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Amazon Connect Integration

MODULE 4 – LEX CONFIGURATION

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Amazon Connect Lex

Machine Learning (ML) and Artificial Intelligence (AI)

Amazon Connect uses the following services for ML/AI:

- Amazon Lex—Lets you create a chatbot to use as Interactive Voice Response (IVR).
- Amazon Polly—Provides text-to-speech in all contact flows.
- Amazon Transcribe—Grabs conversation recordings from Amazon S3, and transcribes them to text so you can review them.
- Amazon Comprehend—Takes the transcription of recordings, and applies speech analytics machine learning to the call to identify sentiment, keywords, adherence to company policies, and more.

Amazon Connect Lex

Languages Supported in Amazon Lex

Amazon Lex supports a variety of languages and locales. The languages supported and the features that support them are listed in the following tables.

Code	Language and locale
de-DE	German (German)
en-AU	English (Australian)
en-GB	English (British)
en-US	English (US)
es-419	Spanish (Latin American)
es-ES	Spanish (Spain)
es-US	Spanish (US)
fr-CA	French (Canadian)
fr-FR	French (French)
it-IT	Italian (Italy)
ja-JP	Japanese (Japan)

Voices in Polly

Amazon Polly provides a variety of different voices in multiple languages for synthesizing speech from text.

Amazon Connect Lex

Chat and Amazon Lex

- You can use the same bot for both the voice and chat channels. However, you may want the bot to respond differently based on the channel. For example, you want to return SSML for voice so a number is read as a phone number, but you want to return normal text to chat. You can do this by passing the **Channel** attribute.
- For voice, some words are best spelled phonetically to get the correct pronunciation, such as last names. If this is the case with your scenario, include it in the design of your bot. Or, you can keep the voice and chat bots separate.
- Tell agents about the bot. When a contact is connected to the agent, the agent sees the entire transcript in their window. The transcript includes text from both the customer and the bot.

Amazon Connect Lex

Create an Amazon Lex bot

Bots provide an efficient way to offload repetitive tasks from your agents. We use the customer's response to route them to the right queue.

This step has five parts to it.

Contents

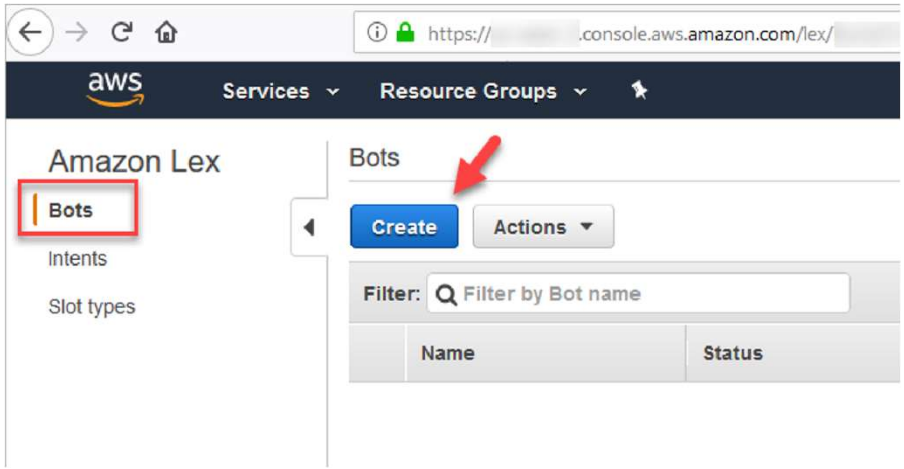
Amazon Connect Lex

Create an Amazon Lex bot

This step assumes it's the first time you've opened the Amazon Lex console. If you've created a Amazon Lex bot before, your steps differ slightly from the ones in this section.

1. Choose the following link to open the Amazon Lex console, or enter the URL in your web browser: **https://console.aws.amazon.com/lex/**.

2. If this is the first time you've created Amazon Lex bot, choose **Get Started**. Otherwise, you are already in the Amazon Lex dashboard.



3. Choose **Custom bot**.

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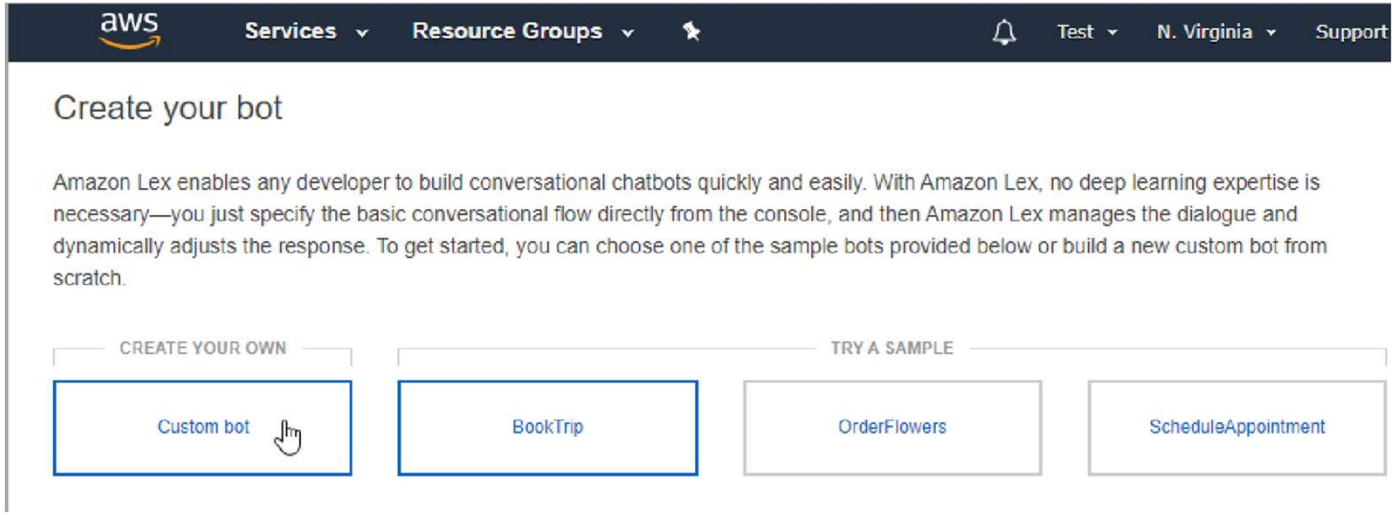

4. Enter the following information:

- **Bot name** — For this tutorial, name the bot **HelpDesk**.
- **Output voice**— Select the voice for your bot to use when speaking to callers. The default voice for Amazon Connect is Joanna.
- **Session timeout**— Choose how long the bot should wait to get input from a caller before ending the session.
- **COPPA**— Choose whether the bot is subject to the Children's Online Privacy Protection Act.

