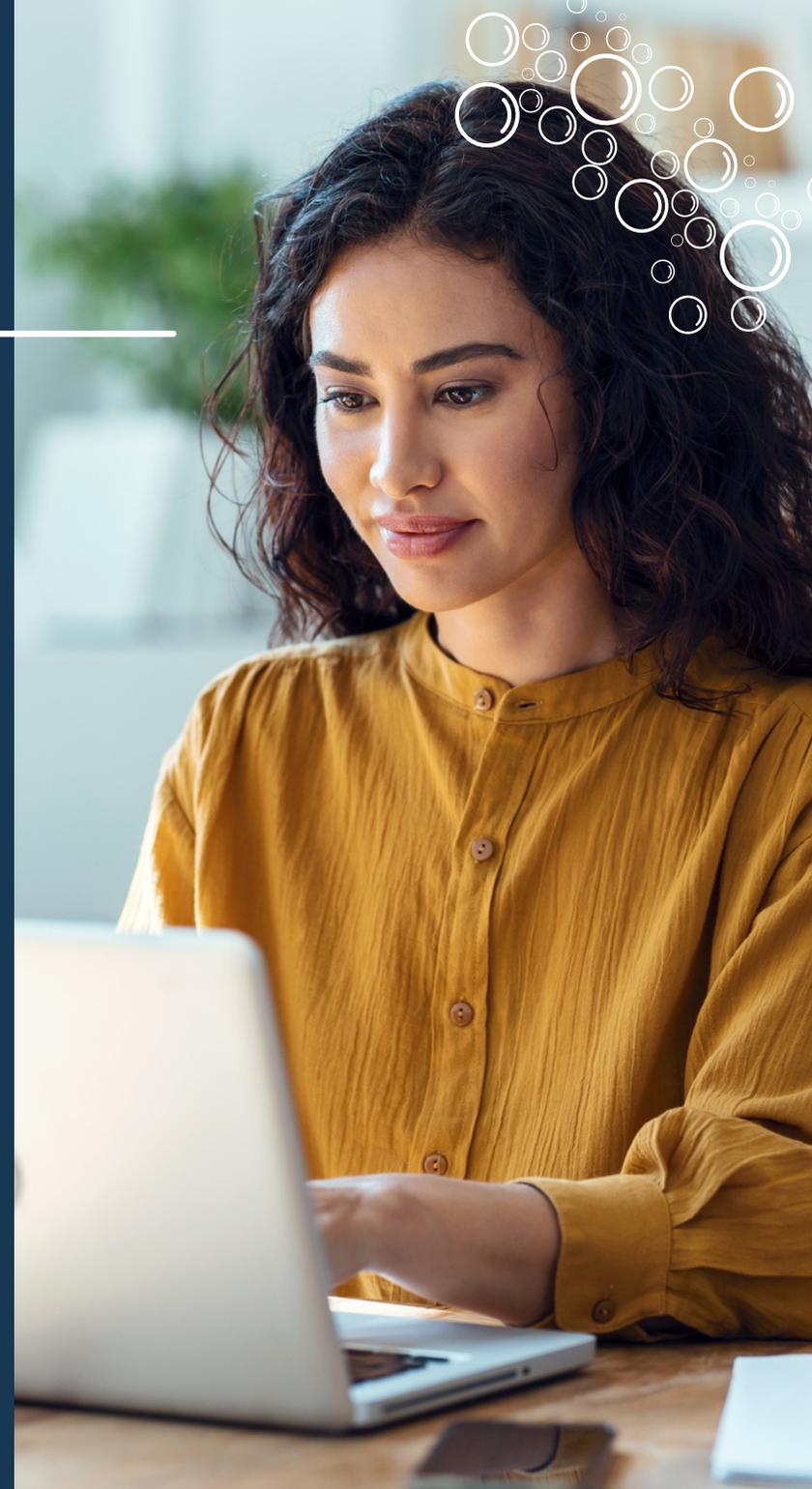
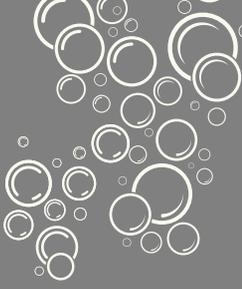




