

Amazon Q Business Getting Started

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1 — Introduction to Amazon Q Business [↗](#)

Question	Answer	Tag
What is Amazon Q Business?	A generative AI-powered assistant that answers questions, generates content, and completes tasks using enterprise data.	AWS/AI
How is Amazon Q Business delivered?	Via a built-in web experience or APIs.	AWS/AI
What systems can Amazon Q Business connect to?	40+ built-in connectors (e.g., Salesforce, Jira, ServiceNow, Zendesk).	AWS/AI
What problems does Amazon Q Business solve?	1. User experience gaps 2) Slow time-to-value 3) Infrastructure overhead 4) Access controls 5) Data integrations.	AWS/AI
How does Amazon Q Business handle user access controls?	Respects existing permissions from integrated enterprise apps/data sources.	AWS/AI
What guardrails does Amazon Q Business offer?	Blocking specific words/topics, filtering responses, and limiting knowledge scope.	AWS/AI
Name 3 benefits of Amazon Q Business.	1. Quick, accurate answers 2) 40+ enterprise connectors 3) Respects access controls.	AWS/AI
Which enterprise apps integrate with Amazon Q Business?	Amazon S3, Salesforce, Microsoft 365, Slack, ServiceNow, Zendesk, etc.	AWS/AI
How does Amazon Q Business improve productivity?	By generating tailored content, solving issues, and automating	AWS/AI

	tasks within enterprise systems.	
Is coding required to use Amazon Q Business?	No—it offers a user-friendly console for simple configurations.	AWS/AI

2 — Architecture and Use Cases [↗](#)

Question	Answer	Tag
What are the core technical concepts of Amazon Q Business?	Generative AI, IAM Identity Center, RAG, data integrations, plugins, and access controls.	AWS/AI
How does Amazon Q Business handle identity management?	Uses IAM Identity Center as an overlay to existing identity providers (e.g., Okta, Microsoft Entra ID).	AWS/AI
What is Retrieval Augmented Generation (RAG) in Amazon Q?	A technique to augment prompts with enterprise data, enabling tailored responses without manual vector embeddings.	AWS/AI
How does Amazon Q Business manage data access?	Integrates with SAML 2.0 identity providers to enforce existing user permissions.	AWS/AI
What synchronization options do Amazon Q's data connectors offer?	Full sync or incremental sync for enterprise data sources.	AWS/AI
Name 3 built-in plugins for Amazon Q Business.	Jira, ServiceNow, Salesforce.	AWS/AI
What is a key use case for Amazon Q in content creation?	Generating marketing/sales content (e.g., blog posts, social headlines) based on enterprise documents.	AWS/AI/Use Cases
How does Amazon Q streamline enterprise search?	Connects to repositories (e.g., S3, Slack) to provide answers with source references and follow-up context.	AWS/AI/Use Cases
Give an example of Amazon Q's summarization capability.	Summarizing customer feedback from Slack into formatted insights.	AWS/AI/Use Cases
How can Amazon Q assist in business decisions?	Comparing documents (e.g., Q1 vs. Q2 reports) to extract key differences/insights via natural language queries.	AWS/AI/Use Cases

3 — How Do I Create a Data Source? [↗](#)

Question	Answer	Tag
What is the first step to create an Amazon Q data source with S3?	Log in to AWS Management Console and select the appropriate AWS Region.	AWS/Amazon Q
How do you create an S3 bucket for Amazon Q?	1. Search for "S3" in AWS Console 2) Select "Create bucket" 3) Provide unique bucket name 4) Keep defaults 5) Click "Create bucket"	AWS/Amazon Q
What are the naming requirements for an S3 bucket?	Globally unique name, lowercase letters.	AWS/S3
How do you upload files to the S3 bucket for Amazon Q?	1. Select bucket 2) Click "Upload" or drag files 3) Select files (avoid Amazon-Q4_2023_Transcript.pdf for now) 4) Click "Upload"	AWS/S3
What confirmation appears when files upload successfully?	A success banner appears.	AWS/S3
What file should NOT be uploaded initially?	Amazon-Q4_2023_Transcript.pdf (reserved for later demo).	AWS/Amazon Q
Where do you find the created bucket after creation?	Listed in the "General purpose buckets" panel.	AWS/S3
What AWS service must you access first to create the data source?	Amazon S3 service.	AWS/S3
What is the purpose of creating this S3 bucket?	To serve as a data source for Amazon Q Business.	AWS/Amazon Q

4 — How Do I Set Up an AWS IAM Identity Center and Create Users? [🔗](#)