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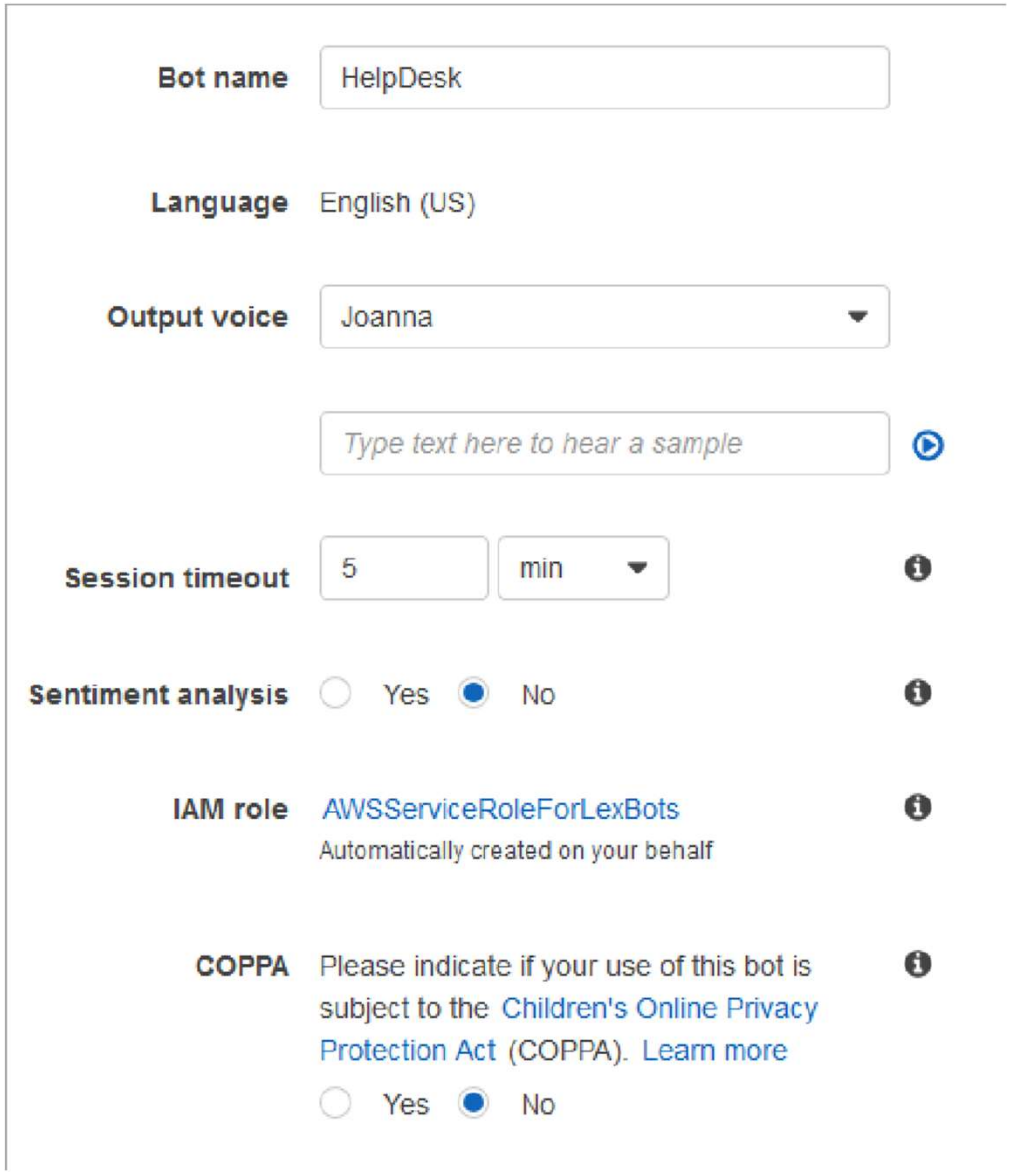

5. Choose Create

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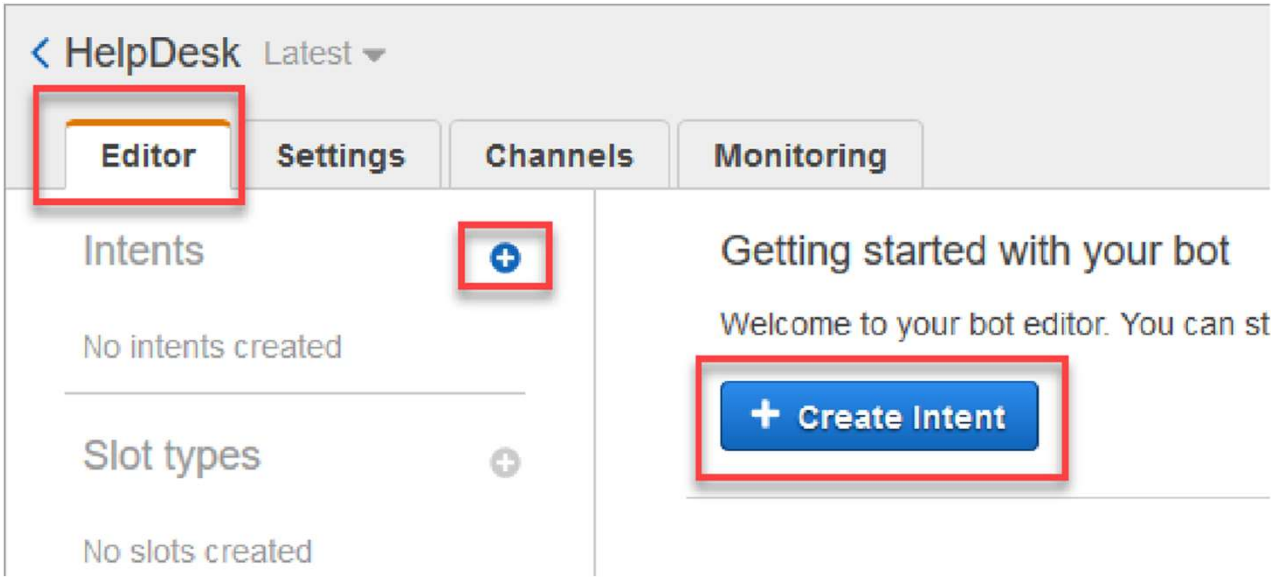
Amazon Connect Lex

Add intents to your Amazon Lex bot

An intent is the action the user wants to perform. In this part, add two intents to the bot. Each intent represents a reason that users call the Help Desk: password reset and network issues.

1. In the Amazon Lex console, choose the **Editor** tab.
2. Choose the **+** icon next to **Intents**, and choose **Create new intent**.



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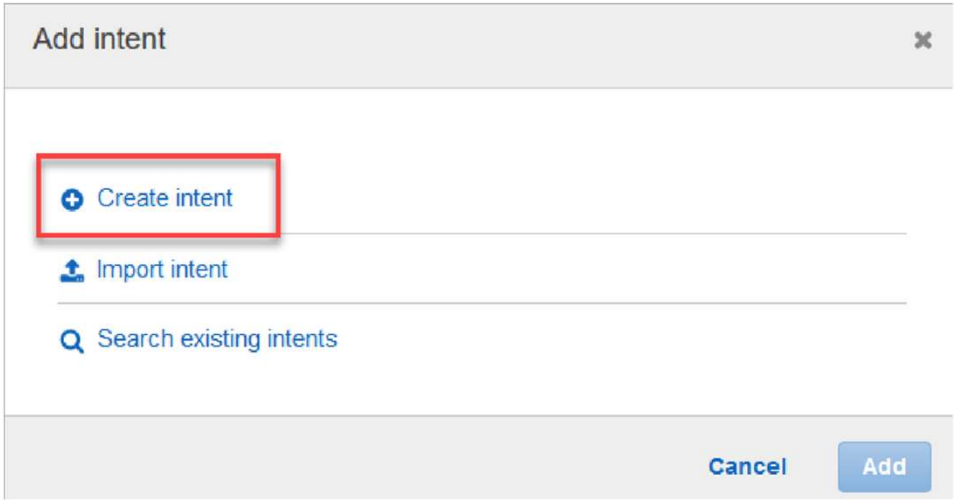
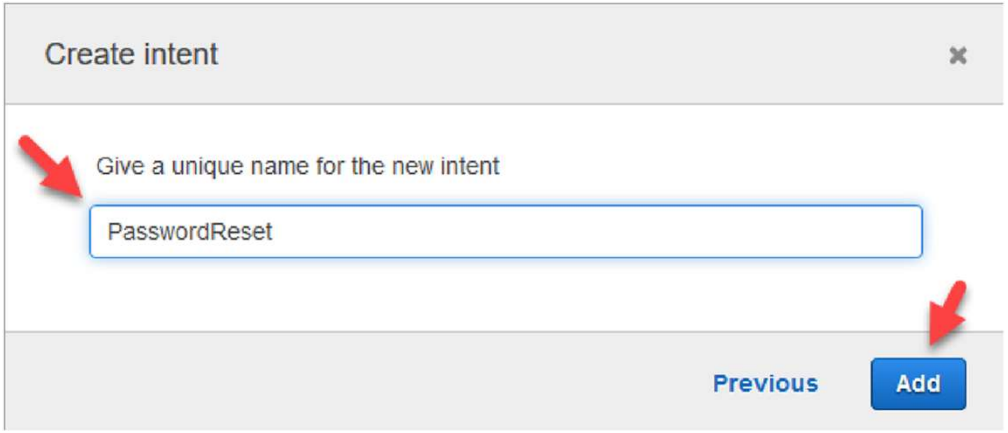
Add intents to your Amazon Lex bot

