



Amazon Connect Integration

WEEK 7 – CASES



PROPRIETARY & CONFIDENTIAL

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Amazon Connect – Cases

Amazon Connect Cases

Amazon Connect Cases enables your customer service organization to track, collaborate, and resolve customer cases.

A case represents a customer's issue. It is created to record the customer's issue, the steps and interactions taken to resolve the customer's issue, and the outcome.

Without doing any integration work, you can enable Cases for your contact center. You can set up cases to be created when contacts come in, and collect information from the customer to display on the case. Alternatively, agents can manually create cases. When an agent accepts a contact, they have context about an issue and can immediately start solving it. You can create tasks to track and route follow up steps to resolve the case.

<https://docs.aws.amazon.com/connect/latest/adminguide/cases.html>

Amazon Connect – Cases

The following image shows an example case as it appears in the agent application.

The screenshot displays the Amazon Connect agent application interface. On the left, a chat window for 'Nikki Wolf' is visible, showing a system message: 'Hello, thanks for contacting us. This is an example of what the Amazon Connect virtual contact center can enable you to do.' The main area shows the case details for 'Nikki's Europe Silver plan'. The case status is 'Open', and it has a 'Task' and 'Edit' button. The case details include:

- Case severity: High
- Type of Plan: Europe Gold Plan THE BEST
- Coverage end date: 5/20/2022
- Number of travelers: 1
- Country of travel: Mexico
- Coverage start date: 5/15/2021
- Number of days: 5
- Geography: Northeast

The 'Activity Feed' tab is selected, showing a task 'Follow up with Nikki on May 1st' completed on Apr 25, 2022, and a comment 'Nikki called back to change her travel dates. Change was confirmed and made.' on Apr 19, 2022.

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Getting started with Cases

AWS recommends reviewing the topics below to help you get started:

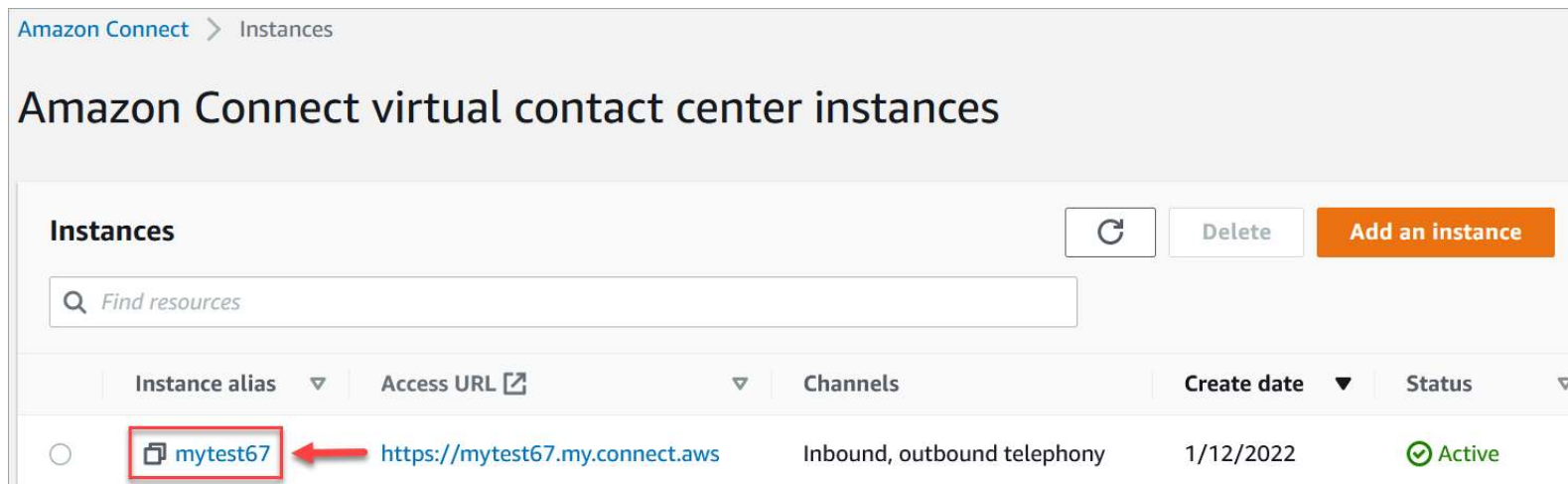
- Enable Cases
- Assign permissions
- Create case fields and case templates
- How agents use Cases
- Cases block
- Case event streams
- Cases quotas

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Enable Cases

Tip - A case is always associated with a customer profile. You must have Customer Profiles enabled. Check your instance settings in the Amazon Connect console, and if a Customer Profiles domain does not yet exist, Enable Customer Profiles for your instance.


1. Open the Amazon Connect console at <https://console.aws.amazon.com/connect/>.
2. On the instances page, choose the instance alias. The instance alias is also your instance name, which appears in your Amazon Connect URL.



Amazon Connect > Instances

Amazon Connect virtual contact center instances

Instances Refresh Delete Add an instance

	Instance alias ▼	Access URL ↗	Channels	Create date ▼	Status ▼
<input type="radio"/>	 mytest67	https://mytest67.my.connect.aws	Inbound, outbound telephony	1/12/2022	Active

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Enable Cases

3. In the navigation pane, choose Cases. This option is currently available in the US East (N. Virginia) and US West (Oregon) Regions.
4. Choose Enable cases to get started.
5. On the Cases page, choose Add domain.
6. On the Add domain page, enter a unique, friendly name that's meaningful to you, such as your organization name.
7. Choose Add domain. The domain is created.

