Building Intelligent Customer Service with Agentic AI on Amazon Connect ‹

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Language

[English ▼]

Task 5: Access Amazon Connect Admin Interface

Now that Customer Profiles is configured, you need to access the Amazon Connect admin interface to set up your AI agent. The admin interface is where you'll configure agents, flows, and other contact center features.

Step 1: Access the Admin Interface

From the Connect instance details page where you just configured Customer Profiles:

1. **Click "Overview"** in the left-hand navigation
2. **Find the "Access URL"** in the instance details
3. **Click the Access URL link** to open the Connect admin interface in a new tab
4. **Log in** with the following credentials:
   - **Username:** `admin` ⧉
   - **Password:** `A!Ag3nts` ⧉

You're now logged into the Amazon Connect admin interface where you'll configure your AI agent, security profiles, and contact flows.

What's Next?

With access to the Connect admin interface, you're ready to create your AI agent and configure its security settings. The next task will guide you through setting up the AI agent with proper permissions and operational boundaries.

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