3. In the **Add intent** box, choose **+ Create intent**.



4. Name the intent **PasswordReset** and choose **Add**.



5. Choose the **+** icon next to **Intents** again, and add an intent for **NetworkIssue**.

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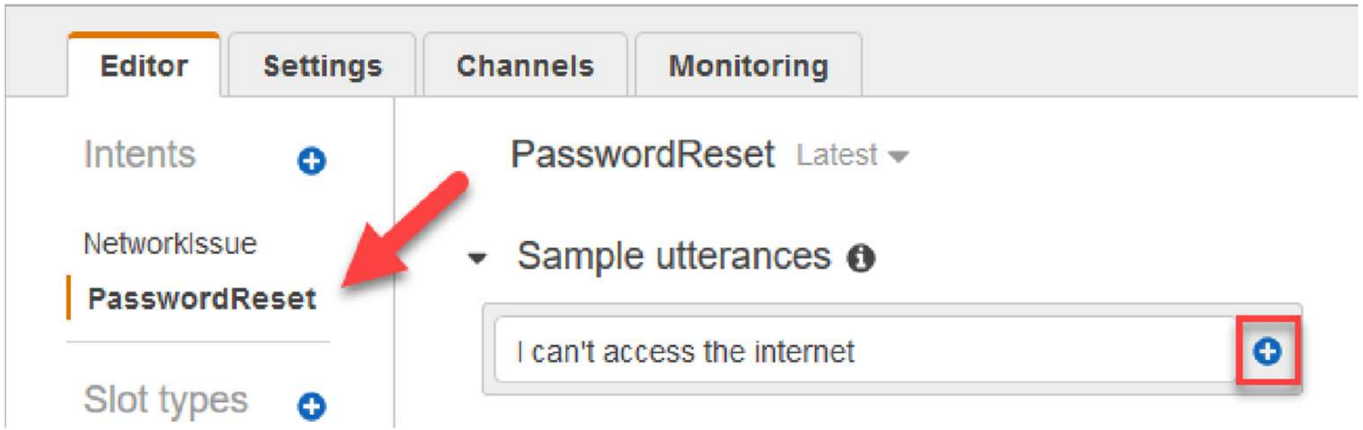
Add sample utterances

After defining the intents, add some sample utterances. Utterances are what a customer might say or chat to the bot.

1. In the Amazon Lex console, select the **PasswordReset** intent.



2. Add the sample utterance *I forgot my password*, and choose the **+** icon.
3. Add the utterance *reset my password*.

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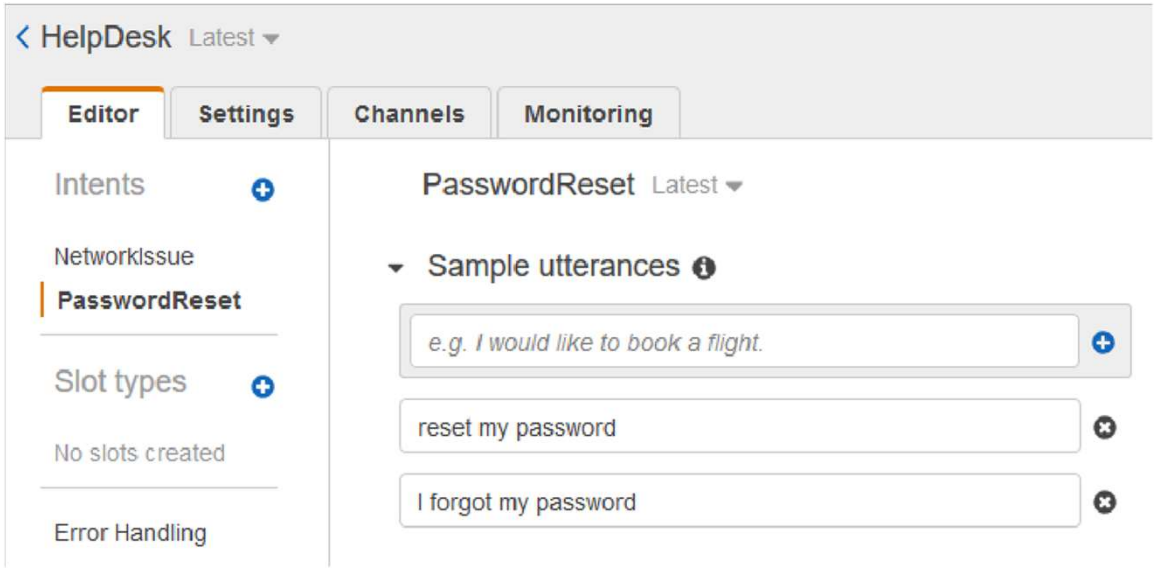
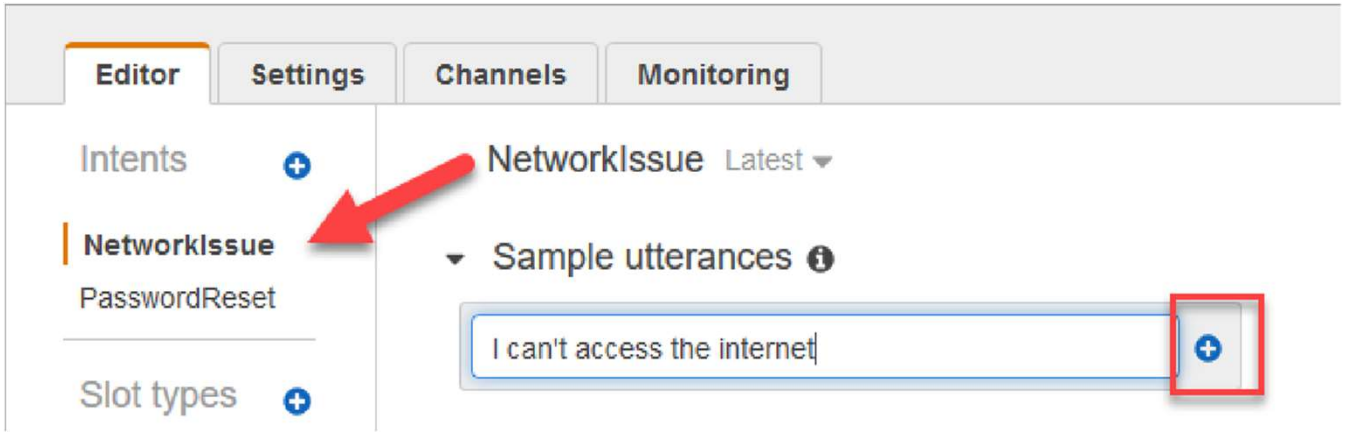