If the domain is not created, choose Try again. If that doesn't work, contact AWS Support.

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Next steps

After your cases domain is created, do the following:

1. Assign security profile permissions to agents and call center managers.
2. Create case fields. Fields are the building blocks of your case templates.
3. Create case templates. Case templates are forms that agents complete and reference in the agent application. Templates ensure the right information is collected and referenced for different types of customer issues.
4. Optionally, add the Cases block to your flows. This block enables you to get, update, or create cases automatically.
5. Optionally, set up case event streams to get near real-time updates when cases are created or modified.

Amazon Connect – Cases

Security profile permissions for Cases

The following image shows the security permissions used to manage access to Amazon Connect Cases functionality:

Cases ⓘ					
Type	All	View	Edit	Create	
Cases	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Case Fields	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Case Templates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Amazon Connect – Cases

Security profile permissions for Cases

Also, to use Amazon Connect Cases, your users also need permissions to Customer Profiles permissions.

Customer Profiles ⓘ					
Type	All	View	Create	Edit	
Customer profiles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

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Assign the following permissions to manage who can create, view, and edit cases, case fields, and case templates:

- **Cases:** Manage who can access cases by using the agent application.
- **View case:** Allows the user to view and search cases in the agent application. This includes viewing case data (for example, status, title, summary), contact history (for example, calls, chats, tasks with information such as start time, end time, duration, etc.), and comments.
- **Edit case:** Allows the user to edit cases, which includes editing case data (for example, update case status), add comments, and associate contacts to cases.
- **Create case:** Allows the user to create new cases, and associate contacts to cases.

Amazon Connect – Cases

Assign the following permissions to manage who can create, view, and edit cases, case fields, and case templates:

- **Case Fields:** Manage who can configure case fields by using the Amazon Connect console.
- **View Case Fields:** Allows users to view the case fields page and all of the existing case fields (could be system or custom).
- **Edit Case Fields:** Allows users to edit any of the case fields (for example, change title, description, single-select options).
- **Create Case Fields:** Allows users to create new case fields.

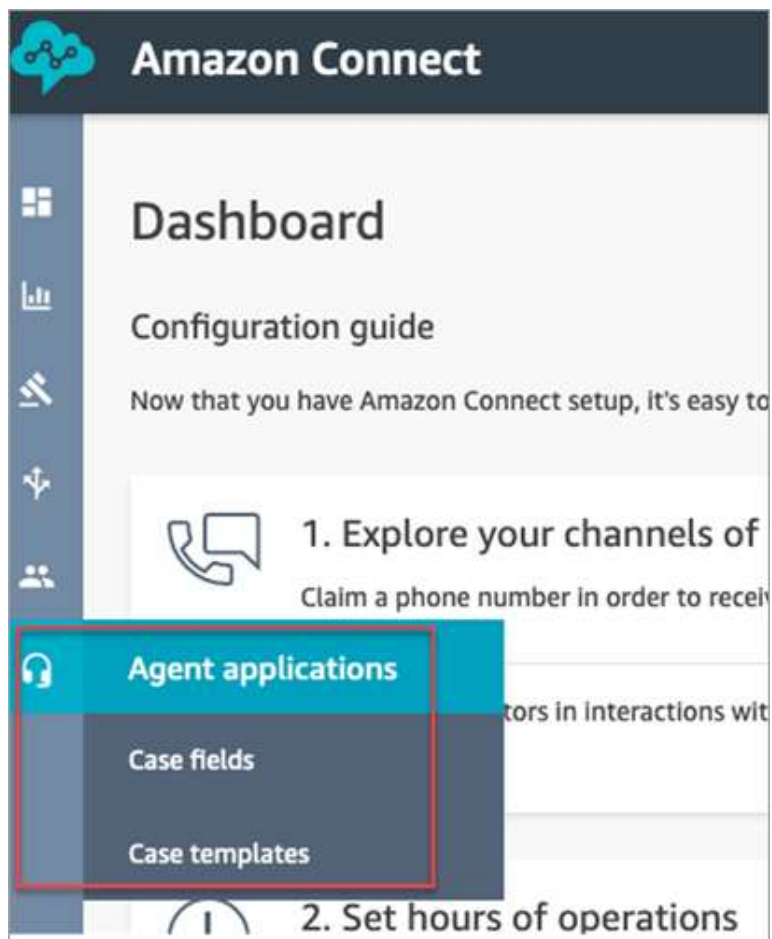
Amazon Connect – Cases

Assign the following permissions to manage who can create, view, and edit cases, case fields, and case templates:

- **Case Templates:** Manage who can configure case templates by using the Amazon Connect console.
- **View Case Fields:** Allows users to view the case fields page and all of the existing case fields (could be system or custom).
- **Edit Case Fields:** Allows users to edit any of the case fields (for example, change title, description, single-select options).
- **Create Case Fields:** Allows users to create new case fields.

Amazon Connect – Cases

When users have permissions to View Case Fields and View Case Templates, they will see the Case fields and Case templates options in their left navigation menu, as shown in the following image:



Amazon Connect – Cases

Create case fields

Case fields are the building blocks for case templates. You create all of the possible fields of information (for example, VIN number, policy number, make/model of car) that you want agents to collect for a given customer issue.