CX Connect

Setup Guide for Amazon Connect





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WHAT'S INSIDE:

04

RUN AWS
CLOUDFORMATION
TO SET UP LEX

06

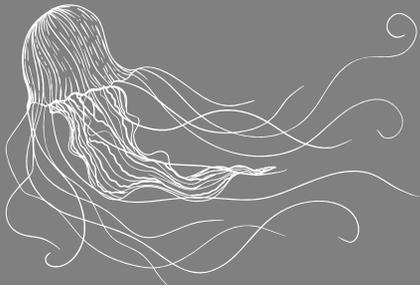
CONFIGURE AMAZON
CONNECT

11

RUN AWS
CLOUDFORMATION TO SET
UP LAMBDA FUNCTIONS

13

COLLECT ALL
INFORMATION





CX Connect Setup Guide for Amazon Connect

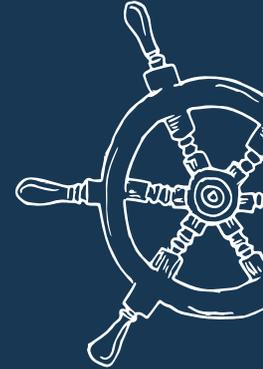
Setting up AWS Lex, AWS Lambdas and Amazon Connect
to use on CX Connect



Run AWS CloudFormation to set up Lex

Amazon Connect only supports US-East-1 and US-West-2. No other US regions are supported.

AWS Region	Setup
US-East-1(Virginia)	Setup LexBot on us-east-1
US-West-2(Oregon)	Setup LexBot on us-west-2

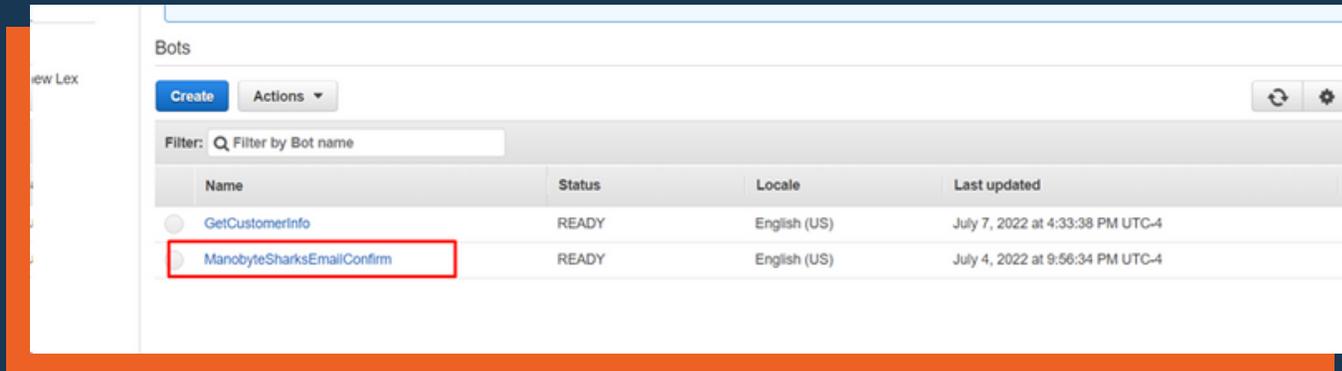


Click Create stack. It will take a few minutes to create LexBot.

NOTE: Once the stack is created, the LexBot name can be found in the Outputs tab, which you will need later.

Go to: <https://us-west-2.console.aws.amazon.com/lex/home> and change the version to Version1.

You will then see ManobyteSharksEmailConfirm.





Run AWS CloudFormation to set up Lex (cont.)

