

# Amazon Connect Workshop Guide



October 2019

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# Introduction

The purpose of this guide is to walk through several examples that expand on beginner and advanced topics using Amazon Connect. The labs contained in this guide are split-up and slowly introduce concepts that build on each other. It is important to start sequentially from Lab 1 in order to best understand the presented material. Certain labs will present methods that use additional AWS services that compliment Amazon Connect. Ensure the account used to follow-along have the necessary level of access for both Amazon Connect and additional AWS services.

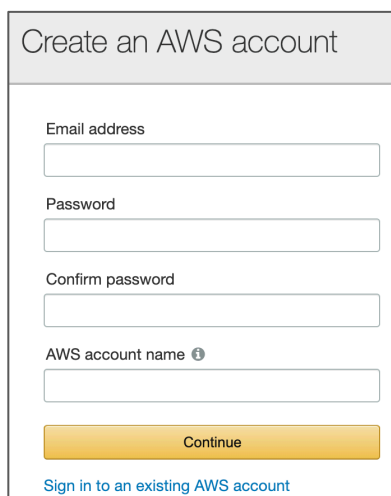
At the completion of this guide, you will have learned how to get started working with Amazon Connect, implemented a proper role-based method to route callers to the correct agent to handle, understood how to export and import contact flow for A/B testing or backup purposes, how to work with customer data that is entered during an existing call, and how to query and import external data to make decisions and cater the experience to callers.

# Part 1: Create your AWS instance

## Objective: Create an AWS instance

By the end of this section, you will have created an AWS where you can have access to Amazon's services you will be using throughout this workshop.

- 1) If you do not have a AWS account, navigate to <https://portal.aws.amazon.com/billing/signup#/start>. Go through the steps to have your own FREE account.

A screenshot of the 'Create an AWS account' form. The form has a title 'Create an AWS account' at the top. Below the title are four input fields: 'Email address', 'Password', 'Confirm password', and 'AWS account name' (with an information icon). At the bottom of the form is a yellow 'Continue' button and a link 'Sign in to an existing AWS account'.

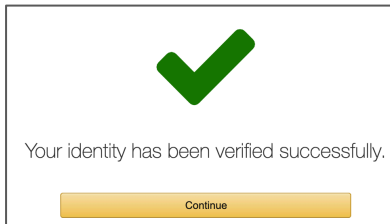
- 2) Click on "Professional", enter in your company's address and information.
- 3) Enter in your Credit Card information. Note that \$1 charge will be removed once card is verified.

We use your payment information to verify your identity and only for usage in excess of the [AWS Free Tier Limits](#). We will not charge you for usage below the AWS Free Tier Limits. For more information, see the [frequently asked questions](#).

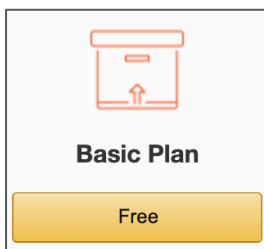


When you submit your payment information, we will charge \$1 USD/EUR to your credit card as a verification charge to ensure your card is valid. The amount may show as pending in your credit card statement for 3-5 days until the verification is completed, at which time the charge will be removed. You may be redirected to your bank website to authorize the verification charge.

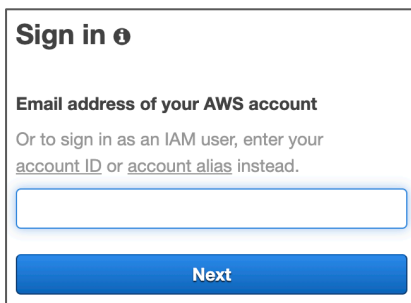
- 4) Verification of your account via SMS or Phone Call.



- 5) Click on "Free"



- 6) Sign into the Management Console. Input the email address and password used.

A screenshot of the AWS "Sign in" screen. At the top, it says "Sign in" with a help icon. Below that, it says "Email address of your AWS account". A note below that says "Or to sign in as an IAM user, enter your account ID or account alias instead." There is a text input field below the note. At the bottom, there is a blue button labeled "Next".

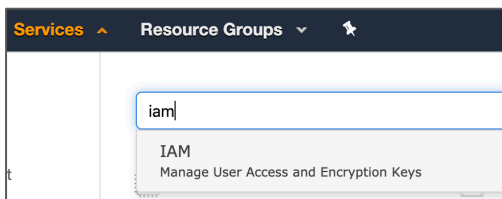
You are all set!

## Part 2: IAM (Identity and Access Management)

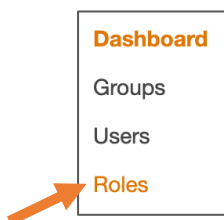
**Objective: Setting up the rights and permissions for your lambda function.**

By the end of this part, you should be able to navigate and understand where to set up restricted rights for services in AWS.