After you create case fields, you can create case templates.

There are two types of case fields:

- **System case fields:** Amazon Connect provides system fields. You cannot change the name or description.
- **Custom case fields:** You can create custom case fields that are specific for your business. You must name the case field, and optionally provide a description. Note that the description appears only in the Amazon Connect console. It doesn't appear to agents.

Amazon Connect – Cases

How to create case fields

1. Log in to the Amazon Connect console with an Admin account, or an account assigned to a security profile that has permissions to create fields.
2. Verify the quota for case fields and request an increase if needed
3. In the left navigation bar, choose **Agent applications, Case fields**.
4. The first time you create new fields, you'll notice several system fields are already present. You cannot change the name of these fields, but in some cases you can edit them.

For example, Case Id is a system field. When a case is created, Amazon Connect adds a case ID automatically, and you cannot change it. Case reason is also a system field but you can edit it and enter reasons that are specific to your contact center.

Amazon Connect – Cases

How to create case fields

5. Choose + New field.
6. Select the type of field you want to create. For example, you might choose Text if you want agents to be able to enter free form notes.
7. Assign a name to the field. It will appear to agents in the agent application.
8. Optionally, provide a description. It will only appear to admins on the Amazon Connect console. It does not appear to agents in the agent application.
9. Choose Save.
10. When you're done adding fields, you're ready to create a template.

Amazon Connect – Cases

System case fields

Amazon Connect provides system fields. You cannot change the name or description of a system field.

The following table lists the system case fields:

Field name	Field ID (how you call the field in the API)	Field type	Description	Where the data comes from
Case ID	case_id	text	Unique Identifier of the case in UUID format (for example, 689b0bea-aa29-4340-896d-4ca3ce9b6226)	Amazon Connect
Case Reason	case_reason	single-select	The reason for opening the case	Agent
Customer	customer_id	text	The API is a customer profile ID. On the Cases: Fields page, the customer's name is displayed.	Amazon Connect

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Date/Time Closed	last_closed_datetime	date-time	The date and time the case was last closed. It does not guarantee that a case is closed. If a case is reopened, this field contains the date/time stamp of the last time the status was changed to closed.	Amazon Connect
Date/Time Opened	created_datetime	date-time	The date and time the case was opened.	Amazon Connect
Date/Time Updated	last_updated_datetime	date-time	The date and time the case was last updated.	Amazon Connect

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Reference number	reference_number	text	<p>A friendly number for the case in 8-digit numeric format.</p> <p>Reference numbers (unlike the Case ID) are not guaranteed to be unique. We recommend that you identify the customer and then collect the reference number to correctly find the right case.</p>	Agent
Status	status	single-select	Current status of the case	Agent
Summary	summary	text	Summary of the case	Agent
Title	title	text	Title of the case	Agent

Amazon Connect – Cases

Custom case fields

You can create custom case fields that are specific for your business. You must name the case field, and optionally provide a description. Note that the description appears only in the Amazon Connect console. It doesn't appear to agents.

You can create fields that are type: number, text, single-select, or true/false.

Single-select fields

For single-select case fields, whether system or custom, you can add value options that the field can take. For example, you can add options to the single-select system field Case reason such as General inquiry, Billing issue, or Product defect, that reflect the types of issues in your contact center.

Amazon Connect – Cases

About the Status field

You can add options to the single-select Status field, such as Investigating or Escalated to manager. The field comes with two options, Open and Closed, which cannot be changed.

Active/inactive field options

Single-select case fields can be active or inactive.

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Enter field detail: Single-select

Label your field with a unique name.

Field name

Status

Required. Field name cannot end with a space.

6 / 100

Description

Current status of the case

26 / 255

Single-select options

The option name is displayed to agents on the case, for example, "New York." The option name also has an internal value mapped to it called "option value," for example, "NY." By default, the option value is the same as option name, and agents cannot see it.

To change an option's value, choose "Show option value." You can change an option's name at any time; however, once the field is created, you cannot change an option's value.

Active

Inactive



Show option value

Option name (shown to agents)

Closed

Open

Pending

Make inactive

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- Active: If a field option is active, it means that the field can be given that option. For example, based on the following image, the Status field can be set to Closed, Open, or Pending, as these are the only active options.
- Inactive: If you make the Pending option inactive, then the field can no longer be given that option. Any existing cases remain unchanged and can still have the status as Pending.

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Single-select options have two parts:

1. Option name (shown to agents): The label that is displayed to agents in the agent application.
2. Option value (internal reference): The data that's collected. For example, for AWS Region, you may want to display US West (Oregon) but collect the data as PDX.

Field options appear to the agent in alphabetical order.

Option name (shown to agents)	Option value (internal reference)	
Oregon (Portland)	PDX	Make inactive 🗑️
N. Virginia	IAD	Make inactive 🗑️
Enter option name	Enter option value	

Amazon Connect – Cases

Create case templates

Case templates are forms that ensure agents collect and reference the right information for different types of customer issues. For example, you can create a case template for vehicle damage issues, and require agents complete certain fields when they talk to a customer filing an insurance claim.

When you create a case template, you choose the name that appears to agents, the fields on the form, and the order of the fields.

Important - Cases are always created based on a template.

Amazon Connect – Cases

How case templates look in the agent application

In the agent application, the agent sees the case fields in a Z-formation: case fields are displayed in two columns from left to right, top to bottom.

