



Building Intelligent Customer Service with Agentic AI on Amazon Connect

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Content preferences

Language

English



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Task 8: Create Lex Bot for Connect

Amazon Connect uses Amazon Lex bots to integrate with AI agents. You'll create a bot directly in the Connect admin interface.

Workshop Account Users: You may see an existing bot named `hotel-booking-bot-workshop-stack-LexBotStack-UNIQUEID` in your account. This bot was created through Amazon Lex to demonstrate advanced configuration options. If you click on it, you'll see a message: *"Amazon Connect AI agent is not supported for the Conversational AI bot created outside Connect console. Please go to Lex console to add Amazon Connect AI agent configuration."* This is expected behavior as bots created in Lex require configuration in the Lex console, while bots created in Connect (like the one you'll build below) are configured directly in Connect. You can ignore the pre-existing bot and create your own as instructed below.

Step 1: Enable Bot Management

1. Open the [Amazon Connect console](#) [↗](#)

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3. Navigate to **Flows** in the left menu
4. Locate the **Enable Lex Bot Management in Amazon Connect** check box and:
 - Turn it **OFF** (if currently enabled)
 - Select **Save**
 - Turn it back **ON**
 - Select **Save**
5. Ensure that the following are enabled
 - ☒ **Enable Lex Bot Management in Amazon Connect**
 - ☒ **Enable Bot Analytics and Transcripts in Amazon Connect**
6. Click **Save**

Step 2: Create the Bot

1. Log in to Amazon Connect admin website: `https://[your-instance].my.connect.aws/`
2. Navigate to **Routing** → **Flows** → **Bots**
3. Click **Create Conversational AI bot**
4. Configure:
 - **Bot name:** `HotelBookingBot` [↗](#)
 - **Bot description:** Bot for hotel reservation AI agent [↗](#)
 - **COPPA:** Choose **No** (unless required)
5. Click **Create**

Step 3: Add Language and Intent

1. Click **Add language** → Select **English (US)**
2. Navigate to **Configuration** tab
3. Find **Amazon Connect AI agent in Connect intent** toggle
4. Toggle to **Enabled**
5. In the dialog:

- Select your Connect Assistant ARN from dropdown

6. Click **Confirm**

Step 5: Build and Publish

1. Click **Build language** (top right)
2. Wait for build to complete (~2 minutes)
3. Confirm build was successful

Step 6: Associate with Connect

The bot is now available in your Connect instance for use in contact flows.

Next: Continue to build your contact flow using this bot.

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