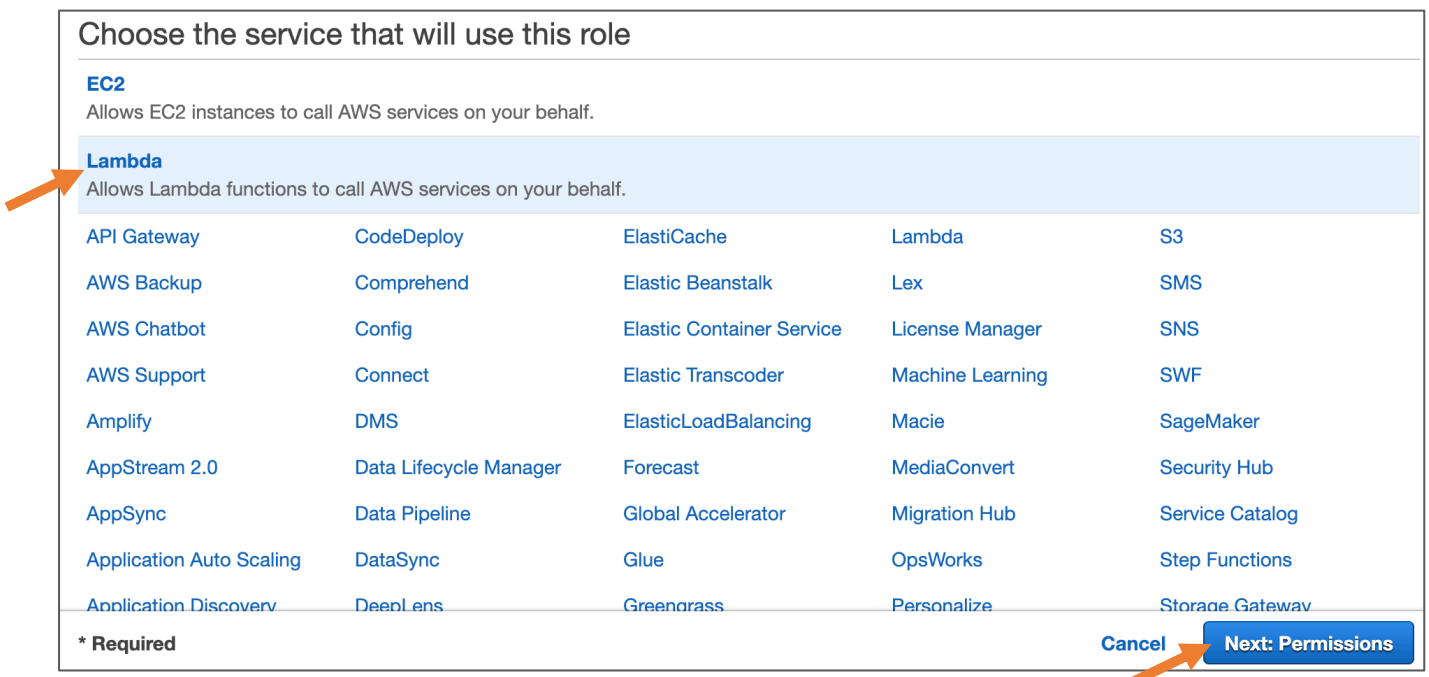
- 1) Navigate to management console. Enter in **IAM**.



- 2) On the left-hand column, click on **Roles**.



- 3) Click on the button in blue **Create Role**
- 4) Click on **Lambda** and click on **Next: Permission** button.



5) Select AdministratorAccess and click Next: Tags.

Filter policies ▾ Search Showing 569 results

	Policy name ▾	Used as	Description
<input checked="" type="checkbox"/>	AdministratorAccess	Permissions policy (1)	Provides full access to AWS services an...
<input type="checkbox"/>	AlexaForBusinessDeviceSetup	None	Provide device setup access to AlexaFor...
<input type="checkbox"/>	AlexaForBusinessFullAccess	None	Grants full access to AlexaForBusiness r...
<input type="checkbox"/>	AlexaForBusinessGatewayExecution	None	Provide gateway execution access to Al...
<input type="checkbox"/>	AlexaForBusinessNetworkProfileServicePolicy	None	This policy enables Alexa for Business to...
<input type="checkbox"/>	AlexaForBusinessReadOnlyAccess	None	Provide read only access to AlexaForBu...
<input type="checkbox"/>	AmazonAPIGatewayAdministrator	None	Provides full access to create/edit/delete...
<input type="checkbox"/>	AmazonAPIGatewayInvokeFullAccess	None	Provides full access to invoke APIs in A...