The screenshot displays the Amazon Connect agent application interface. On the left, a chat window for 'Nikki Wolf' is visible, showing a 'task1' and a 'Connected chat' status. The main area shows a 'Cancellation request' case template. The template is organized in a Z-formation, with fields displayed in two columns from left to right, top to bottom. The fields include:

- Status:** Open (dropdown menu)
- + Task** (button)
- Edit** (button)
- Associated** (button)
- Summary** (section header)
- Customer:** Nikki Wolf
- Date/Time Updated:** Apr 19, 2022, 12:37 PM
- Date/Time Opened:** Apr 19, 2022, 12:37 PM
- Activity Feed** (tab)
- Comments** (tab)
- More Information** (tab)
- Client's State:** Virginia

The interface also includes a search bar at the top right, a '+ Case' button, and a chat input area at the bottom left.

Amazon Connect – Cases

How case templates look in the agent application

When you're building a case template, think of the information in the agent application as being divided into two sections where case fields are displayed to the agent:

The screenshot displays the Amazon Connect agent application interface. On the left, a chat window shows a conversation with 'Nikki Wolf' (01:05:48) and a system message about queue time. The main area shows a 'Cancellation request' case template. The template is divided into two sections: 'Top fields' and 'More information'. The 'Top fields' section includes a 'Status: Open' dropdown, '+ Task' and 'Edit' buttons, and a 'Summary' section with fields for 'Customer' (Nikki Wolf), 'Date/Time Opened' (Apr 19, 2022, 12:37 PM), and 'Date/Time Updated' (Apr 19, 2022, 12:37 PM). The 'More information' section includes tabs for 'Activity Feed', 'Comments', and 'More information', and a 'Client's State' field with the value 'Virginia'.

Available

Search Wisdom

Nikki Wolf 01:05:48 01:05:48

task1 01:02:01

Customer Profile Cases PREVIEW Nik... PREVIEW x ins... PREVIEW x Ca... PREVIEW x

Search Cases + Case

Cancellation request Top fields

Status: Open + Task Edit Associated

Summary

Customer Nikki Wolf Date/Time Opened Apr 19, 2022, 12:37 PM

Date/Time Updated Apr 19, 2022, 12:37 PM

Activity Feed Comments More information More information

Client's State Virginia

Nikki Wolf 01:05:47 01:05:47 Connected chat

Nikki Wolf

Hello 11:12 AM

SYSTEM_MESSAGE

The time in queue is less than 5 minutes. 11:32 AM

You are now being placed in queue to chat with an agent. 11:32 AM

Type a message and press enter to send

End chat

Amazon Connect – Cases

- Top fields: This section is always visible on the case, even when agent is viewing sub-sections of the case (for example, Activity Feed or Comments).
- More information: This is a tabbed subsection of the case. It is visible when agent is viewing another subsection, such as Activity Feed or Comments.

When you create and edit a template, you can do the following in each section:

- Change the order of the fields.
- Indicate if fields are required.

Some system fields, such as Title and Status, appear on all cases and are required. Other system fields, such as Customer, Summary, and Reference number, appear by default on the case details page. You can remove or rearrange these fields.

Each case that is created is connected to a customer profile from your Amazon Connect instance. On new case templates, the customer name appears by default on the case details page. You can remove or rearrange this field from your templates from the Amazon Connect console.

Amazon Connect – Cases

How to create a template

1. Log in to the Amazon Connect console with an Admin account, or an account assigned to a security profile that has permissions to create templates. For a list of required permissions, see [Security profile permissions for Cases \(Preview\)](#).
2. Verify the quota for case templates and request an increase if needed. For more information, see [Amazon Connect Cases service quotas \(Preview\)](#).
3. Verify the case fields you want to add to your case template have already been created.
4. In the left navigation bar, choose Agent applications, Case templates.
5. Choose + New Template.

Amazon Connect – Cases

How to create a template

6. Assign a name to the template. It will appear to agents in the agent application. The following image shows an example of how templates appear, by default in alphabetical order:

The screenshot shows the Amazon Connect interface for creating a new case. On the left, a chat window for 'Nikki Wolf' is visible, showing a 'Connected chat' status and a message history. The main area is titled 'Create new case' and contains several required fields:

- Template***: A dropdown menu with 'Amazon retail' selected. A red arrow points to this field.
- Title***: A text input field.
- Status***: A dropdown menu with 'Open' selected.
- Summary**: A text input field.
- Case Reason**: A dropdown menu.
- Case severity**: A dropdown menu.

At the top of the interface, there are tabs for 'Customer Profile', 'Cases', and 'New Case'. The 'New Case' tab is active, and a 'PREVIEW' button is visible next to it.

Amazon Connect – Cases

How to create a template

7. In the Top fields section, you'll see some system fields already there. Choose Add fields, and use the dropdown to choose the field. Fields that are gray-out are already a part of the template. If you want agents to complete the field in order to save the form, choose Required.
8. In the More information section, choose the fields you want to appear.
9. When you're done, choose Publish. The template is immediately made available to agents in the agent application.

Amazon Connect – Cases

Case layouts

This topic is intended for developers who are using the Amazon Connect Cases APIs.

There is an underlying resource called a case layout that is linked to the case template. Technically, it is the case layout that holds the display elements for a case, such as:

- Which fields to display.
- The section, either Top panel or More information.
- The order within a section to display these fields

Whereas it's the case template that mandates a particular schema, such as required case fields.