4. Select the **NetworkIssue** intent.



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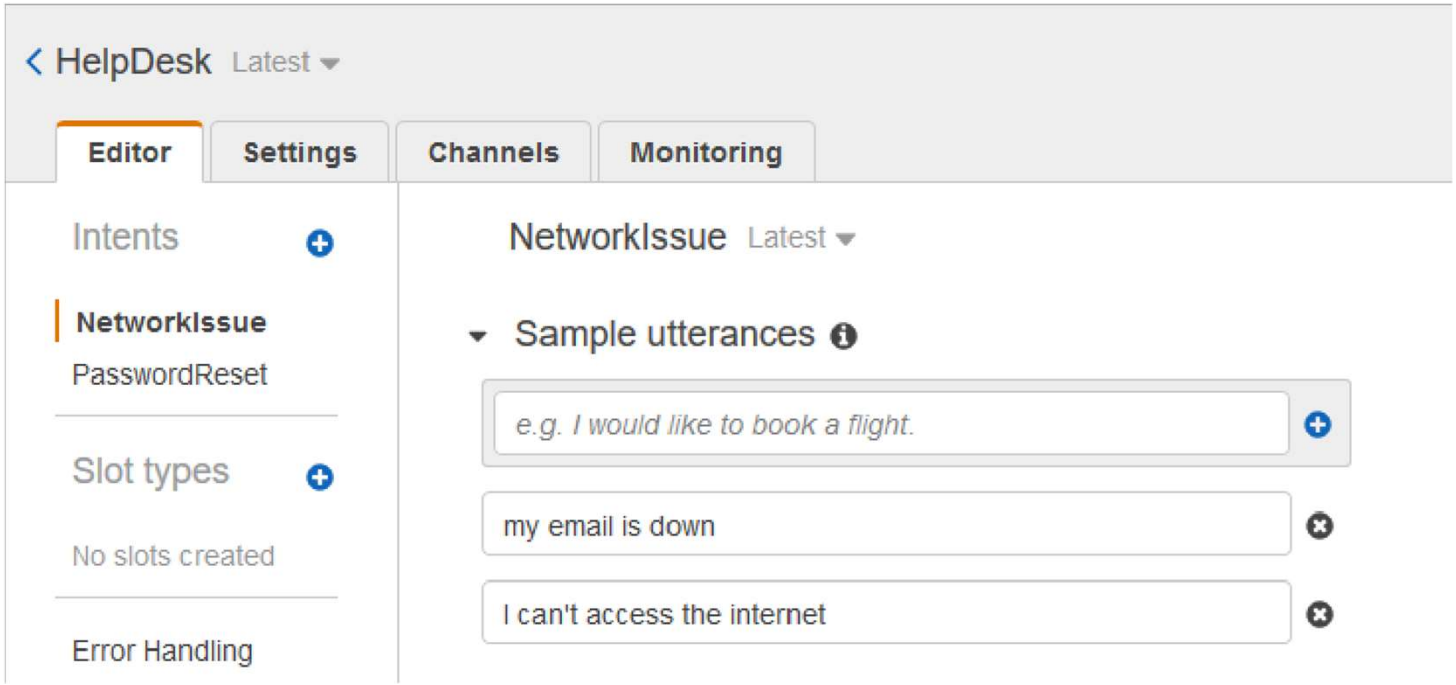
5. Add a sample utterance, such as **I can't access the internet**, and choose **+**.
6. Repeat step 5 to add the utterance **my email is down**.



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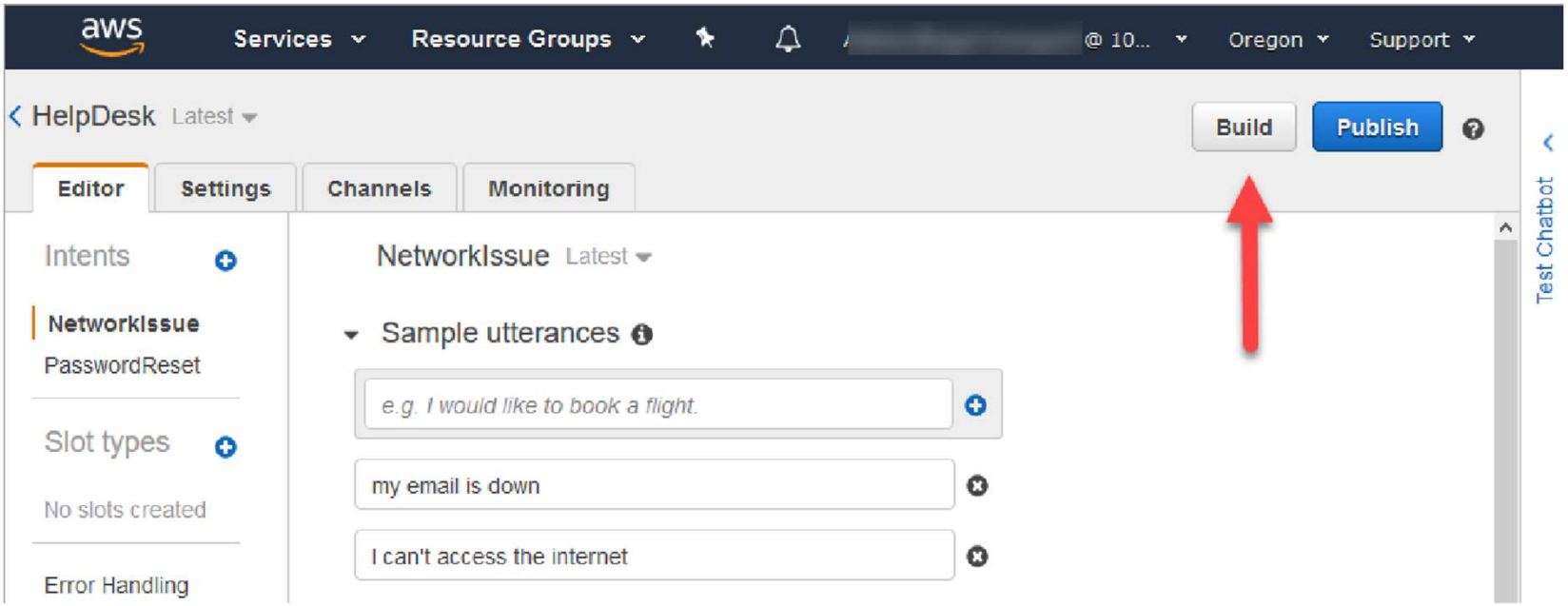
Build and test the Amazon Lex bot

Build and test your bot to make sure that it works as intended before you publish it.

1. In the Amazon Lex console, choose **Build**. The build may take a minute or two.



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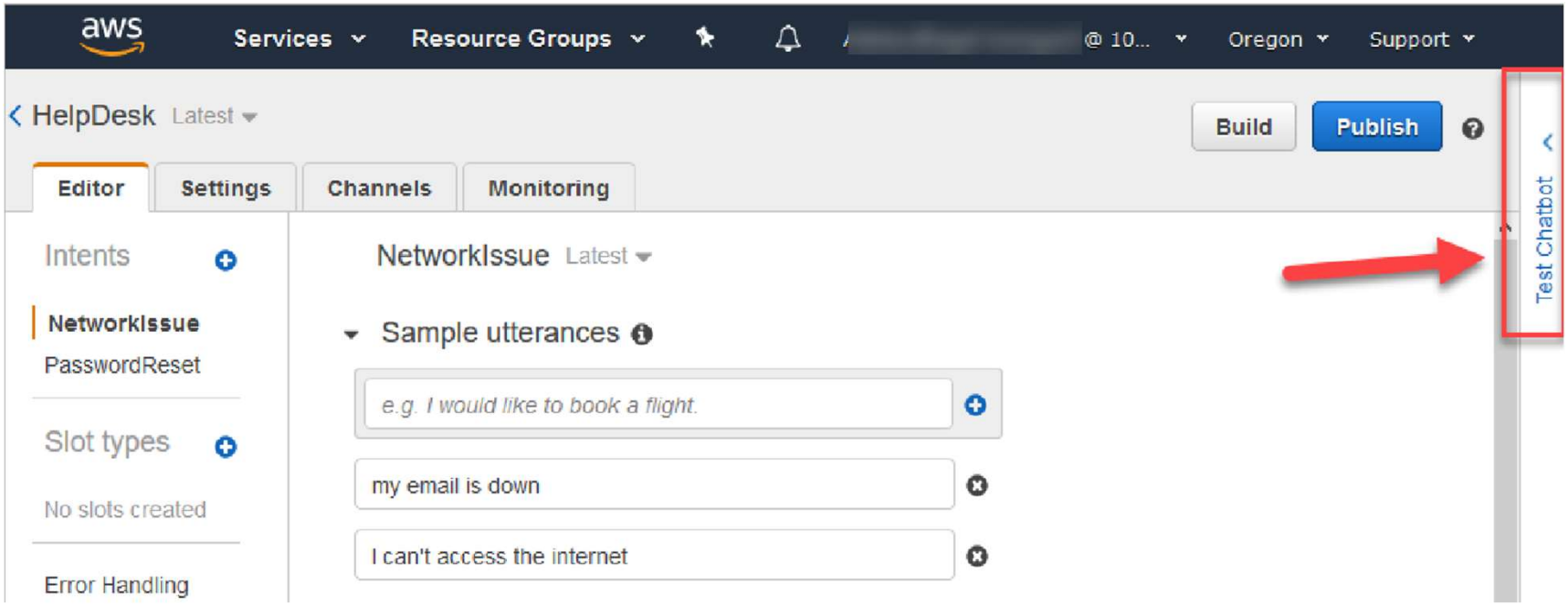
Build and test the Amazon Lex bot

