

# Automate Contact Flow

By using this codeⓈ:{EXAMPLE}

```
AWSTemplateFormatVersion: "2010-09-09"
Description: "Amazon Connect - Contact Flow"

Resources:
  ContactFlow:
    Type: 'AWS::Connect::ContactFlow'
    Properties:
      Name: gtgggtg
      Description: Banking contact flow
      InstanceArn: arn:aws:connect:us-west-2:132387760551:instance/c675ae5c-9185-494d-b421-3911fb454613
      Type: CONTACT_FLOW
      Content: |
        {
          "Version":"2019-10-30",
          "StartAction":"c8275c19-08aa-4ee5-9b42-bcc47d32e914",
          "Metadata":{
            "entryPointPosition":{
              "x":20,
              "y":20
            },
            "snapToGrid":false,
            "ActionMetadata":{
              "5c47b68e-d790-45eb-a0bd-654027af4868":{
                "position":{
                  "x":463,
                  "y":491
                },
                "useDynamic":false
              },
              "c8275c19-08aa-4ee5-9b42-bcc47d32e914":{
                "position":{
                  "x":180,
                  "y":20
                },
                "conditionMetadata":[
                  {
                    "id":"02a02d09-3f41-4492-8cbb-c24edc8e85c8",
```

```
        "value": "1"
      },
      {
        "id": "7fa40af2-1d76-4c5a-bde5-475fe14a1f85",
        "value": "2"
      },
      {
        "id": "1d23ffe8-b800-490c-911c-68bdb70bc9d2",
        "value": "3"
      }
    ],
    "useDynamic": false,
    "useLexBotDropdown": true,
    "useDynamicLexBotArn": false
  },
  "c36d9f86-780d-4c44-8c79-80c8353a699a": {
    "position": {
      "x": 1068,
      "y": 317
    }
  },
  "14837518-cc08-4d54-ac93-ea7e063481a8": {
    "position": {
      "x": 492,
      "y": 340
    },
    "overrideConsoleVoice": false,
    "defaultVoice": "Standard"
  },
  "1e435e5f-7b62-4938-8c9f-fa05106c72b3": {
    "position": {
      "x": 501,
      "y": 174
    },
    "overrideConsoleVoice": false,
    "defaultVoice": "Standard"
  },
  "98768cdb-f5e6-4642-90e3-6e06fd6813e8": {
    "position": {
      "x": 478,
      "y": 21
    },
    "overrideConsoleVoice": false,
    "defaultVoice": "Conversational",
    "fragments": {
```

```
        "SetContactData":"80cf739c-7dc9-4abd-a374-892c388a5650"
      }
    },
    "80cf739c-7dc9-4abd-a374-892c388a5650":{
      "position":{
        "x":0,
        "y":0
      }
    },
    "3a521089-edfe-4821-8156-19014b7b8926":{
      "position":{
        "x":716,
        "y":45
      },
      "useDynamic":false,
      "ContactFlow":{
        "id":"arn:aws:connect:us-west-2:132387760551:instance/c675ae5c-9185-494d-b421-3911fb454613/contact-flow/ad3c1de6-3818-450f-b942-ac546951887a",
        "text":"Transaction Banking Authentication"
      }
    }
  },
  "Actions":[
    {
      "Identifier":"5c47b68e-d790-45eb-a0bd-654027af4868",
      "Parameters":{
        "Text":"An Error Occured!"
      }
    },
    {
      "NextAction":"c36d9f86-780d-4c44-8c79-80c8353a699a",
      "Errors":[
        {
          "NextAction":"c36d9f86-780d-4c44-8c79-80c8353a699a",
          "ErrorType":"NoMatchingError"
        }
      ],
      "Conditions":[]
    }
  ],
  "Type":"MessageParticipant"
},
{
  "Identifier":"c8275c19-08aa-4ee5-9b42-bcc47d32e914",
```

```
    "Parameters":{
      "Text":"To continue in English press 1, Ukuqhubeka ngesiZulu
cindezela u- 2, Vir Afrikaans Druk 3.",
      "StoreInput":"False",
      "InputTimeLimitSeconds":"5"
    },
    "Transitions":{
      "NextAction":"5c47b68e-d790-45eb-a0bd-654027af4868",
      "Errors":[
        {
          "NextAction":"5c47b68e-d790-45eb-a0bd-654027af4868",
          "ErrorType":"NoMatchingError"
        },
        {
          "NextAction":"5c47b68e-d790-45eb-a0bd-654027af4868",
          "ErrorType":"NoMatchingCondition"
        },
        {
          "NextAction":"5c47b68e-d790-45eb-a0bd-654027af4868",
          "ErrorType":"InputTimeLimitExceeded"
        }
      ],
      "Conditions":[
        {
          "NextAction":"98768cdb-f5e6-4642-90e3-6e06fd6813e8",
          "Condition":{
            "Operator":"Equals",
            "Operands":[
              "1"
            ]
          }
        },
        {
          "NextAction":"1e435e5f-7b62-4938-8c9f-fa05106c72b3",
          "Condition":{
            "Operator":"Equals",
            "Operands":[
              "2"
            ]
          }
        },
        {
          "NextAction":"14837518-cc08-4d54-ac93-ea7e063481a8",
          "Condition":{
            "Operator":"Equals",
```

```

        "Operands":[
            "3"
        ]
    }
}
]
},
"Type":"GetParticipantInput"
},
{
    "Identifier":"c36d9f86-780d-4c44-8c79-80c8353a699a",
    "Type":"DisconnectParticipant",
    "Parameters":{

    },
    "Transitions":{

    }
},
{
    "Identifier":"14837518-cc08-4d54-ac93-ea7e063481a8",
    "Parameters":{
        "TextToSpeechVoice":"Lotte"
    },
    "Transitions":{
        "NextAction":"3a521089-edfe-4821-8156-19014b7b8926",
        "Errors":[

        ],
        "Conditions":[

        ]
    },
    "Type":"UpdateContactTextToSpeechVoice"
},
{
    "Identifier":"1e435e5f-7b62-4938-8c9f-fa05106c72b3",
    "Parameters":{
        "TextToSpeechVoice":"Marlene"
    },
    "Transitions":{
        "NextAction":"3a521089-edfe-4821-8156-19014b7b8926",
        "Errors":[

        ],

