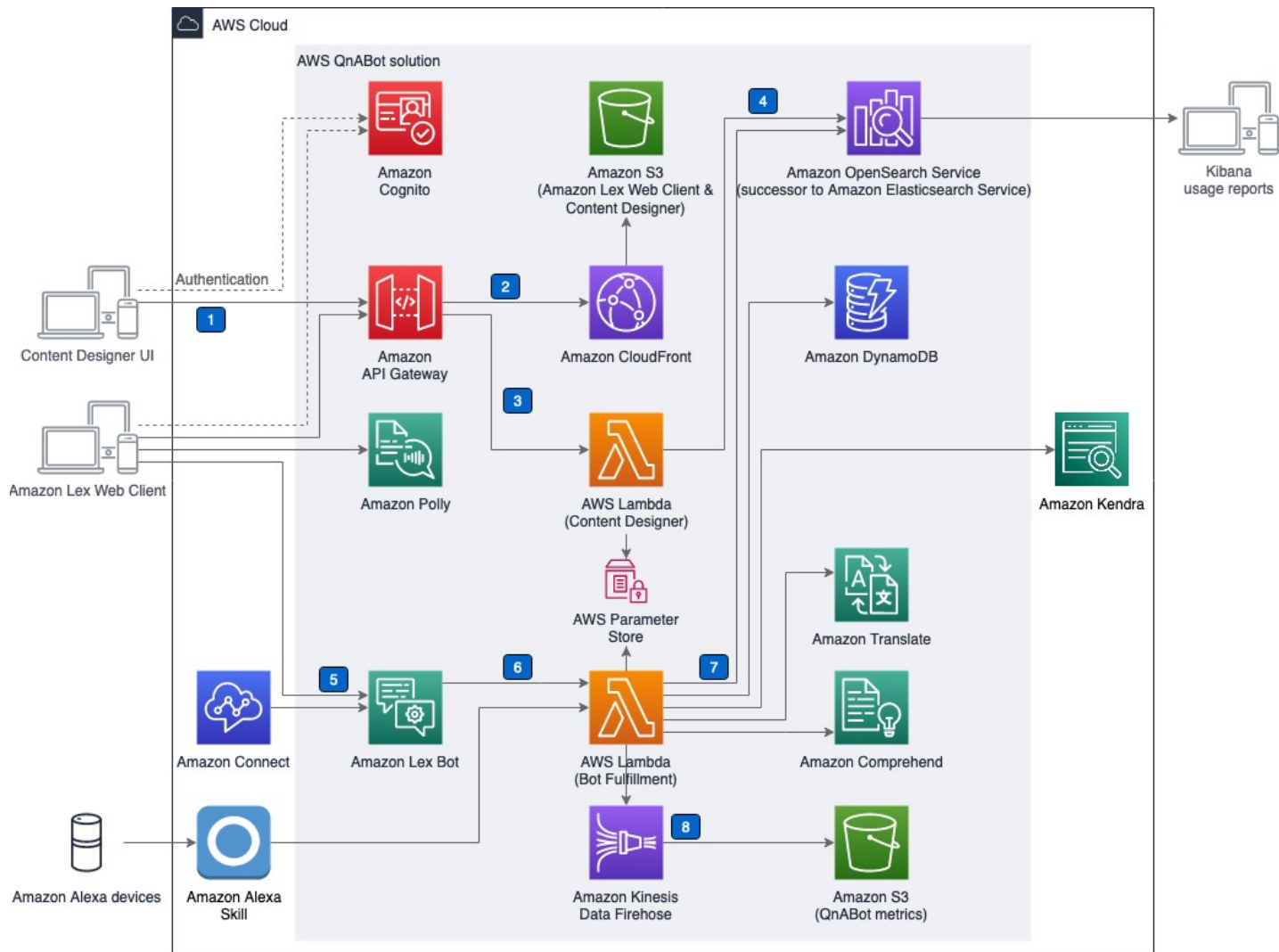


AWS QnABot

This solution deploys a multi-channel, multi-language conversational interface (chatbot) that responds to customer's questions, answers, and feedback. To deploy this solution using the available AWS CloudFormation template, select **Deploy with AWS**.



- 1 The admin deploys the solution into their AWS account, opens the Content Designer UI, and uses **Amazon Cognito** to authenticate.
- 2 After authentication, **Amazon CloudFront** and **Amazon Simple Storage Service** (Amazon S3) deliver the contents of the Content Designer UI.
- 3 The admin configures questions and answers in the Content Designer and the UI sends requests to **Amazon API Gateway** to save the questions and answers.
- 4 The Content Designer **AWS Lambda** function saves the input in **Amazon OpenSearch Service** (successor to Amazon Elasticsearch Service) in a questions bank index.
- 5 Users of the chatbot interact with **Amazon Lex** via the Web Client UI or **Amazon Connect**.
- 6 **Amazon Lex** forwards requests to the **AWS Lambda** (Bot Fulfillment) function. (Users can also send requests to this **AWS Lambda** function via **Amazon Alexa** devices).
- 7 The Bot Fulfillment function takes the users input and uses **Amazon Comprehend** and **Amazon Translate** (if necessary) to translate non-English requests to English and then looks up the answer in in Amazon OpenSearch Service. If **Amazon Kendra** index is configured and provided at the time of deployment, the Bot Fulfillment function also sends a request to the **Amazon Kendra** index.
- 8 User interactions with Bot Fulfillment functions generate logs and metrics data, which is sent to **Amazon Kinesis Data Firehose** then to **Amazon S3** for later data analysis.