2. When it's finished building, choose **Test Chatbot**.



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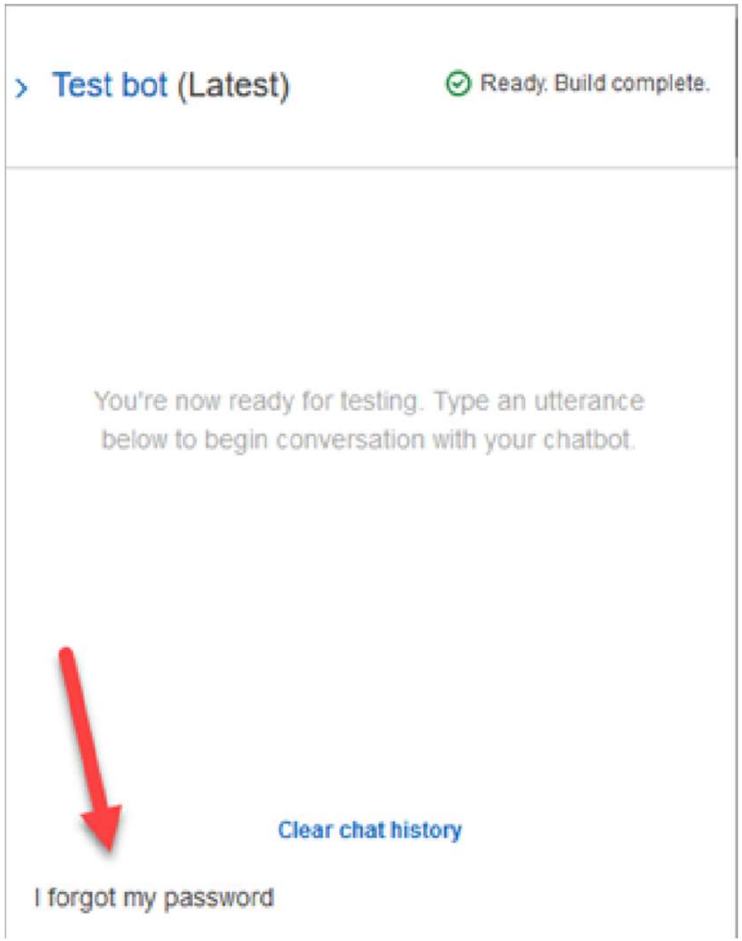
Amazon Connect Lex

Build and test the Amazon Lex bot

3. Test the **PasswordReset** intent. In the **Test Chatbot** pane, type **I forgot my password**, and press **Enter**.



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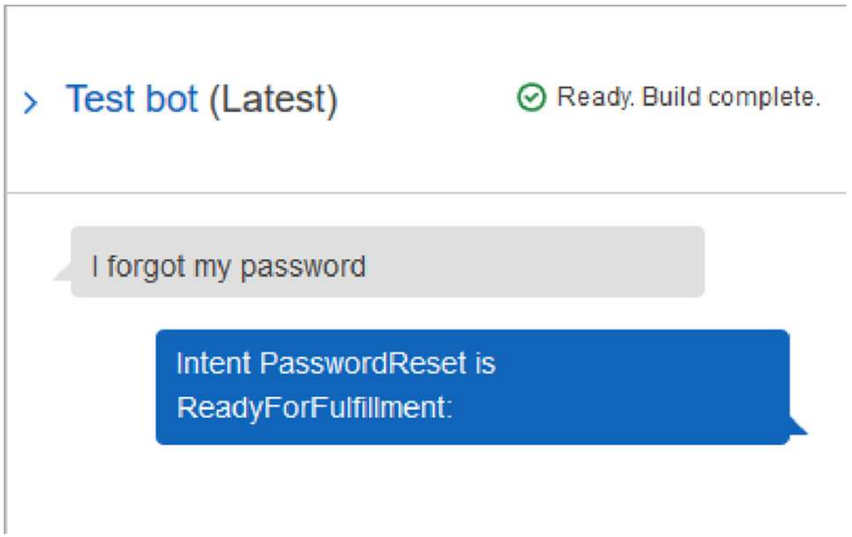
Build and test the Amazon Lex bot

4. The verification looks like what's shown in the following image.



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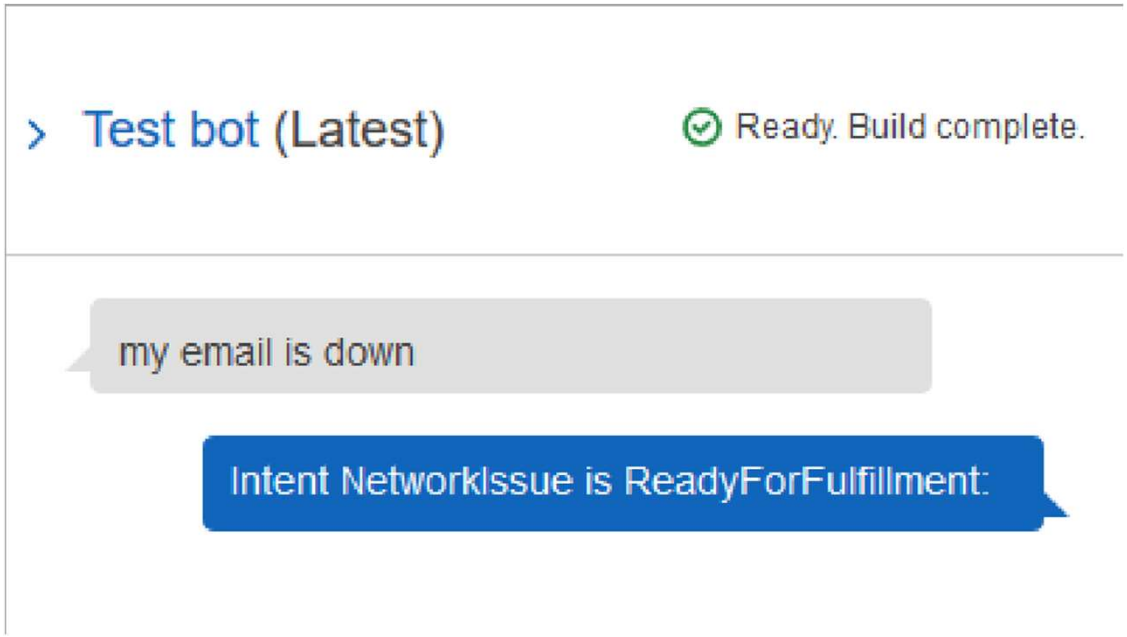
Build and test the Amazon Lex bot

5. To confirm that the **NetworkIssue** intent is working, type **my email is down**. The verification looks like what's shown in the following image.