▸ Set permissions boundary

\* Required Cancel Previous **Next: Tags**

6) No need for any tags, click on **Next: Review**

7) Give the role a name **lambdaAdmin**. And go ahead with the creation of the role.

## Review

Provide the required information below and review this role before you create it.

**Role name\***

Use alphanumeric and '+,=,.,@,-\_' characters. Maximum 64 characters.

8) All set for your permission set up for the lambda function we are going to use later on!

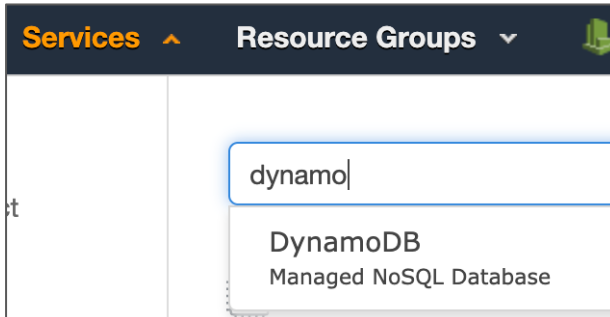


## Part 3: DynamoDB Table

### Objective: Simulating your CRM/contact information

By the end of this part, you would have a greater understanding on how we are simulating data that exists in your existing backend systems or CRM that you may have. We will be leveraging this table as a data dip point later on in the parts.

- 1) Go back into your management console. Search for **DynamoDB**. Click into it.



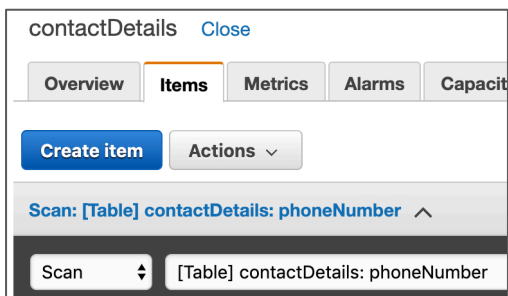
- 2) Click on [Create table](#)

- 3) Enter in **contactDetails** for the table name, and **phoneNumber** for the primary key. Click on the blue Create table at the bottom of the page. Table will take a short while to be created.

**\*NOTE:** Names are cap sensitive

A screenshot of the 'Create DynamoDB table' form. The form has a title 'Create DynamoDB table' and a description: 'DynamoDB is a schema-less database that only requires a table name and primary attributes that uniquely identify items, partition the data, and sort data within each p'. There are two main sections: 'Table name\*' with a text input field containing 'contactDetails' and an information icon; and 'Primary key\*' with a 'Partition key' section containing a text input field for 'phoneNumber' and a dropdown menu set to 'String', both with information icons. Below this is a checkbox labeled 'Add sort key' which is currently unchecked.

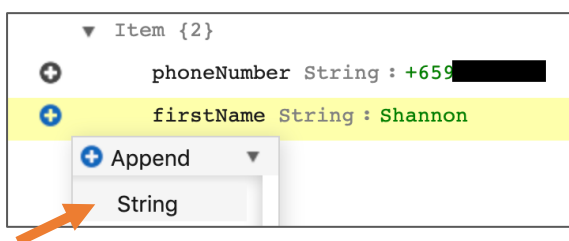
- 4) Create new line items in the table. Click on **Create item**.



- 5) Enter in your **phoneNumber**, **firstName** and **lastName**. To add more fields, click on the plus sign, Append and String.

Again, do take note that field names are cap sensitive. Input the country code and phone number without spacing.

Your table should look like the table on the right.



	phoneNumber	firstName	lastName
<input type="checkbox"/>	+658 [redacted]	Lili	Chan
<input type="checkbox"/>	+659 [redacted]	Shannon	Lim

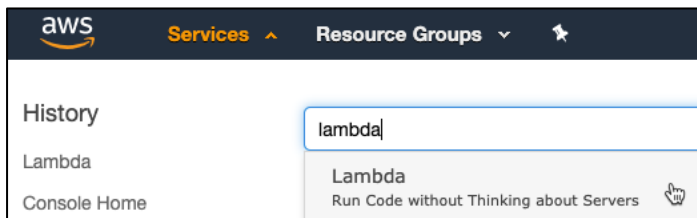
- 6) All set for your table! You can come back in to DynamnoDB add more lines or edit this table.