01

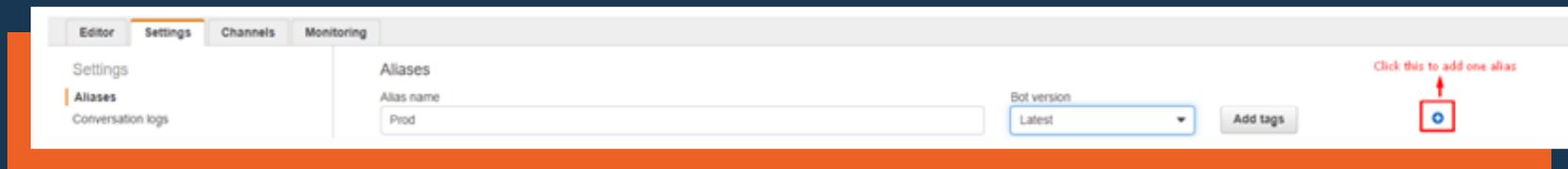
Select "ManoByteSharksEmailConfirm" bot.

02

On the detail page, choose the Settings tab.

03

Create an Alias in the Aliases tab (see below).



04

Click the Build button in the top right corner.

05

Click Publish, then choose an alias you've created in modal, and then click Publish.



Configure Amazon Connect

01

[Create an Amazon Connect instance](#) if you don't have one.

02

In the Contact Flows tab in the Amazon Connect instance, add the Amazon Lex you created using the CF template.

03

In the Approved origins tab, click Add Origin, then enter the URL of the HubSpot portal: <https://app.hubspot.com>

04

Login to Amazon Connect as administrator by clicking "[Login for emergency access](#)" in the Overview tab.

05

Create your customized queues, routing profiles, phone numbers, users, and contact flow in the Amazon Connect to console.

06

If you are not familiar with managing Amazon Connect, you can create sample queues, routing profiles, phone numbers, users, and contact flow to test it first.





Configure Amazon Connect (cont.)

07

Create Queues

- a. In the routing menu of the sidebar, click Queues.
- b. Click the Add New Queue button on the queue list page.
- c. Enter "Callbacks" in the name field.
- d. Choose Basic Hours operation.
- e. Click Add New Queue.

08

Create Routing Profile

- a. In the user menu in the sidebar, click Routing Profiles.
- b. Click Add a New Profile in routing profiles list page.
- c. Create a name for your Routing Profile in the name field.
- d. Enter a description in the Description field.
- e. Check voice, chat in set channels and concurrency section.
- f. Select "Callbacks" in routing profile queues section, then check Voice, Chat in channels field.
- g. Select "Callbacks" in the default outbound queue.

