

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

Task 1: Get Your Stack Outputs

Task 2: Creating Your MCP Server

Task 3: Associating Your MCP Server with Amazon Connect

Task 4: Enable Customer Profiles

Task 5: Access Amazon Connect Admin Interface

Task 6: AI Agent Setup

Task 7: Configure AI Prompt

Task 8: Create Lex Bot for Connect

Task 9: Build Your Flow

Task 10: Create Your Customer Profile

Task 11: Associate a Phone Number

Task 12: Test Your AI Agent

Task 13: Experience Agentic Voice

▼ Handling Customer Questions

Task 1: Upload FAQ Documents

Task 2: Add the Retrieve Tool

Task 3: Test Knowledge Base Queries

▼ Human Escalation

Task 1: Configure the Escalate Tool

Task 2: Build the Escalation Flow

Understanding Step-by-step Guides (Optional)

Task 3: Test Escalation

▼ Experiment and Explore

Experiment 1: Change Your

Workshop catalog in AWS Builder Center

▼ Content preferences

Language

English

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Building the Reservation System

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:

- Click "Overview" in the left-hand navigation
- Find the "Access URL" in the instance details
- Click the Access URL link to open the Connect admin interface in a new tab
- 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.

Previous

Next

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https://catalog.workshops.aws/self-service-ai-agents/en-US/02-reservation-system/04-login-connect-admin

1/1