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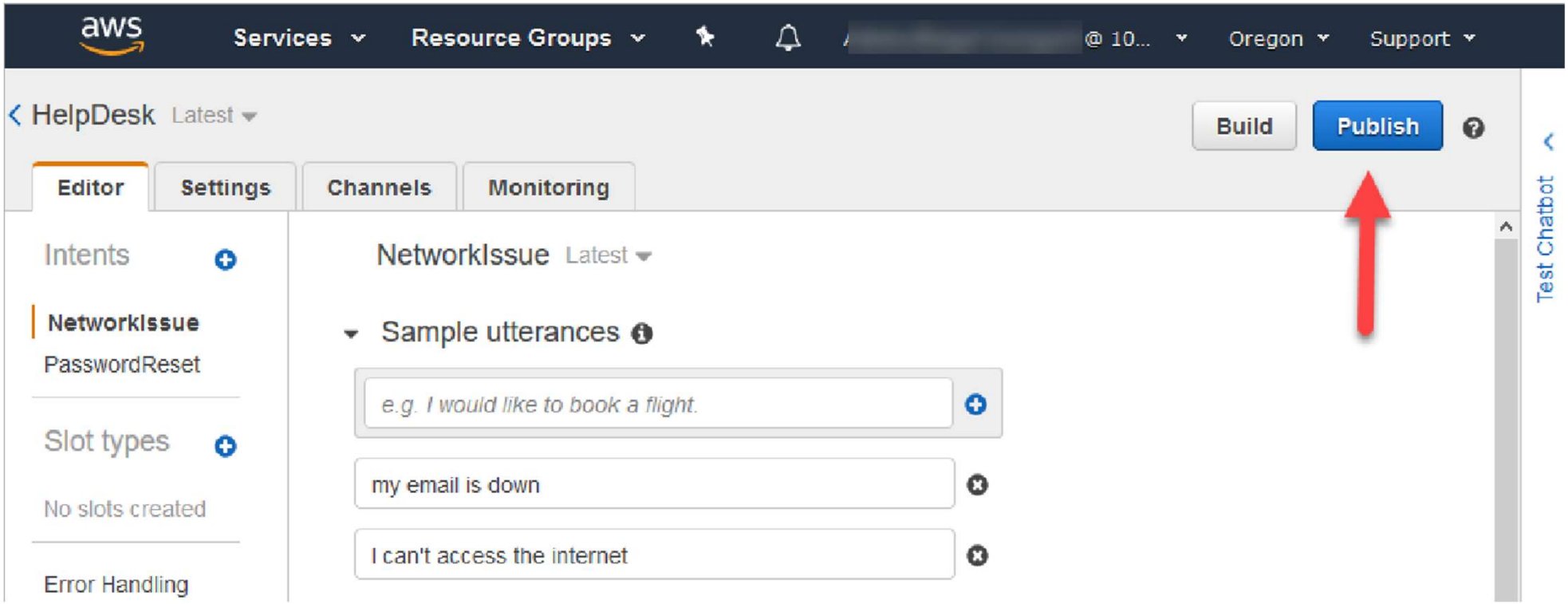
Publish the Amazon Lex bot and create an alias

Next, publish the bot so you can add it to a contact flow in Amazon Connect.
1. In the Amazon Lex console, choose **Publish**.



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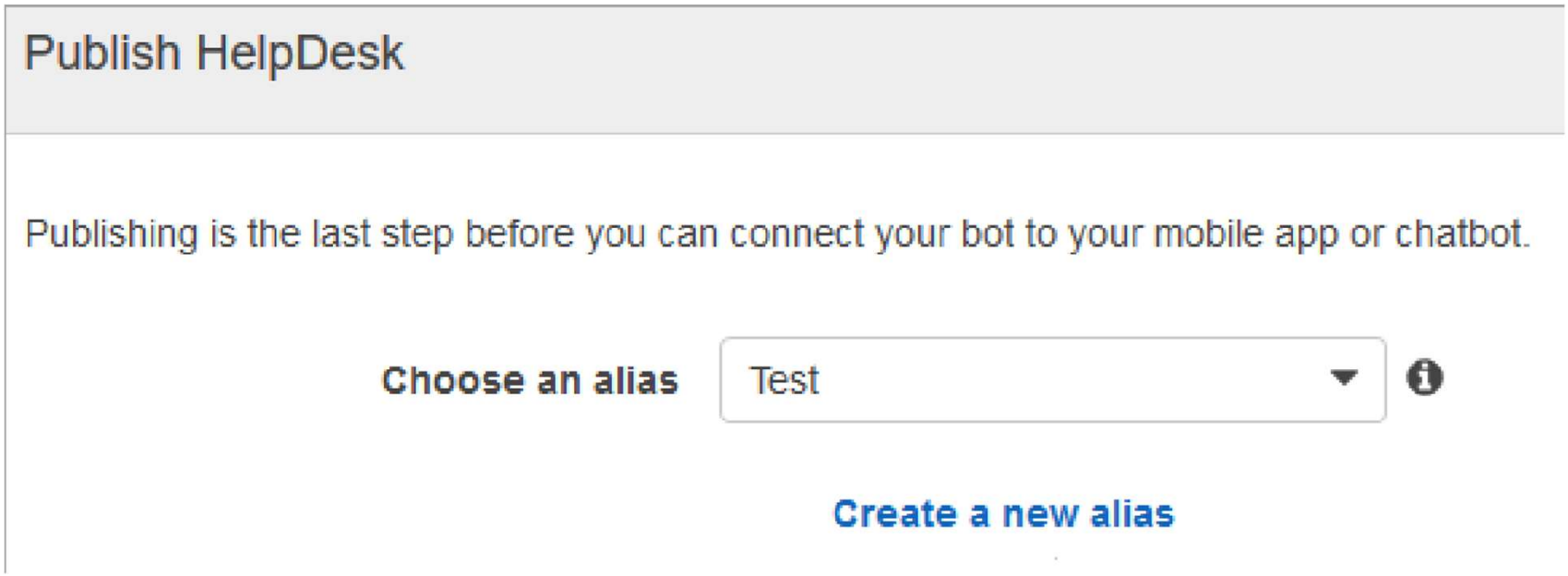
Publish the Amazon Lex bot and create an alias

2. In the **Publish HelpDesk** dialog box, use the drop-down to choose the alias that you created for your bot, such as **Test**.



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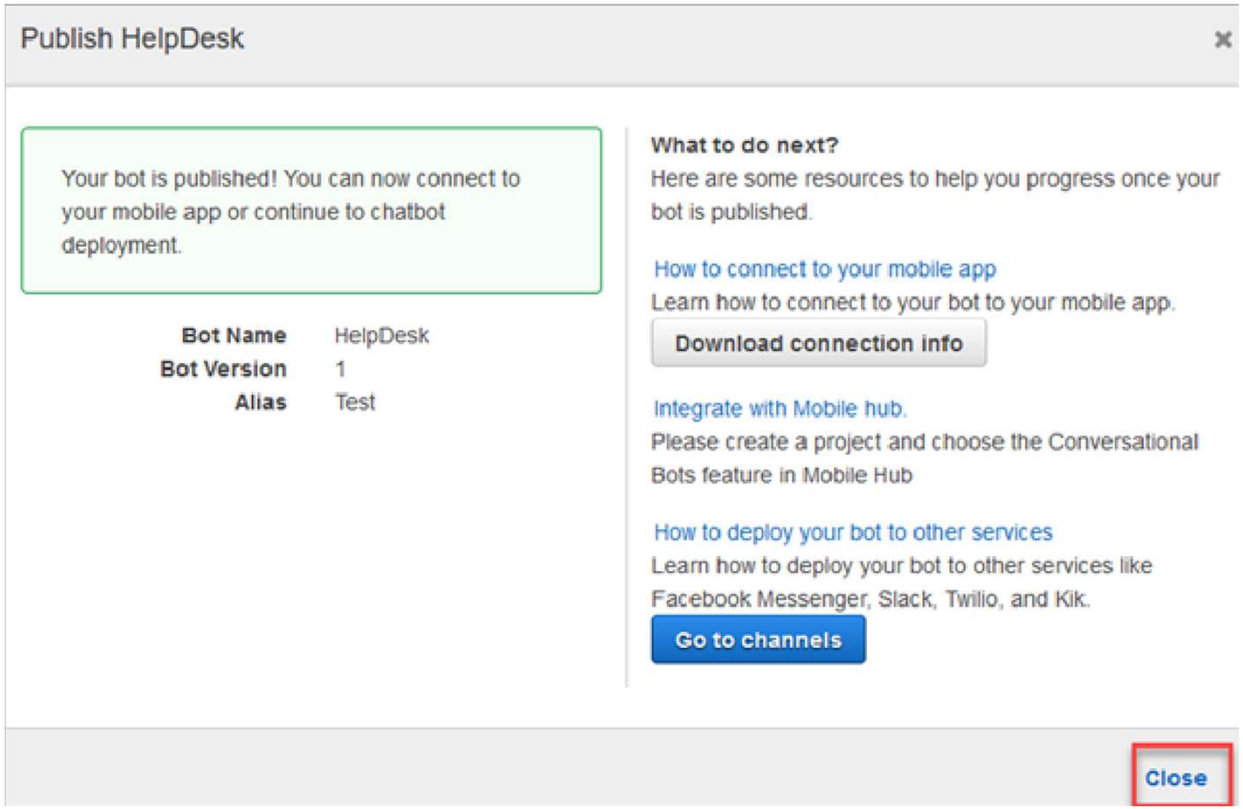
Publish the Amazon Lex bot and create an alias