```

```
        "Conditions":[

        ]

    },
    "Type":"UpdateContactTextToSpeechVoice"
},
{
    "Identifier":"98768cdb-f5e6-4642-90e3-6e06fd6813e8",
    "Parameters":{
        "TextToSpeechVoice":"Joanna"
    },
    "Transitions":{
        "NextAction":"80cf739c-7dc9-4abd-a374-892c388a5650",
        "Errors":[

        ],
        "Conditions":[

        ]
    },
    "Type":"UpdateContactTextToSpeechVoice"
},
{
    "Identifier":"80cf739c-7dc9-4abd-a374-892c388a5650",
    "Parameters":{
        "LanguageCode":"en-US"
    },
    "Transitions":{
        "NextAction":"3a521089-edfe-4821-8156-19014b7b8926",
        "Errors":[
            {
                "NextAction":"3a521089-edfe-4821-8156-19014b7b8926",
                "ErrorType":"NoMatchingError"
            }
        ],
        "Conditions":[

        ]
    },
    "Type":"UpdateContactData"
},
{
    "Identifier":"3a521089-edfe-4821-8156-19014b7b8926",
    "Parameters":{
```

```

        "ContactFlowId": "arn:aws:connect:us-west-2:132387760551:instance/c675ae5c-9185-494d-b421-3911fb454613/contact-flow/ad3c1de6-3818-450f-b942-ac546951887a"
      },
      "Transitions": {
        "NextAction": "c36d9f86-780d-4c44-8c79-80c8353a699a",
        "Errors": [
          {
            "NextAction": "c36d9f86-780d-4c44-8c79-80c8353a699a",
            "ErrorType": "NoMatchingError"
          }
        ],
        "Conditions": [
        ]
      },
      "Type": "TransferToFlow"
    }
  ]
}

```

## WHEN INVOKE LAMBDA

## THROUGH S3 BUCKET FROM

## CLOUDFORMATION

- First we will upload lambda function zipFile upload on S3 Bucket.
- ZipFile S3Key put in YAMLFile.
- YamlFile upload to S3Bucket.
- Cloudformation create Stack ObjectURL copy and Paste.

## Example:

```

AWSTemplateFormatVersion: '2010-09-09'

Description: Lambda function with cfn-response.

Resources:
AWSTemplateFormatVersion: '2010-09-09'

```

Description: Lambda function with cfn-response.

Resources:

primer:

Type: AWS::Lambda::Function

Properties:

Runtime: nodejs16.x

Role: arn:aws:iam::132387760551:role/lambda-admin-api-db-access-Role-OM-

SAAS-DEV-EU1-admin

Handler: index.handler

Code:

S3Bucket: cf-templates-1rf1bz42dbe8x-us-west-2

S3Key: AbadsAuthGet-469c75bf-0f99-4423-b932-e1ec489f694e\_2.zip

TracingConfig:

Mode: Active

# s3Permission:

# Type: AWS::Lambda::Permission

# Properties:

# FunctionName: !GetAtt function.Arn

# Action: lambda:InvokeFunction

# Principal: s3.amazonaws.com

# SourceArn: !GetAtt arn:aws:s3:::cf-templates-1rf1bz42dbe8x-us-west-2/AbadsAuthGet-469c75bf-0f99-4423-b932-e1ec489f694e.zip