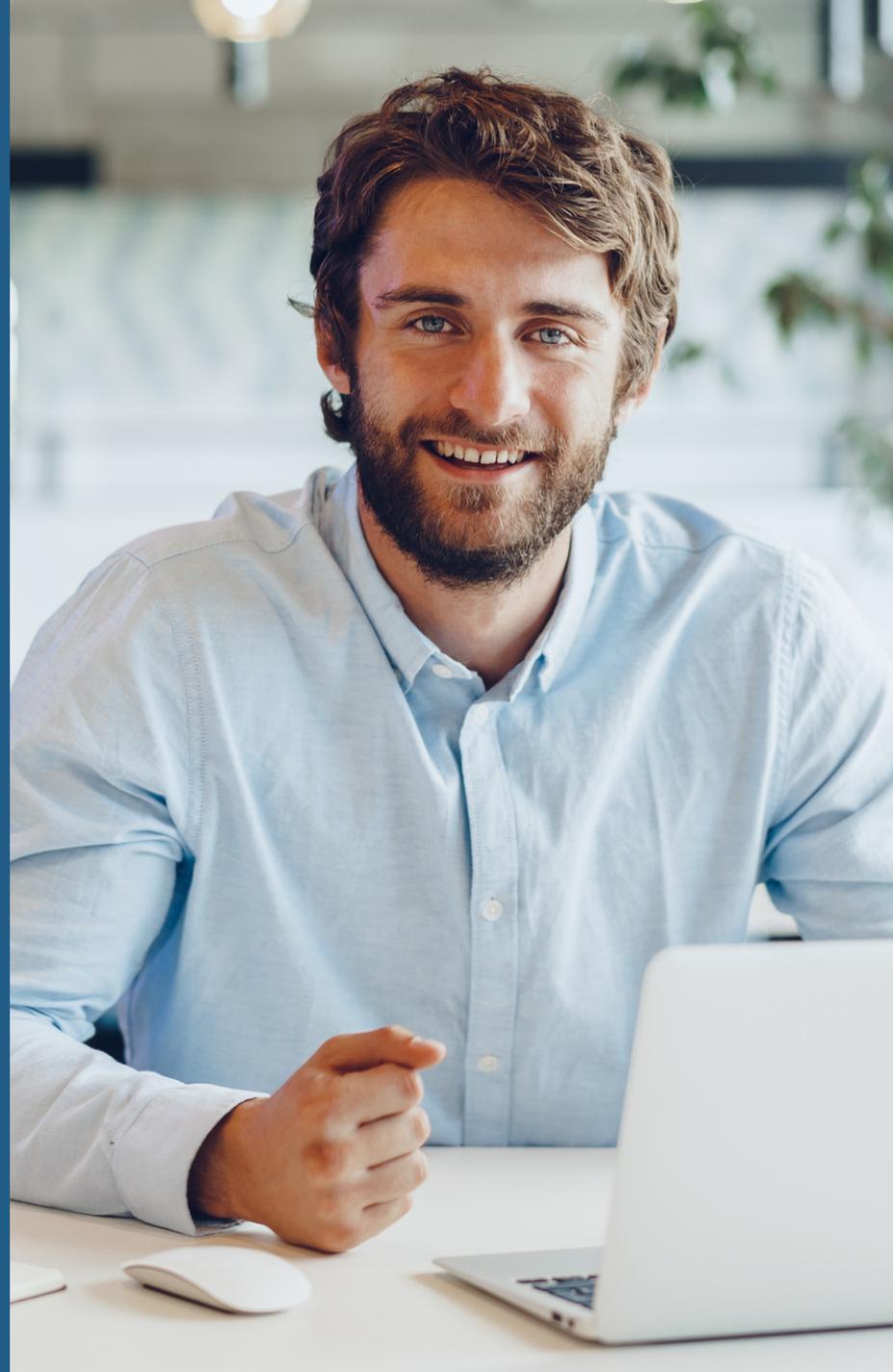


Configure Amazon Connect (cont.)

09

Create Users

- a. In the user menu of the sidebar, click User Management.
- b. Click Add new users in users list page.
- c. Select Create and Set Up a New User, then click the Next button.
- d. Enter the First Name, Last Name, Login Name, Email Address, and Password.
- e. In the Routing Profile section, select the routing profile created in Step 8.
- f. Select the Security Profiles section, and select Agent.
- g. Click the Save button.
- h. Click Create Users in the Verify User Details step.
- i. Create more agents by clicking Create More Users, and repeat Steps 4-8.
- j. Click the Back button once you've created all users.



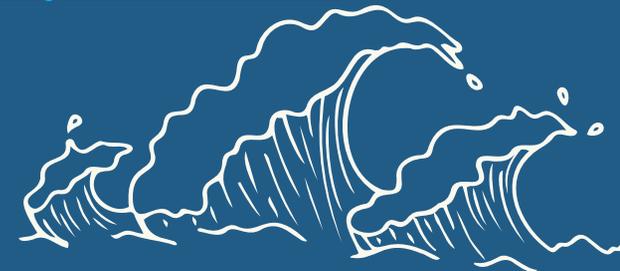
Configuring Amazon Connect (cont.)



10

Create Contact Flows

- a. In the Routing menu of the sidebar, click Contact Flows.
- b. Create Inbound Call Contact flow
 - i. Click Create Contact Flow on the Contact Flows list page.
 - ii. From the dropdown menu to the left of the Save button, select "Import flow(beta)".
 - iii. Import the Call Connect Contact Flow template file [Manobyte Inbound Call Template](#).
 - iv. Rename the Contact Flow name.
 - v. Click the Save button, then click Publish.
- c. Create Inbound Chat Contact flow
 - i. Click Create Contact Flow on the contact flows list page.
 - ii. From the dropdown menu to the left of the Save button, select "Import flow(beta)".
 - iii. Import the Call Connect Contact Flow template file [Manobyte Inbound Chat Template](#).
 - iv. Rename the Contact Flow name.
 - v. Click the Save button, then click Publish.
 - vi. Once published, integrate the Amazon Connect Chat into your website. You can find the guide [here](#).
- d. Create Outbound Whisper Flow
 - i. In the Contact Flows list page, select Create Outbound Whisper Flow in the dropdown menu.
 - ii. Import the Call Connect Outbound Whisper template file [Manobyte Outbound Call Template](#).
 - iii. Rename the Contact Flow name
 - iv. Click the Save button, then click Publish.





