

Agent to agent transfer bug fix for customers using speech analysis

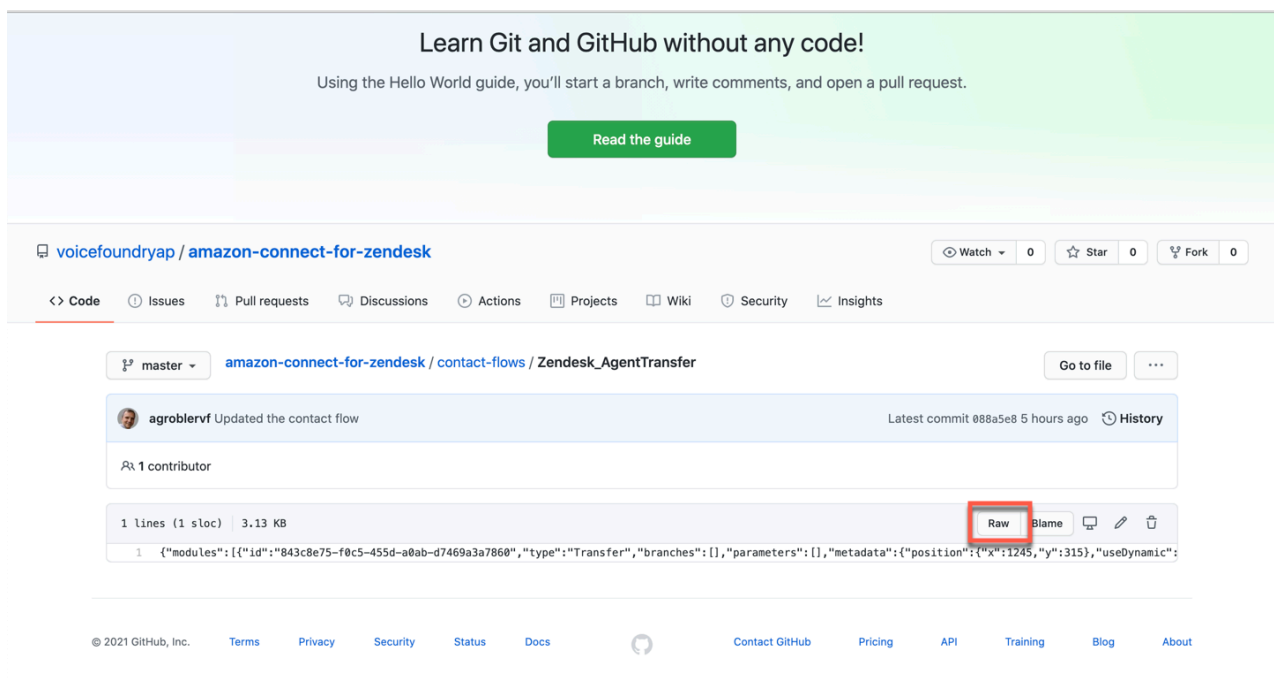
This document details the list of steps you must follow in order to get the agent to agent bug fix working in your environment. Please note these steps only apply to customers who have speech analysis enabled in the app.