The case layout is linked to a case template.

Note - You can create a case template and not link it to a case layout. Any case created with a case template that is not linked to a case layout will display system fields in a default order.

Amazon Connect – Cases

Access Cases in the agent application

After you enable Amazon Connect Cases, you need to take steps to make the functionality available through the agent application. This topic explains your options.

Tip - Make sure your agents have Cases permissions in their security profile so they can access Cases. For more information, see [Security profile permissions for Cases](#)

Amazon Connect – Cases

Option 1: Use Customer Profiles with the CCP out-of-the-box

Cases is already embedded alongside the Contact Control Panel (CCP). Your agents will access the CCP and Cases in the same browser window using a link that looks like this:

- <https://instance name.my.connect.aws/agent-app-v2/>

If you access your instance using the awsapps.com domain, use the following URL:

- <https://instance name.awsapps.com/connect/agent-app-v2/>

Amazon Connect – Cases

Option 2: Embed Cases into a custom agent application

When you embed your Contact Control Panel (CCP), you have the option of showing or hiding the pre-built CCP user interface. For example, you may want to develop a custom agent application that has a user interface you design, with customized buttons to accept and reject calls. Or, you may want to embed the pre-built CCP that's included with Amazon Connect into another custom app.

Regardless of whether you display the pre-built CCP user interface, or hide it and build your own, you use the Amazon Connect Streams library to embed the CCP and Cases into the agent's application. This way, Amazon Connect Streams is initialized, and the agent can connect and authenticate to Amazon Connect, and Cases.

Tip - When you customize the agent's application, you determine what URL agents will use to access their agent application. This might be very different from the one provided by Amazon Connect. For example, your URL could be <https://example-corp.com/agent-support-app>.

Amazon Connect – Cases

How agents use Cases

A case represents a customer's issue. A case is created to record the customer's issue, the steps and interactions taken to resolve the customer's issue, and the outcome.

If you have permission to view cases then you will see the Cases tab in the Amazon Connect agent application. The following image shows an example Cases tab.

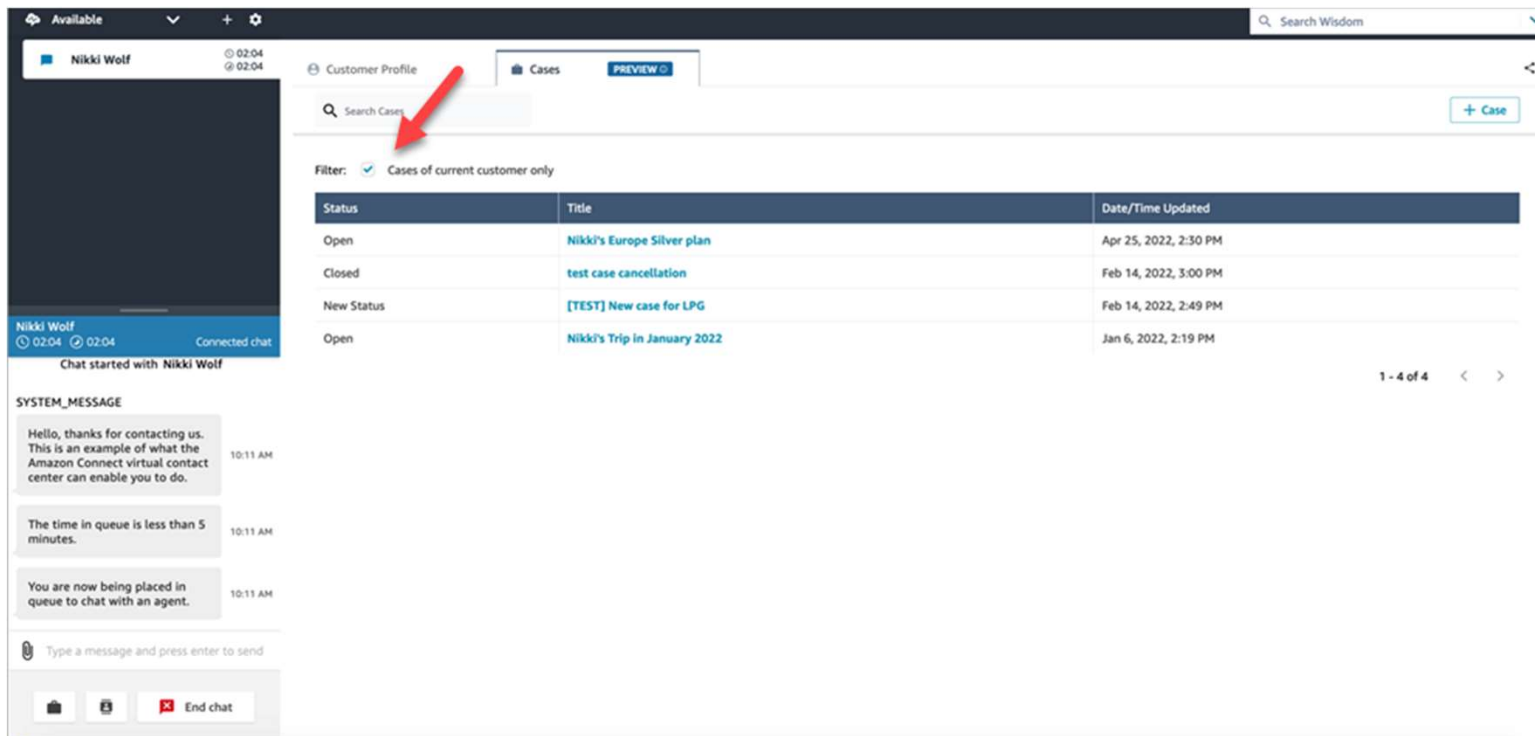


Amazon Connect – Cases

Search and view cases

You can search cases using a keyword match. Amazon Connect searches data across all system and custom fields. The results are sorted from most-recently to least-recently updated case.

