

Building Intelligent Customer Service with Agentic AI on Amazon Connect

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Choose Your Deployment Path

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▼ Building the Reservation System

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Language

English

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Task 1: Get Your Stack Outputs

For AWS-Provided Accounts (Workshop Studio)

Before diving into the workshop tasks, you'll collect all the values you need from your CloudFormation stack. Save these to a text file on your computer so you can reference them throughout the workshop.

Step 1: Open CloudFormation

1. Open the CloudFormation console

2. Toggle off **View nested** to hide nested stacks and make it easier to find the root stack

3. Find and click on the stack named workshop-stack

4. Click the **Outputs** tab

Create a text file on your computer (e.g., workshop-values.txt) and copy these values from the Outputs tab:

=== Workshop Stack Outputs ===

AgentCoreGatewayDiscoveryUrl: [paste value here]

ConnectInstanceArn: [paste value here]

HotelApiKey: [paste value here]

HotelApiOpenApiSpecUrl: [paste value here]

HotelApiUrl: [paste value here]

KnowledgeBaseBucketName: [paste value here]

Keep this file handy—you'll reference these values multiple times throughout the workshop.

For Customer Accounts (Self-Paced)

If you deployed the minimal template in your own account:

1. Open CloudFormation console

2. Find stack: hotel-api

3. Click **Outputs** tab

4. Save these values:

=== Workshop Stack Outputs ===


HotelApiKey: [value]

https://catalog.workshops.aws/self-service-ai-agents/en-US/02-reservation-system/00-get-stack-outputs

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HotelApiOpenApiSpecUrl: [value]  
HotelApiUrl: [value]

**Additional Values** (from manual setup):

- ConnectInstanceArn: Found in Connect console → Instance settings
- AgentCoreGatewayDiscoveryUrl: [https://\[ALIAS\].my.connect.aws/.well-known/openid-configuration](https://[ALIAS].my.connect.aws/.well-known/openid-configuration) 

## Ready to Go

With your values saved, you're ready to start building. Let's create your MCP server!

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