3. Choose **Publish**. The publishing takes a few minutes.
4. When Amazon Lex finishes publishing, choose **Close**.



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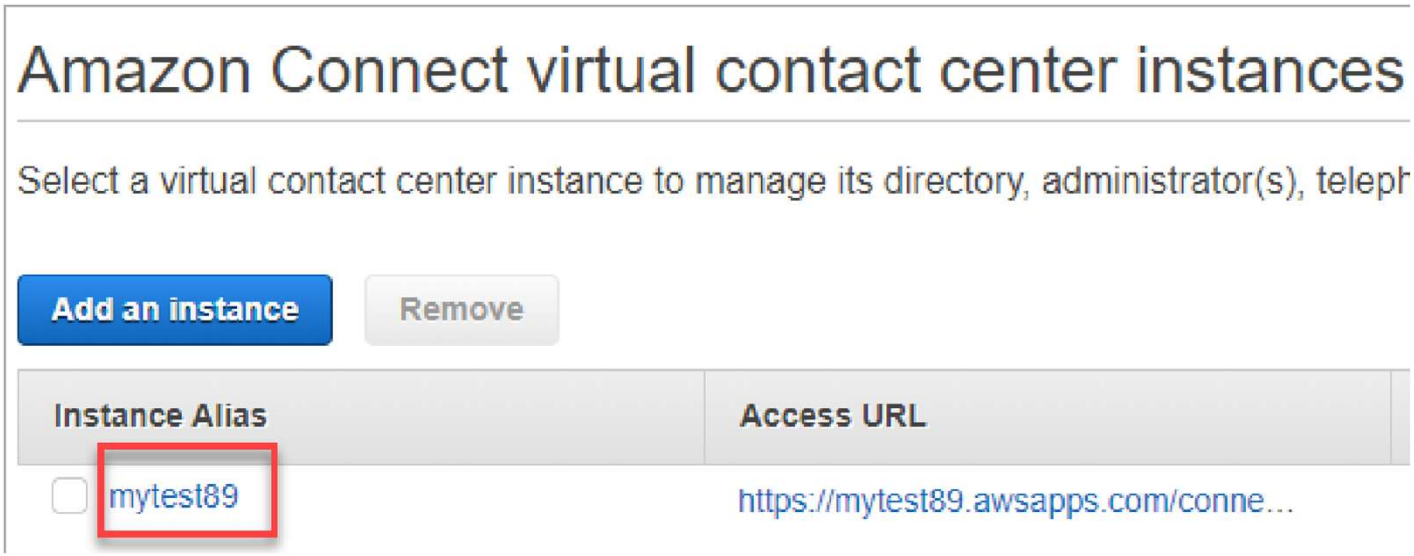
Add permissions to Amazon Lex bot

To use a bot in your contact flow, add it to your Amazon Connect instance.

1. Open the Amazon Connect console (https://console.aws.amazon.com/connect/).
2. Choose the name of the instance that you created.



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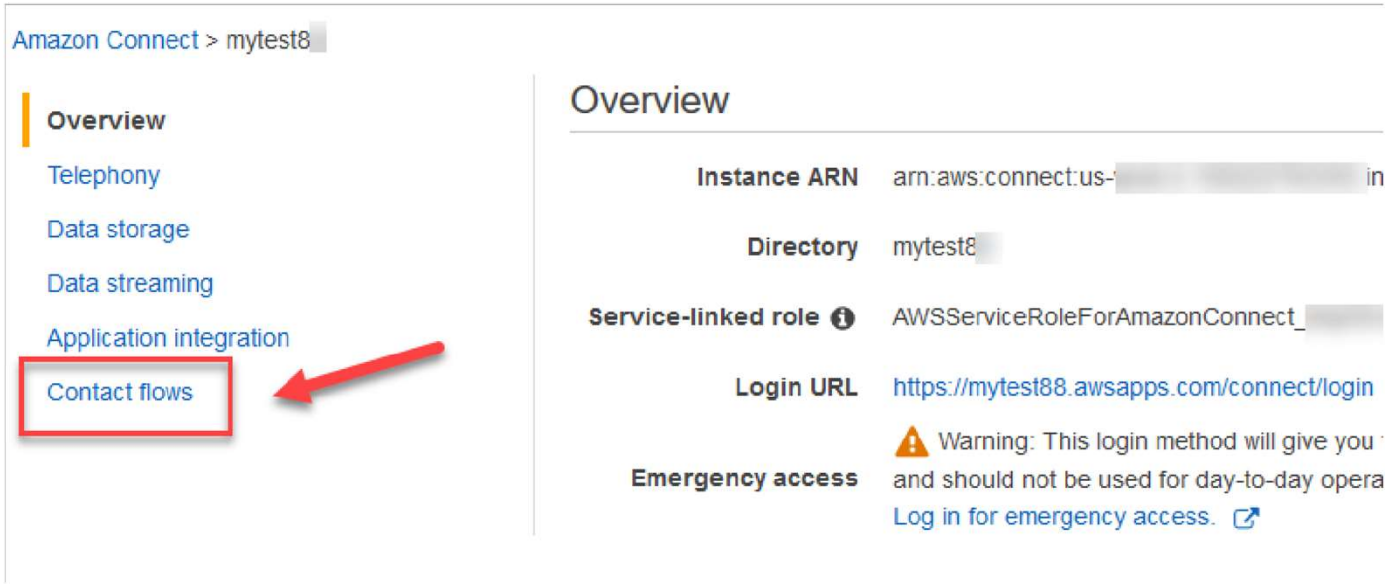
Add permissions to Amazon Lex bot

3. Do not log in on the name page (this method of logging in is for emergency access only). Rather, choose **Contact flows**.



