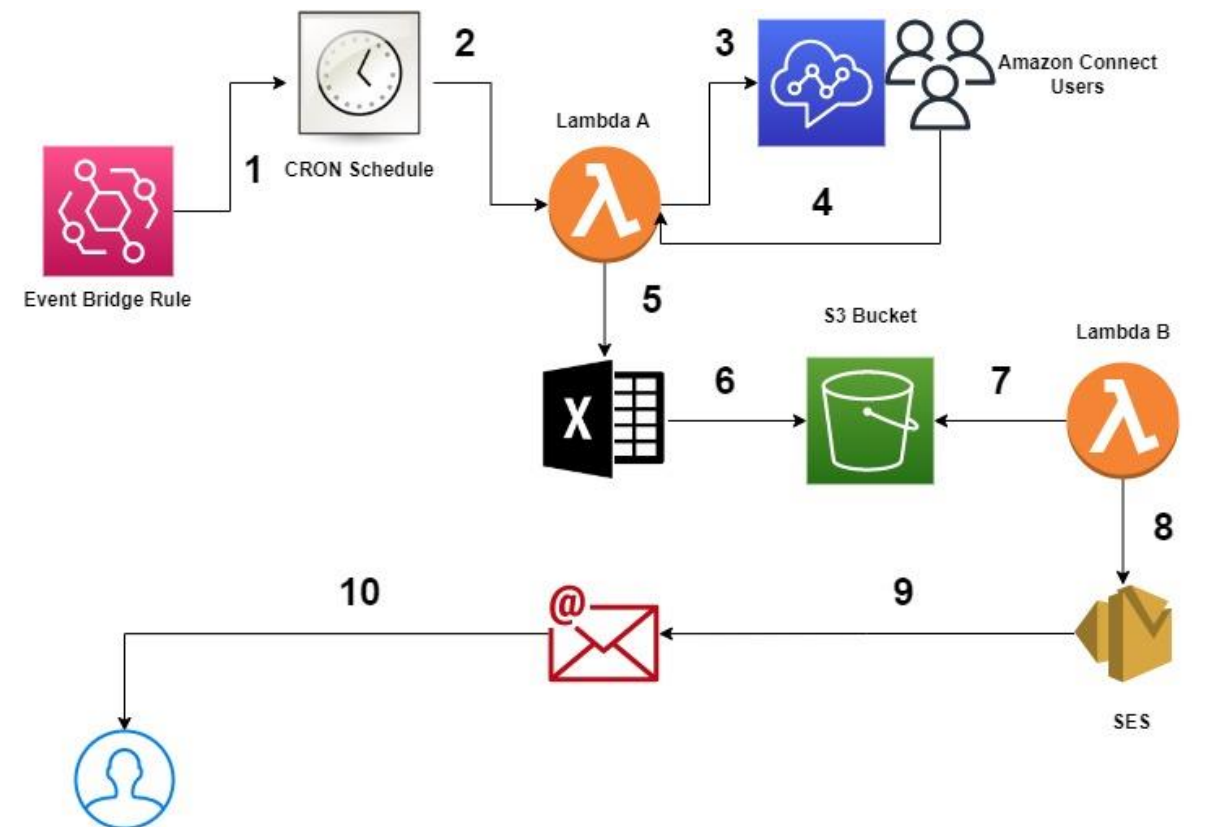


AWS Connect Automated scheduled Agent Count/Details Retrieval

Solution Architecture



1. Event Bridge Rule define "Lambda A" as a Target.
2. CRON Schedule in Event Bridge Rule, runs the rule every month .
3. "Lambda A" goes to AWS Connect to get all Users in the Instance.
4. List and Describe API calls made to AWS Connect for getting agent details gets sent back to Lambda A
5. Lambda A sends the details to CSV File.
6. CSV file is uploaded to S3 bucket by Lambda A.
7. Lambda B polls/retrieves the file, triggered by S3PutObject API in specific bucket folder.
8. Lambda B sends the email via SES.
9. Attachment is sent to end user via Email
10. End user retrieves the attached file in CSV format describing all agent's details of AWS Connect instance.