If you are on a contact, and the contact has been associated to a customer profile, then search automatically filters to cases of current customer.



The screenshot shows the Amazon Connect interface. On the left is a chat window for 'Nikki Wolf' with a status of 'Connected chat'. The main area is the 'Cases' tab, which includes a search bar and a filter set to 'Cases of current customer only'. A table of cases is displayed below.

Status	Title	Date/Time Updated
Open	Nikki's Europe Silver plan	Apr 25, 2022, 2:30 PM
Closed	test case cancellation	Feb 14, 2022, 3:00 PM
New Status	[TEST] New case for LPG	Feb 14, 2022, 2:49 PM
Open	Nikki's Trip in January 2022	Jan 6, 2022, 2:19 PM

At the bottom right of the table, it says '1 - 4 of 4' with navigation arrows.

Amazon Connect – Cases

Search and view cases

Regardless of whether you are on a contact, you have the option to do a general search. If you are on a contact and want to search beyond the current customer, clear the selection for **Cases of current customer only**.

Amazon Connect – Cases

View a case

When you select any of the cases in the search results to view the case, a new tab opens. This enables you to have multiple cases open at the same time.

If you add a Cases block to a flow, and configure it with Link contact to case enabled, then cases will open automatically when the agent accepts the contact.

The screenshot displays the Amazon Connect user interface. At the top, there's a navigation bar with 'Available' status, a search bar labeled 'Search Wisdom', and a tab bar. The tab bar shows three tabs: 'Cases', 'Nikki's ...', and 'test cas...'. The 'Cases' tab is active and highlighted with a red box. Below the tabs, there's a search bar labeled 'Search Cases' and a '+ Case' button. The main content area shows the details for 'Nikki's Europe Silver plan'. It includes a 'Status: Open' dropdown, '+ Task' and 'Edit' buttons, and an 'Associate' button. The case details are organized into two columns: 'Case severity' (High), 'Type of Plan' (Europe Gold Plan THE BEST), 'Coverage end date' (5/20/2022), and 'Number of travelers' (1) on the left; and 'Country of travel' (Mexico), 'Coverage start date' (5/15/2021), 'Number of days' (5), and 'Geography' (Northeast) on the right. Below the details, there's an 'Activity Feed' tab with 'All Activities' selected. The activity feed shows a task 'Task - Follow up with Nikki on May 1st' completed on Apr 25, 2022, at 2:30 PM, and a comment 'Comment - "Nikki called back to change her travel dates. Change was confirmed and made."' from Apr 19, 2022, at 11:42 AM. On the left side of the interface, there's a chat window for 'Nikki Wolf' with a 'Connected chat' status and a 'Chat started with Nikki Wolf' message. The chat history shows a system message and two messages from the customer. At the bottom, there's a text input field and an 'End chat' button.

Amazon Connect – Cases

Activity feed

The activity feed shows calls, chats, tasks, and comments from the most recent to least recent Started data.

Contacts will have an indicator of Ongoing or Completed. If the contact was completed, there will be a Completed/Terminated date/time and a link to Contact details that takes user directly to the Contact details page.

Only users that have access to this page will be able to see contact details for a given contact. Even within this page, there are more granular permissions so different users may see different information. Information might include: basic contact details/contact attachments, transcripts and recordings with Contact Lens categories, sentiment, and summaries, recordings, etc.

Amazon Connect – Cases

Activity feed

The screenshot displays the Amazon Connect user interface. On the left is a dark sidebar with a 'Welcome Edgar' message, a chat icon, and buttons for 'Quick connects', 'Number pad', and 'Create task'. The main area shows the 'Activity Feed' for a customer named Nikki. At the top, there's a search bar and tabs for 'Customer Profile', 'Cases', and 'Amazo...'. The 'Activity Feed' tab is active, showing a list of activities. The first activity is a task from April 25, 2022, at 2:30 PM, titled 'Task - Follow up with Nikki on May 1st', which is marked as 'Completed'. The second activity is a comment from April 19, 2022, at 11:42 AM, stating 'Nikki called back to change her travel dates. Change was confirmed and made.' This is followed by two tasks from April 19, 2022, at 11:36 AM and 11:34 AM, both titled 'Task - task1' and marked as 'Completed'. The final activity is an inbound chat from April 19, 2022, at 11:32 AM, also marked as 'Completed'. A 'Show More' button is located at the bottom of the activity list.