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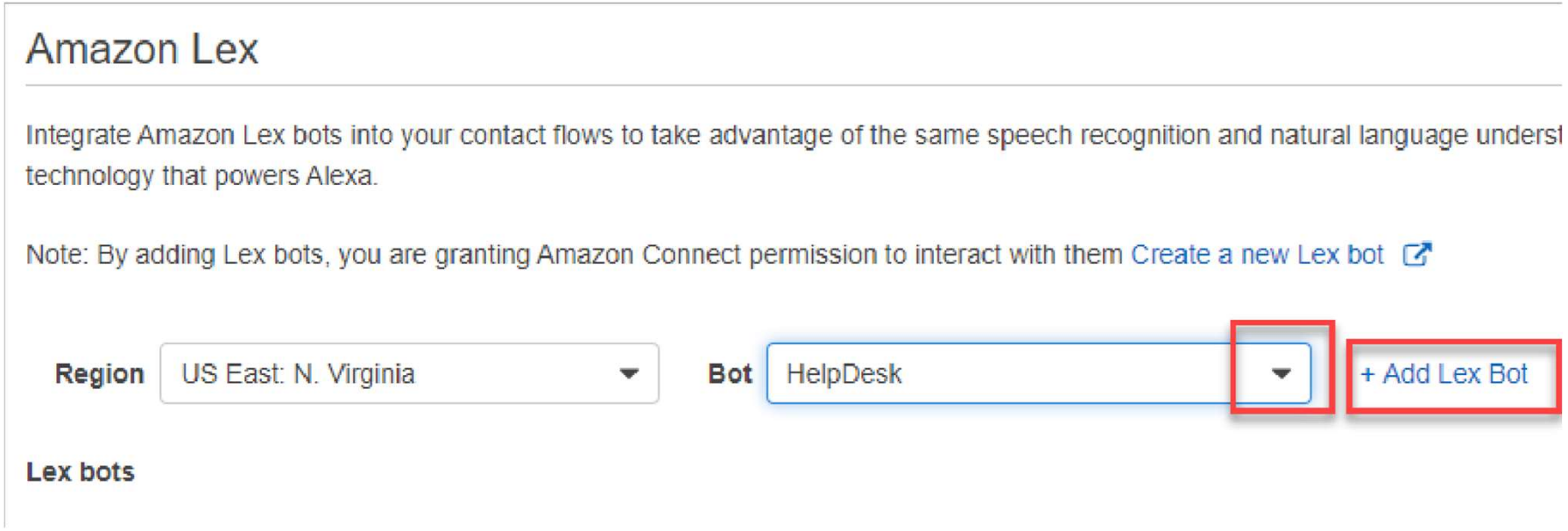
Add permissions to Amazon Lex bot

4. Under **Amazon Lex**, use the drop-down arrow to choose **HelpDesk**, and then choose **+ Add Lex Bot**.

TIP: Only published Amazon Lex bots appear in the drop-down list.



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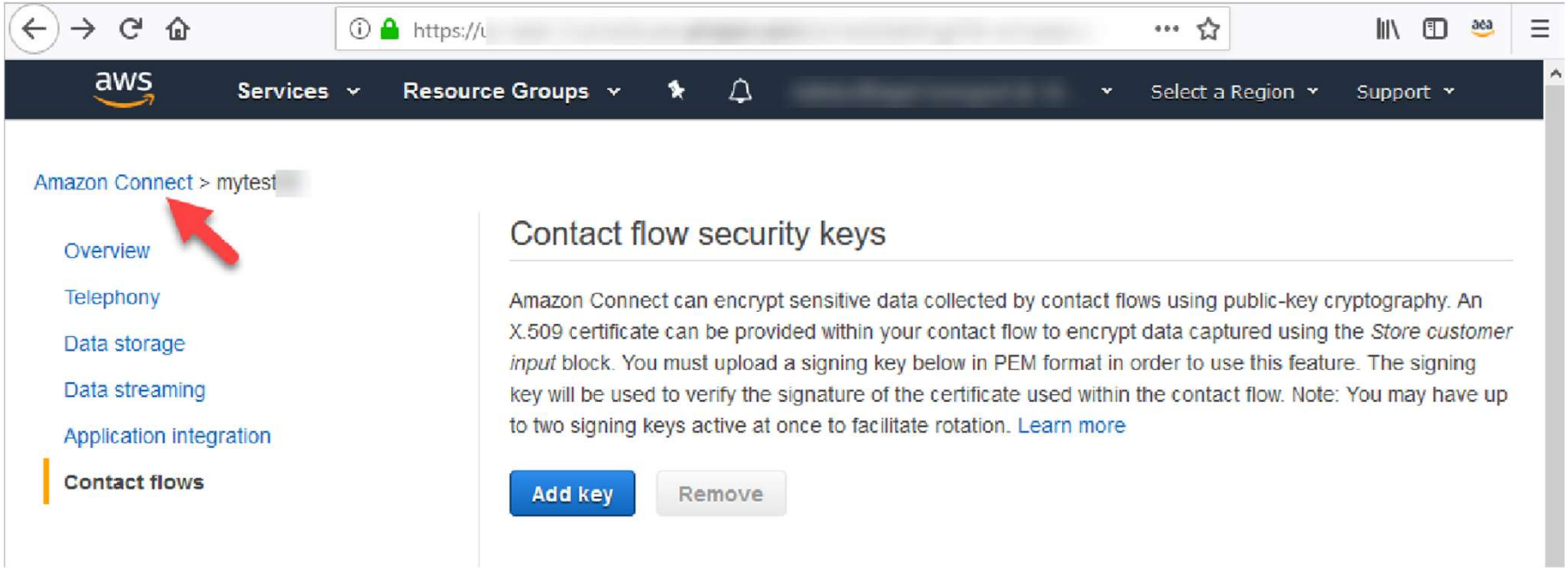
Add permissions to Amazon Lex bot

5. When you're done, choose Amazon Connect to navigate back to instances page



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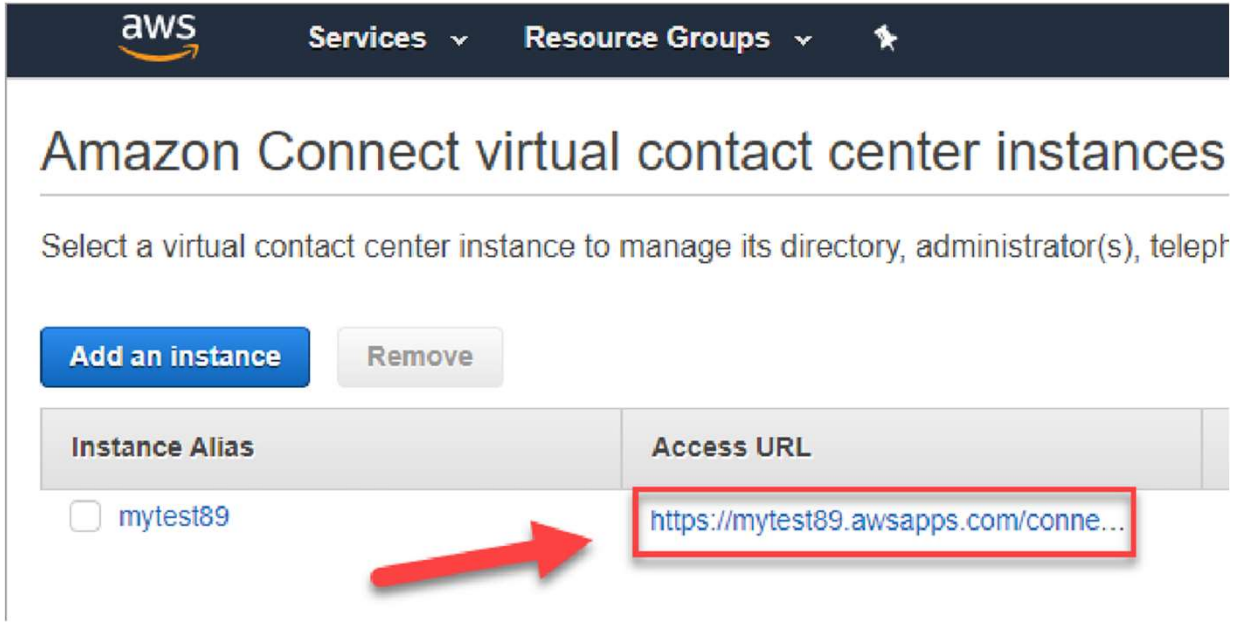
Add permissions to Amazon Lex bot

6. Choose the access URL of your instance.



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Exercise:

Create an Amazon Lex bot