Configure Amazon Connect (cont.)

11

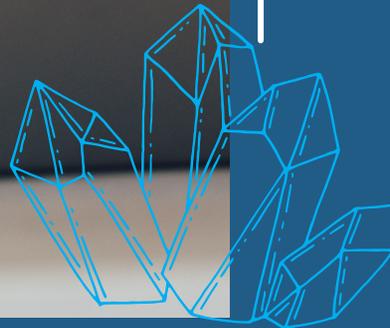
Create Phone Numbers

- a. In the Routing menu of the sidebar, click Phone Numbers.
- b. Click Claim a Number, on the Manage Phone Numbers page.
- c. Select Country, then enter Prefix.
- d. Select a number from the Available Numbers list.
- e. Select the Contact Flow created in Contact Flow/IVR filed (not Outbound Whisper).
- f. Click the Save button.

12

Modify the Queue

- a. In the Queue list page, select the Callback queue.
- b. In the Edit Queue page, enter the Outbound Call ID Name, select the phone number created in Step 11 (the Outbound Caller ID number), and select the Outbound Whisper Flow created in Step 10d.
- c. Click the Save button.



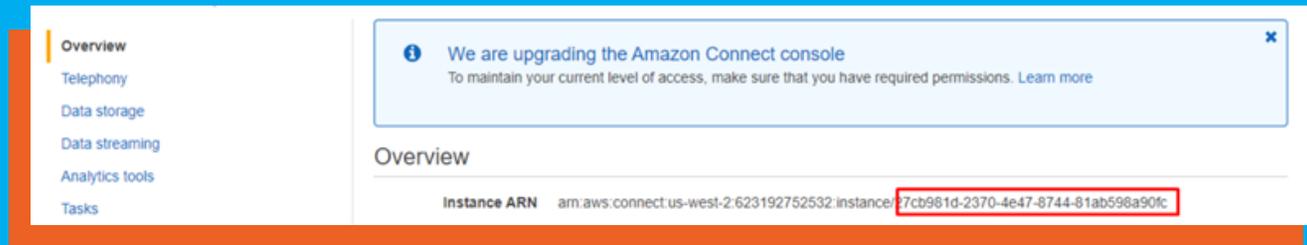
Run AWS CloudFormation to set up Lambda functions

01

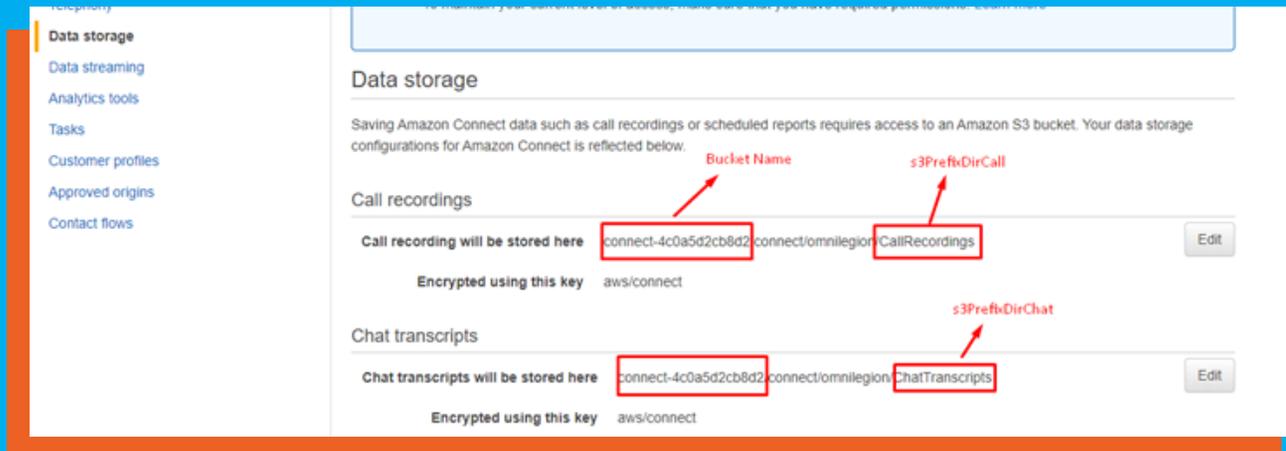
Pre-requirement

Before deploying the AWS Lambda functions, you will need some information from Amazon Connect.