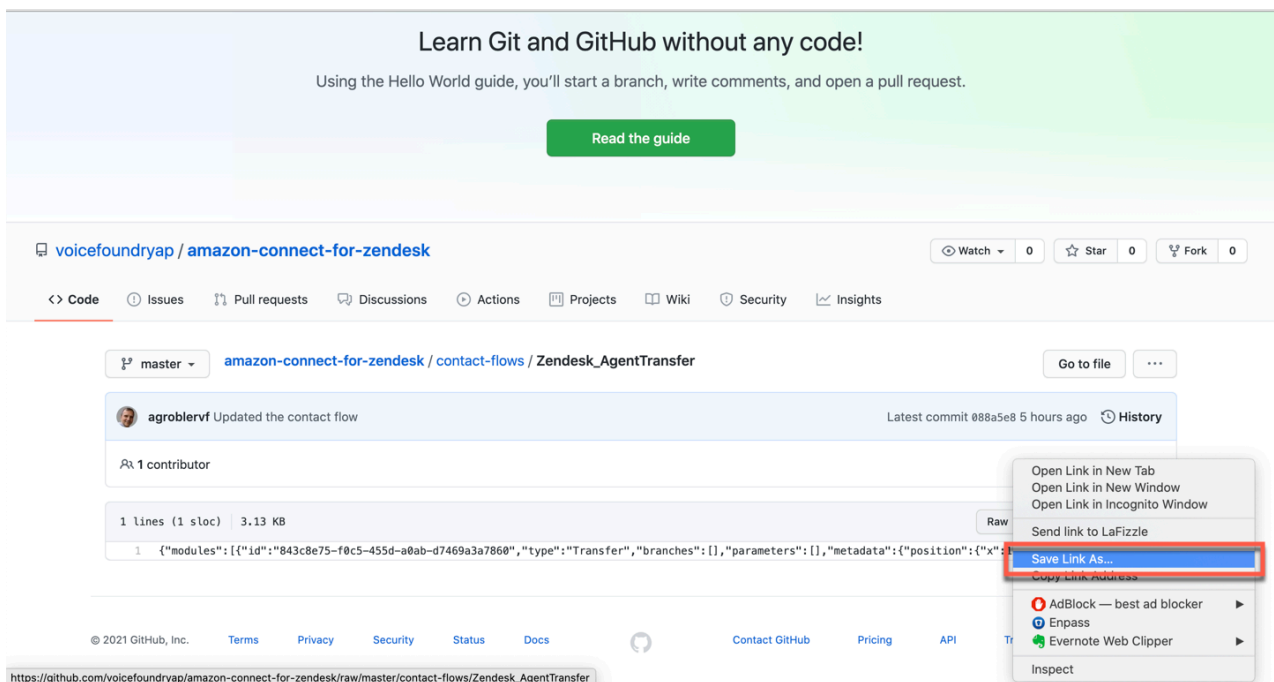
Import the agent transfer flow

Click on the below link to view the *Zendesk_AgentTransfer* flow in our GitHub account.

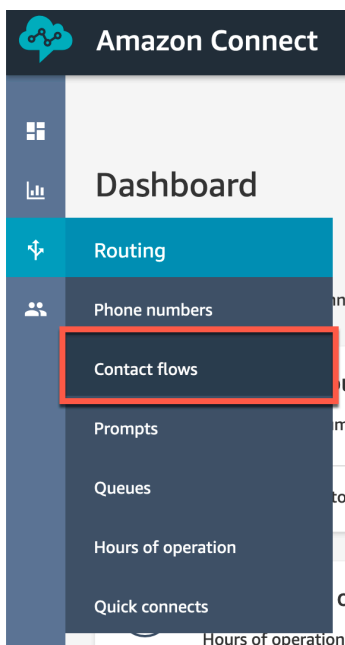
- [Zendesk_AgentTransfer flow](#)

Right click on *raw*, then click *save link as* and save the file to your desktop.





In your Connect instance, click on *routing* on the left hand navigation bar and select *contact flows*.



Click on the dropdown and select *create transfer to agent flow*.

Amazon Connect

IAM@id-97671a5e1

English

Contact flows

Search by name

Name	Type	Description	
Chat Demo Flow	Contact flow	Chat Demo including out of hours and at capacity	
Chat Disconnect Flow	Contact flow	Disconnect Flow	
Default agent hold	Agent hold	Audio played for the agent when on hold	
Default agent transfer	Transfer to agent	Default flow to transfer to an agent.	
Default agent whisper	Agent whisper	Default whisper played to the agent.	
Default customer hold	Customer hold	Default audio the customer hears while on hold.	
Default customer queue	Customer queue	Default audio played when a customer is waiting in queue.	Published
Default customer whisper	Customer whisper	Default whisper played to the customer	Published
Default outbound	Outbound whisper	Default flow for outbound calls.	Published
Default queue transfer	Transfer to queue	Default flow used to transfer to a queue.	Published