Question	Answer	Tag
What is the purpose of IAM Identity Center for Amazon Q?	To manage users and access for Amazon Q applications (overlay to existing identity providers).	AWS/IAM
Where can IAM Identity Center be configured?	Either in IAM Identity Center service console or Amazon Q Business console.	AWS/IAM
How do you enable IAM Identity Center?	1. Search "IAM Identity Center" 2) Select "Enable" 3) Choose account/organization level 4) Click "Enable".	AWS/IAM

What are the two levels for enabling IAM Identity Center?	Account level (demo) or Organization level (enterprise recommendation).	AWS/IAM
What information is required to add a user?	Username, email, first/last name, display name.	AWS/IAM
What happens after adding a user?	Automated email with invitation link is sent; user must set password and MFA.	AWS/IAM
How does MFA setup work for new users?	Scan QR code with authenticator app (e.g., Google Authenticator), enter code to register.	AWS/Security
What does the user see after first login?	AWS access portal (blank until applications are assigned).	AWS/IAM
What's the difference between account vs org-level setup?	Account: single AWS account. Org-level: central management (requires admin privileges).	AWS/IAM
Why isn't the new user seeing any applications?	No applications have been assigned to the user yet.	AWS/Amazon Q

5 — How do I create an Amazon Q Business application? [🔗](#)

Question	Answer	Tag
What's the first step to create an Amazon Q application?	Search for "Amazon Q Business" in AWS Console and select "Create application"	AWS/Amazon Q
What automatically gets assigned to new applications?	The previously configured IAM Identity Center instance	AWS/Amazon Q
What are the two retriever options when creating an app?	1. Native retriever 2) Existing retrievers	AWS/Amazon Q
How many built-in connectors does Amazon Q offer?	Over 40 (including S3, SharePoint, Google Drive)	AWS/Amazon Q
What IAM role option is recommended for S3 data sources?	"Create a new service role"	AWS/IAM
What sync schedule option is shown in the demo?	"Run on demand"	AWS/Amazon Q
How do you assign users to the application?	Through "Add groups and users" with IAM Identity Center	AWS/Amazon Q
What appears when sync starts successfully?	A notification at top of page	AWS/Amazon Q

What factors affect sync speed?	Repository throughput, network bandwidth, document size	AWS/Amazon Q
What two LLM options can admins enable?	1. Allow direct LLM queries 2) Fall back to LLM knowledge	AWS/AI
Where do admins customize the web interface?	"Customize web experience" section	AWS/Amazon Q
Why can't admins test conversations immediately?	Must access via web experience URL with user credentials	AWS/Amazon Q

6 — How Do I Chat with an Amazon Q Business Application? [🔗](#)

Question	Answer	Tag
How do users access the Amazon Q chat interface?	Via the web experience URL from Applications list	AWS/Amazon Q UI
What authentication is required for business users?	IAM Identity Center credentials + MFA code	AWS/Security
Where can users view chat history?	"Conversations" panel in upper left	AWS/Amazon Q UI
How does Amazon Q show answer sources?	References in response + sources dropdown list	AWS/Amazon Q Features
What two feedback options exist for responses?	Thumbs up/down icons	AWS/Amazon Q UI
What happens when data sources lack answers?	Falls back to LLM knowledge (if enabled)	AWS/AI Behavior
What file types can users upload for analysis?	Documents (e.g., PDF shown in demo)	AWS/Amazon Q Features
How do you upload files for conversation?	Paper clip icon in prompt section	AWS/Amazon Q UI
What's an example prompt for document analysis?	"Write a 200-word summary of this file"	AWS/Use Cases
Why might LLM responses be unreliable?	They're generic knowledge, not enterprise-specific	AWS/AI Limitations

7 — How Do I Clean Up Resources? [🔗](#)

Question	Answer	Tag
What's the first step to delete an Amazon Q application?	Select application → Actions → Delete	AWS/Cleanup
What confirmation is needed to delete an application?	Type "Delete" in confirmation box	AWS/Cleanup

What must be done before deleting an S3 bucket?	Empty the bucket completely	AWS/S3
How do you empty an S3 bucket?	1. Select bucket 2) Choose "Empty" 3) Enter "permanently delete" 4) Confirm	AWS/S3
What two confirmations appear during cleanup?	1. Bucket emptied successfully 2) Bucket deleted successfully	AWS/S3
Why can't you immediately delete a bucket?	AWS requires buckets to be empty before deletion	AWS/S3
What text must you type to empty a bucket?	"permanently delete"	AWS/S3
Where do you find the delete option for buckets?	On the S3 Buckets page after selection	AWS/S3
What's the correct deletion sequence?	1. Delete Q application 2) Empty S3 bucket 3) Delete S3 bucket	AWS/Cleanup