- In the Overview page of the Amazon Connect instance, find Instance ARN.
- Copy the Instance ID, which are the characters after "instance" in the Instance ARN (see below).



- In the Data storage tab, copy the BucketName, s3PrefixDirCall, and s3PrefixDirChat.

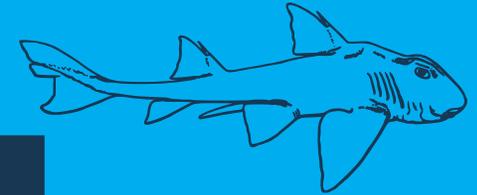




Run AWS CloudFormation to set up Lambda functions (cont.)

02

Set up LexBot with AWS CloudFormation

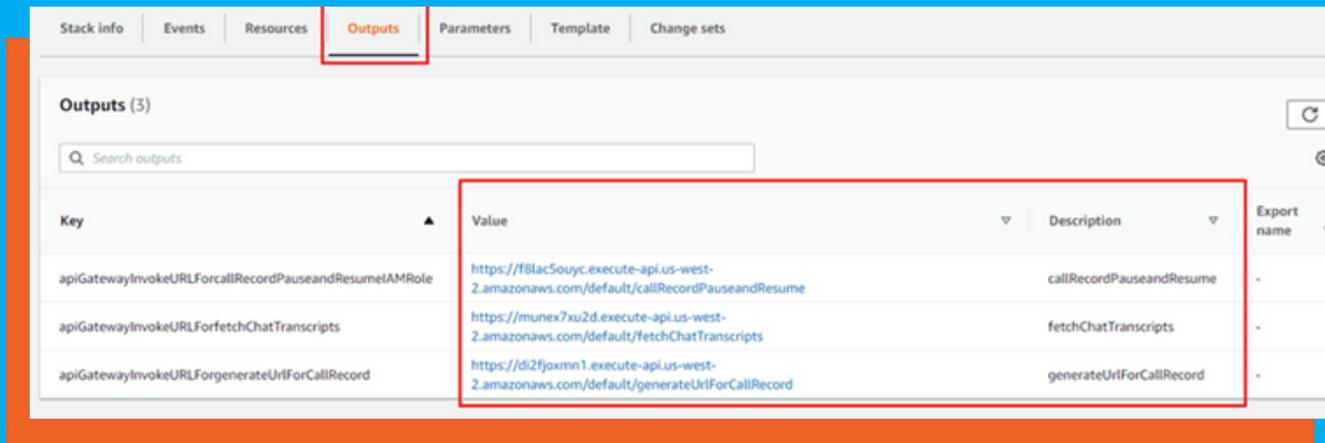
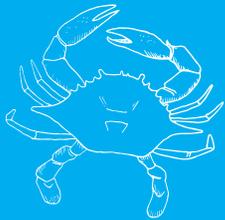


AWS Region	Setup
US-East-1(Virginia)	<u>Setup LexBot on us-east-1</u>
US-West-2(Oregon)	<u>Setup LexBot on us-west-2</u>

In Specify Stack Details step, re-enter the AWS Region, awsconnectName, bucketName, connectInstanceId, s3PrefixDirCall, s3PrefixDirChat with your information.

Click Create Stack. It will take a few minutes to create three (3) Lambda functions.

NOTE: Once the Stacks are created, the URLs of Lambda functions can be found in the Outputs tab.





Collect All Information

You can get 4 links:

01

Amazon connect ccp url: it would be like this:

<https://{your-instance-name}.awsapps.com/connect/ccp-v2/>

02

“Pause/Resume Recording Lambda URL”,
“Fetching Call Recording Lambda URL”, and
“Fetching Chat Transcripts Lambda URL”
from Lambda stack output.