<https://vt-dev-1.awsapps.com/connect/contact-flows/create?type=agentTransfer>

Create contact flow

- Create customer queue flow
- Create customer hold flow
- Create customer whisper flow
- Create outbound whisper flow
- Create agent hold flow
- Create agent whisper flow
- Create transfer to agent flow**
- Create transfer to queue flow

Click on the dropdown and select *import flow (beta)*.

Amazon Connect

Enter a name

Show additional flow information

Interact

Set

Branch

Integrate

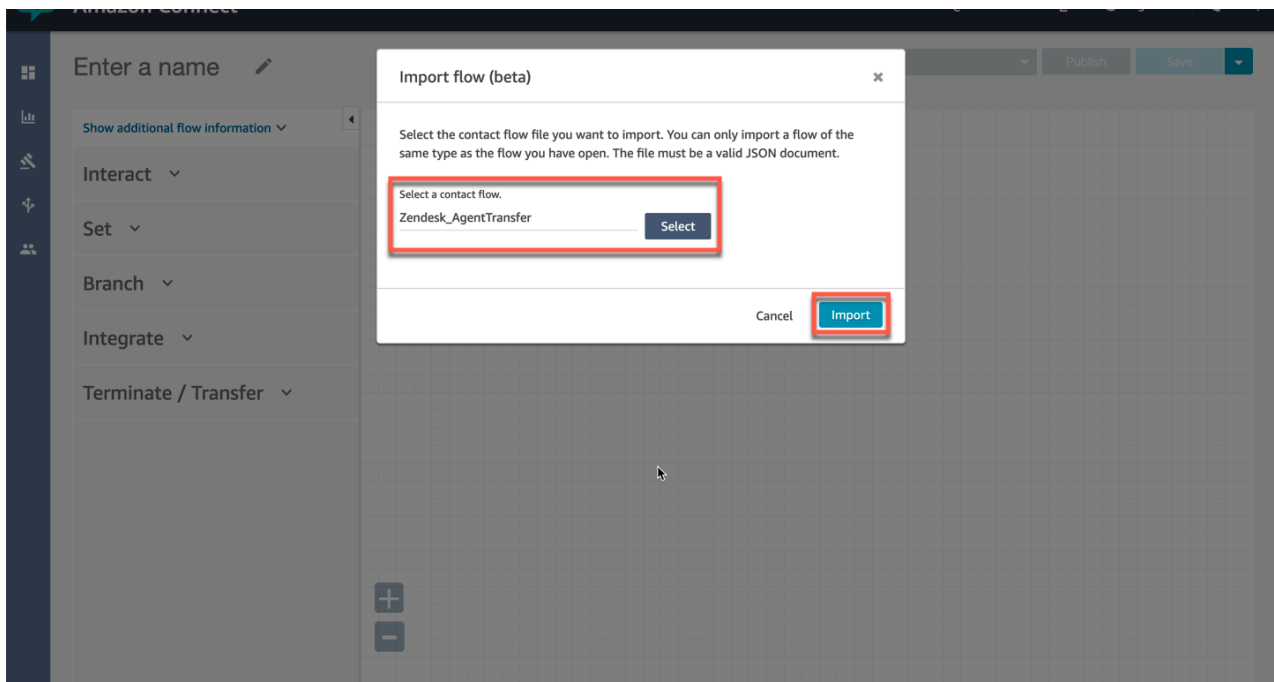
Terminate / Transfer

Entry point

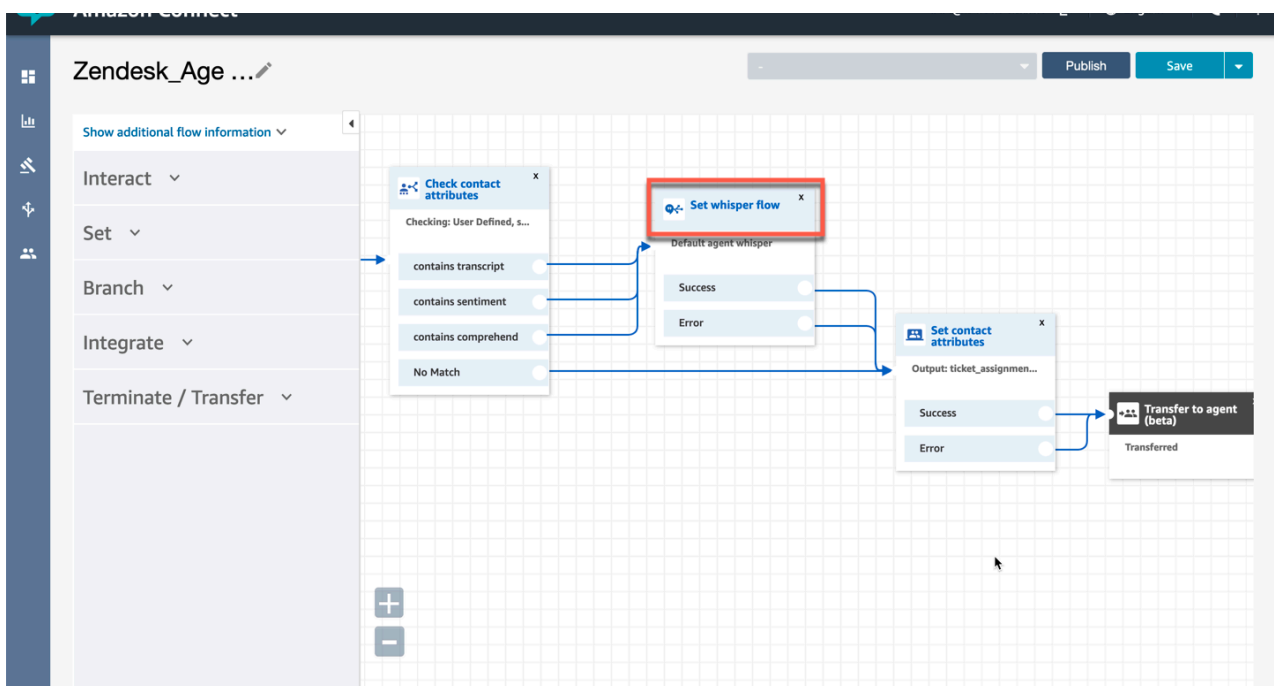
Start

Import flow (beta)

