

Building Intelligent Customer Service with Agentic AI on Amazon Connect

▼ Welcome to AnyCompany Hotels

Choose Your Deployment Path

Prerequisites Setup (Path B Only)

▼ Building the Reservation System

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Task 2: Creating Your MCP Server

Task 3: Associating Your MCP Server with Amazon Connect

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Workshop catalog in AWS Builder Center

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Language

English

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Task 3: Associating Your MCP Server with Amazon Connect

Now that you've created your MCP server, it's time to connect it to Amazon Connect. This integration transforms your API endpoints into capabilities that your AI agent can use during customer conversations.

Step 1: Configure the MCP Integration

In the Amazon Connect console, you'll register your MCP server as an external resource that your AI agent can access.

Integrate with Amazon Connect

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2. Go to Third-party applications in the top-left navigation

3. Click the Add application button

4. Configure the "Basic information" section

• Display name: anycompany-hotel-mcp

• Description: MCP server for hotel booking API

• Application type: Select MCP server

5. Select your instance in the Instance association section.

NOTE If your not able to select an instance in "Instance association" like, go back to your AgentCore Gateway and make sure your discovery URL is correct.

Instance association - optional

Choose an instance for this application. You can only choose an instance that matches the selected Gateway.

amazon-connect-123456789012-0aab650ea945

amazon-connect-123456789012-0aa485df0c5b

amazon-connect-123456789012-02e7f5b425a1

miknolan-pdx-cell-1

None

Bedrock AgentCore Gateway configuration required

You can only select the instance that is configured with the selected Gateway's Discovery URL.

6. Click "Add application" to complete the MCP server integration

What's Next?

With your MCP server successfully integrated with Amazon Connect, you're ready to configure the AI agent's security settings and operational parameters. The next section will guide you through setting up the security framework that protects customer data while enabling powerful AI capabilities.

https://catalog.workshops.aws/self-service-ai-agents/en-US/02-reservation-system/02-associating-mcp-server

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