Offline

Search Wisdom

Customer Profile Cases PREVIEW Amazo... PREVIEW Nikki's ... PREVIEW

Search Cases + Case

Activity Feed Comments More Information

All Activities

Apr 25, 2022

Task - Follow up with Nikki on May 1st
Apr 25, 2022, 2:30 PM Completed

Apr 19, 2022

Comment - "Nikki called back to change her travel dates. Change was confirmed and made."
Apr 19, 2022, 11:42 AM

Task - task1
Apr 19, 2022, 11:36 AM Completed

Task - task1
Apr 19, 2022, 11:34 AM Completed

Inbound chat
Apr 19, 2022, 11:32 AM Completed

Show More

Welcome Edgar

Quick connects

Number pad

Create task

Amazon Connect – Cases

Comments

Agents have the ability to view and add comments.

The screenshot displays the Amazon Connect agent console. On the left, a sidebar shows the agent's status as 'Available' and a task named 'task1' with a timer at 06:09. Below this, a description reads 'do this task right away'. The main area is divided into two tabs: 'Customer Profile' and 'Cases'. The 'Cases' tab is active, showing a search bar and a '+ Case' button. Below the search bar, the case details are listed: 'Type of Plan', 'Coverage start date' (11/20/2021), 'Coverage end date' (11/28/2022), 'Number of days' (5), 'Number of travelers' (1), and 'Geography'. At the bottom of the case details, there are three tabs: 'Activity Feed', 'Comments', and 'More Information'. The 'Comments' tab is selected, showing a text input field with the placeholder 'Write a comment...' and a 'Post' button. Below the input field, a comment is displayed: 'Nikki called back to change her travel dates. Change was confirmed and made.' with a timestamp of 'Today, 11:42 AM'. Below this, another comment is shown: 'Comment #1' with a timestamp of 'Nov 18, 2021, 6:51 PM'. At the bottom of the console, there are three buttons: a briefcase icon, a task icon, and a red 'End task' button.

Amazon Connect – Cases

More information

There may be additional information for agents to view and populate on the More information tab, depending on the case template is designed.

The screenshot displays the Amazon Connect interface. On the left, a sidebar shows the agent's status as 'Available' and a task named 'task1' with a timer at 07:29. The main area is divided into two panes. The left pane shows the 'Customer Profile' tab with a search bar and a '+ Case' button. The right pane shows the 'More Information' tab for a case named 'Nikki's ...'. This tab contains several fields: 'Country of travel', 'Type of Plan', 'Coverage start date' (11/20/2021), 'Coverage end date' (11/28/2022), 'Number of days' (5), 'Number of travelers' (1), and 'Geography'. At the bottom of the right pane, there are tabs for 'Activity Feed', 'Comments', and 'More Information' (which is selected). Below these tabs, the text 'Follow up 3 days before start date' and 'True' is visible. At the bottom of the sidebar, there are icons for a briefcase, a task, and a red 'X' labeled 'End task'.

Amazon Connect – Cases

Create a case

To create a case, you must be on a contact (call, chat, or task) and have associated the contact with a customer profile, as shown in the following image.

The screenshot displays the Amazon Connect interface. On the left, a chat window shows a conversation with 'Janet'. The chat history includes messages about the virtual contact center and queue time. The main area shows the 'Customer Profile' page for Janet. The profile fields include First name (Janet), Middle name (--), Last name (--), Phone number (--), Date of birth (--), Email address (--), Mailing address (--), Account number (--), Additional info (--), Gender (--), and Billing address (--). A red arrow points to the 'Associated' status next to the 'Edit' button. The bottom section shows a 'Contact history' table with columns: Timestamp, Channel, Queue Duration, Hold Duration, Call Duration, and Actions. The table currently shows 'No records found'.

First name	Middle name	Last name	Phone number	Date of birth	Email address	Mailing address	Account number	Additional info	Gender	Billing address
Janet	--	--	--	--	--	--	--	--	--	--

Timestamp	Channel	Queue Duration	Hold Duration	Call Duration	Actions
No records found					

Amazon Connect – Cases

Create a case

For a case to be created:

- The Status must be Open.
- All required fields must be filled in.

The screenshot shows the Amazon Connect 'Create new case' interface. On the left is a chat window with 'Nikki Wolf' showing a 'Connected chat' status and a system message: 'The time in queue is less than 5 minutes.' and 'You are now being placed in queue to chat with an agent.' The main area is titled 'Create new case' and contains several required fields: 'Template*' (set to 'Plan Purchase'), 'Title*', 'Status*' (set to 'Open' and highlighted with a red box), 'Summary', and 'Case severity*'. A 'Save' button is visible in the top right corner of the form area.

Amazon Connect – Cases

Customer name

Each case that is created is connected to a customer profile from your Amazon Connect instance. On new case templates, the "customer" name appears by default on the case details page. You can rearrange this field on your case template, or even remove it entirely.

The screenshot displays the Amazon Connect 'Cases' interface. At the top, there's a navigation bar with 'Available' and a search bar labeled 'Search Wisdom'. Below this, the 'Cases' tab is active, showing a list of cases. The first case is 'Amazon Retail Case', which is in 'Open' status. The 'Customer' field is highlighted with a red arrow, showing the name 'Nikki Wolf'. The case severity is 'Low'. Below the case details, there's an 'Activity Feed' section with a dropdown menu set to 'All Activities'. The first activity is an 'Inbound chat' from 'Apr 29, 2022, 4:53 PM', which is marked as 'Completed'.

Amazon Connect – Cases

Associate a contact with a case

The agent can associate the contact to an existing case, such that the contact will appear on the activity feed of the case with indicator Ongoing.