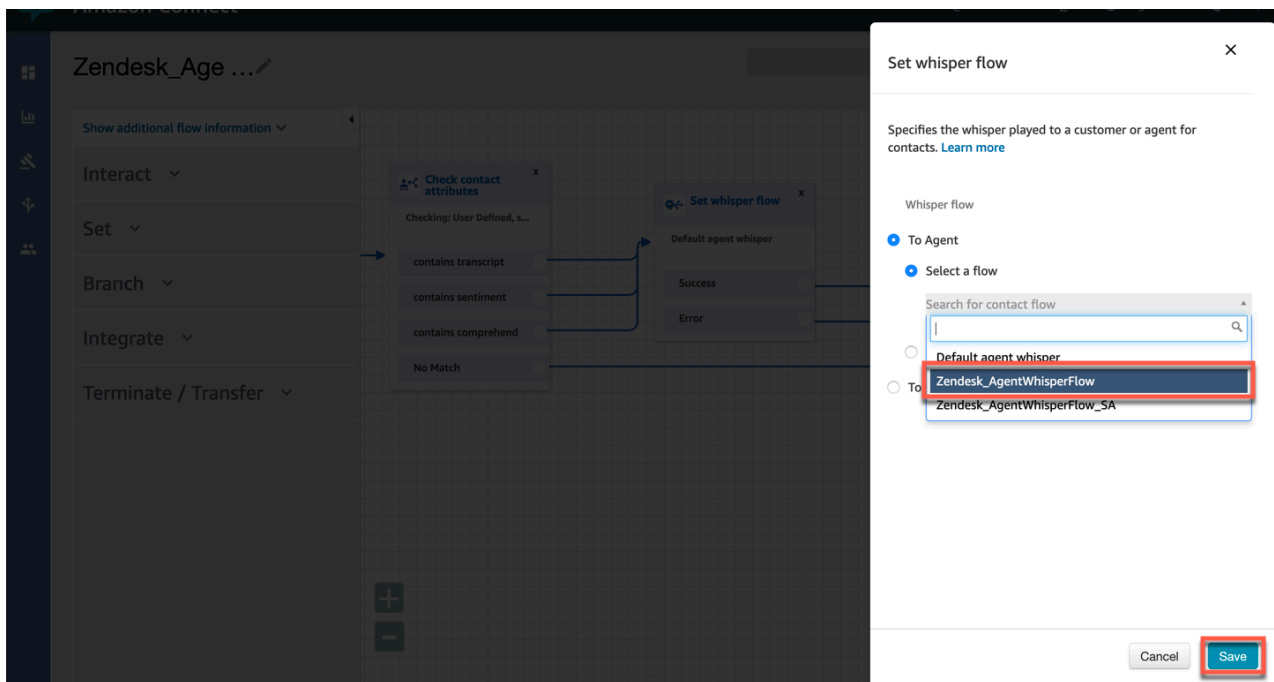
Click on select and choose the file *Zendesk_AgentTransfer.json* from your desktop. Click on *import*.



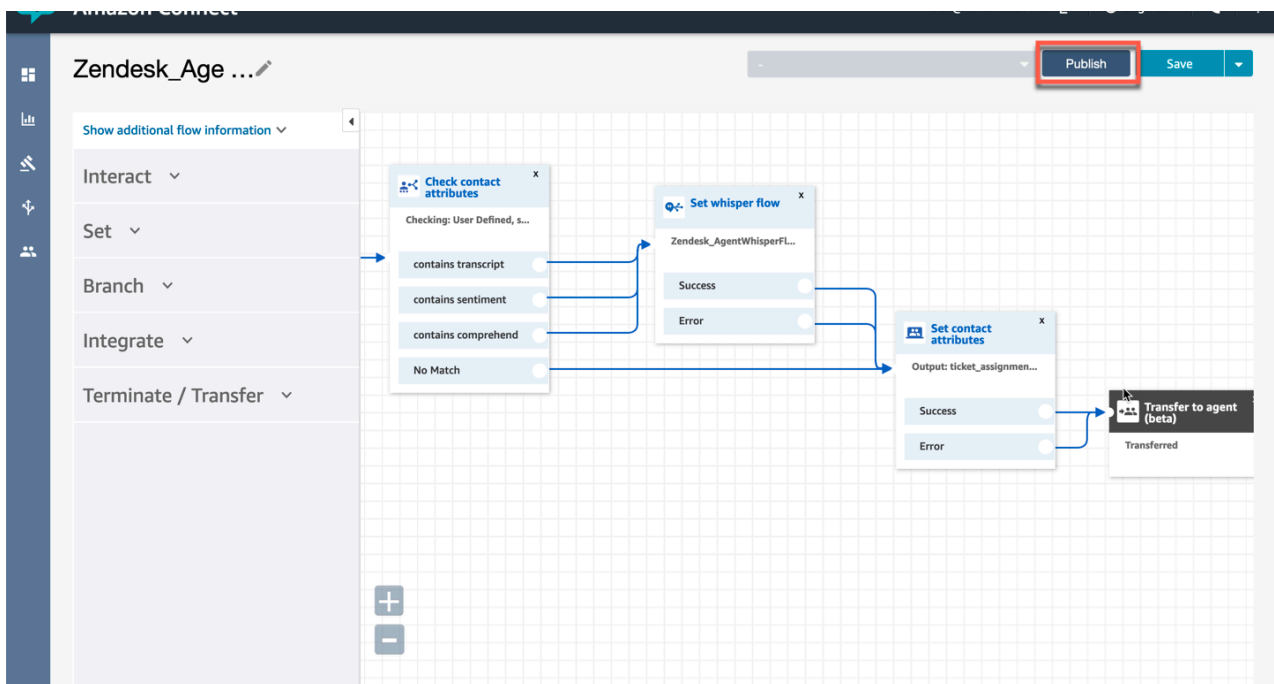
Click on *set whisper flow*.



