



Building Intelligent Customer Service with Agentic AI on Amazon Connect

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Language

English

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

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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]
```



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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