The screenshot displays the Amazon Connect agent interface. On the left, a chat window for 'Nikki Wolf' is active, showing a 'Connected chat' status and two system messages: 'The time in queue is less than 5 minutes.' and 'You are now being placed in queue to chat with an agent.' The main panel shows the 'Cases' tab with a search bar and a '+ Case' button. A green banner indicates 'Associated'. Below this, the case title 'Nikki's Europe Silver plan' is shown with buttons for 'Status: Open', '+ Task', and 'Edit'. The case details include a 'Summary' (Nikki is going abroad), 'Customer' information, 'Date/Time Opened' (Nov 18, 2021, 6:49 PM), 'Date/Time Updated' (Apr 19, 2022, 11:23 AM), 'Case severity', and 'Country of travel'. An 'Associated' button is also present in the top right of the case details section.

Amazon Connect – Cases

Associate a contact with a case

The agent can associate the contact to an existing case, such that the contact will appear on the activity feed of the case with indicator Ongoing.

The screenshot displays the Amazon Connect interface. On the left, a chat window for contact 'Nikki Wolf' is shown, with a status of 'Connected chat' and a timestamp of 03:41. The chat history includes a 'SYSTEM_MESSAGE' indicating a queue time of less than 5 minutes and a message stating the contact is being placed in a queue to chat with an agent. The bottom of the chat window features a text input field and an 'End chat' button.

The main panel on the right shows the 'Customer Profile' and 'Cases' tabs. The 'Cases' tab is active, displaying a search bar and a '+ Case' button. Below this, the 'Activity Feed' is visible, showing a list of activities. The first activity is an 'Inbound chat' with a status of 'Ongoing' and a timestamp of 'Today'. The second activity is a 'Comment #1' with a timestamp of 'Nov 18, 2021, 6:51 PM'. The third activity is another 'Inbound chat' with a timestamp of '00:41:04'.

Amazon Connect – Cases

Edit a case

To edit a case, the agent chooses Edit and Save to save any changes.

You can edit a case only when it is not in a Closed status. If the case is Closed, you must update the status, then choose Edit to make your changes.

The screenshot displays the Amazon Connect interface for an agent named Nikki Wolf. The main panel shows a case titled "Nikki's Europe Silver plan" with a status of "Open". A red arrow points to the "Edit" button next to the status dropdown. The case details include:

- Case severity: High
- Type of Plan: Europe Gold Plan THE BEST
- Coverage end date: 5/20/2022
- Number of travelers: 1
- Country of travel: Mexico
- Coverage start date: 5/15/2021
- Number of days: 5
- Geography: Northeast

The Activity Feed section shows a task "Follow up with Nikki on May 1st" completed on Apr 25, 2022, and a comment "Nikki called back to change her travel dates. Change was confirmed and made." from Apr 19, 2022.

Amazon Connect – Cases

Edit a case

To edit a case, the agent chooses Edit and Save to save any changes.

You can edit a case only when it is not in a Closed status. If the case is Closed, you must update the status, then choose Edit to make your changes.

The screenshot displays the Amazon Connect agent console. On the left, a chat window for 'Nikki Wolf' is visible, showing a 'Connected chat' status and two system messages: 'The time in queue is less than 5 minutes.' and 'You are now being placed in queue to chat with an agent.' at 11:20 AM. The main area shows the 'Edit case' form for 'Nikki's Europe Silver plan'. The form includes the following fields:

- Title***: Nikki's Europe Silver plan (Required)
- Status***: Open (Required)
- Summary**: Nikki is going abroad
- Case severity***: (Required)
- Country of travel**: (Required)
- Type of Plan***: (Required)

At the top right of the form, there are 'Cancel' and 'Save' buttons. The interface also shows a search bar at the top right with the text 'Search Wisdom'.

Amazon Connect – Cases

Create a task from a case

In the agent application, agents can add a task from a case. In the Contact Control Panel (CCP), they will see the task creation form.

When an agent creates a task from a case, the task is automatically associated with the case and it appears on the activity feed.

The screenshot displays the Amazon Connect agent application interface. At the top, there's a header bar with 'Available' status, a search bar labeled 'Search Wisdom', and a 'Nikki Wolf' profile card. Below the header, the main workspace is divided into several sections. On the left, there's a 'Task name' field with the value 'process' and a character count '7 / 150'. Below this is a 'Description' field with the value 'follow up' and a character count '9 / 4096'. There's also a 'References' section with an 'Add reference' link. At the bottom left, there's an 'Assign to' dropdown menu with the text 'Please select' and a 'Scheduled date / time' field with the text 'Optional'. The main area on the right is titled 'Customer Profile' and contains a 'Cases' tab with a 'PREVIEW' button. Below this is a search bar for 'Search Cases' and a '+ Case' button. The 'Activity Feed' section is active, showing a list of activities. The first activity is 'Inbound chat' with a status of 'Ongoing'. Below it, there's a 'Nov 18, 2021' section with a 'Comment #1' and a timestamp of 'Nov 18, 2021, 6:51 PM'. The final activity is another 'Inbound chat' with a timestamp of '00:41:04'.

Some layout options



Current Options Are Not Solving the Problem

STAFFING AGENCY

Do not help with
shortage

CAMPUS HIRING

Not enterprise ready

VISA TALENT

High compliance &
legal costs; delays

INTERNAL TRAINING

Not core competency;
bureaucratic

BOOTCAMPS

Demand-supply
mismatch; fragmented