Set the flow to *Zendesk_AgentWhisperFlow* and click on *save*.



Click on *publish*.



Click on *routing* on the left hand navigation bar and select *quick connects*.

Amazon Connect

Contact flows

Search by name

Create contact flow

- Routing
- Phone numbers
- Contact flows
- Prompts
- Queues
- Hours of operation
- Quick connects
- Default queue transfer
- PaysafeSecureDataCapture
- Sample AB test
- Sample disconnect flow
- Sample disconnect PCS
- Sample inbound flow (first c...

Type	Description	Status
Contact flow	Chat Demo including out of hours and at capacity handling	Published
Contact flow	Disconnect Flow	Published
Agent hold	Audio played for the agent when on hold	Published
Transfer to agent	Default flow to transfer to an agent.	Published
Agent whisper	Default whisper played to the agent.	Published
Customer hold	Default audio the customer hears while on hold.	Published
Customer queue	Default audio played when a customer is waiting in queue.	Published
Customer whisper	Default whisper played to the customer	Published
Outbound whisper	Default flow for outbound calls.	Published
Transfer to queue	Default flow used to transfer to a queue.	Published
Transfer to queue		Published
Contact flow	Performs A/B call distribution	Published
Contact flow	Enables customer to transfer to another flow after the agent ...	Published
Contact flow		Published
Contact flow	First contact experience	Published

<https://vf-dev-1.lawsapps.com/connect/transfer-dests>

For every agent in the list, set the contact flow to *Zendesk_AgentTransfer*, then click on *save*.

Amazon Connect

Quick connects

Filter by name

Add new

Name	Type	Destination	Contact flow	Description
<input type="checkbox"/> Andrej (agent)	Agent	agrobler	Zendesk_AgentTran...	Zendesk test agent transfer
<input type="checkbox"/> Andrej Grobler	External	+61404009763	--	Andrej's Mobile
<input type="checkbox"/> Bayu Sigit	External	+62 813-2720-8666	--	Bayu's mobile
<input type="checkbox"/> Bayu Test	Queue	Zendesk support	Zendesk_queue transfer	Test Bayu
<input type="checkbox"/> Dinesh S	Agent	dinesh.sundar@voicefoundr...	Zendesk_AgentTransfer	Zendesk test agent transfer
<input type="checkbox"/> Dinesh Sundar	External	+61 422 358 184	--	Dinesh's Mobile
<input type="checkbox"/> John Doe	External	+61 404 009 763	--	test 1
<input type="checkbox"/> John Smith	External	+61 404 009 763	--	test 3
<input type="checkbox"/> Mary Smith	External	+61 404 009 763	--	test 2
<input type="checkbox"/> Paysafe	Queue	PaysafeQueue	PaysafeSecureDataCapture	
<input type="checkbox"/> PCS	Queue	Zendesk bare	Sample Post Contact Survey	PCS Test
<input type="checkbox"/> Simon Fairall	External	+61 408 268 100	--	

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Save Cancel