## Part 4: Lambda

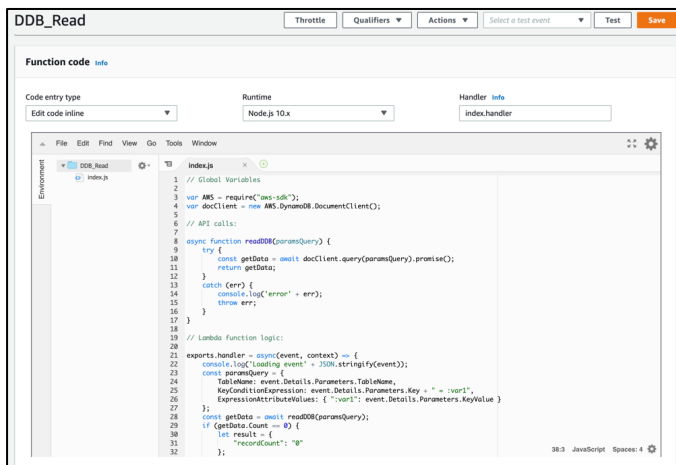
### Objective: Creating your first lambda code to do an API call out

Pulling in custom attributes from DynamoDB table by using lambda. Lambda is a service that lets you run codes without a need to provision or manage any servers. This will be the main way for you to run codes, data dip etc.

- 9) Go to your Amazon management console. Search for **Lambda**.

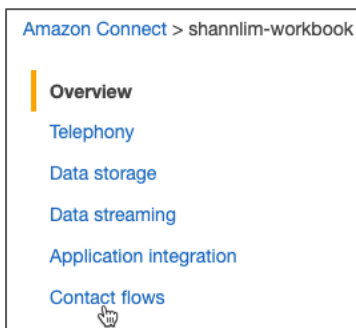


- 10) Click on the orange button on the right **Create function**.
- 11) Enter in function name of **DDB\_Read**. Or any name you prefer. Leave the runtime as **Node.js 10.x**.
- 12) Click on the arrow for the dropdown of Choose or create an execution role. Select Use an existing role
- 13) Select **lambdaAdmin** in the IAM section above which you have previously created.
- 14) Click on Create function
- 15) Go to <http://bit.ly/asean-codeshare>
- 16) Copy and paste the codes from line 1 to line 38.
- 17) Save the lambda function

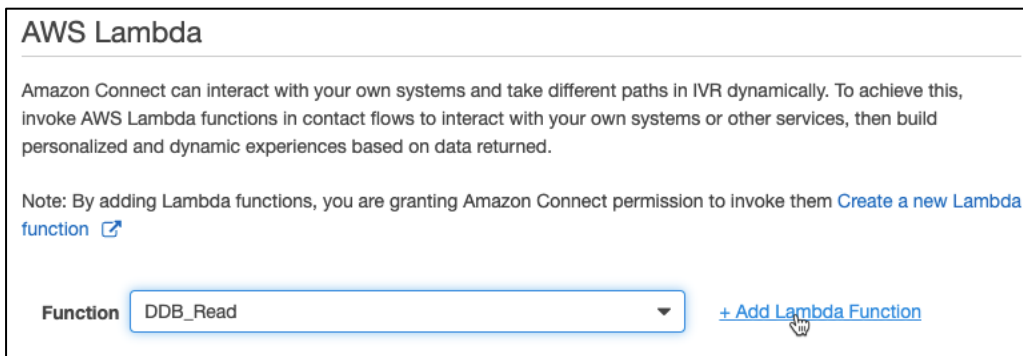


18) Go on to management console, select **Amazon Connect**

19) Click on Contact Flows



20) Scroll down and search for **AWS Lambda**. Add in the **DDB\_Read** function you have just created. And click **+ Add Lambda Function**

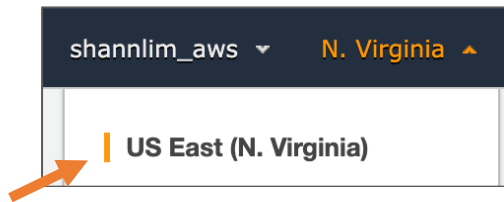


## Part 5: Create Amazon Connect Instance

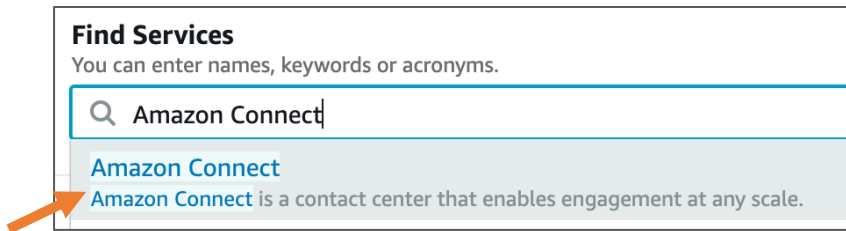
### Objective: Creating your very first Amazon Connect instance

By the end of this section, you will have created an Amazon Connect Instance on your AWS account. This instance will be used in future labs, so it is essential this section be completed in its entirety.

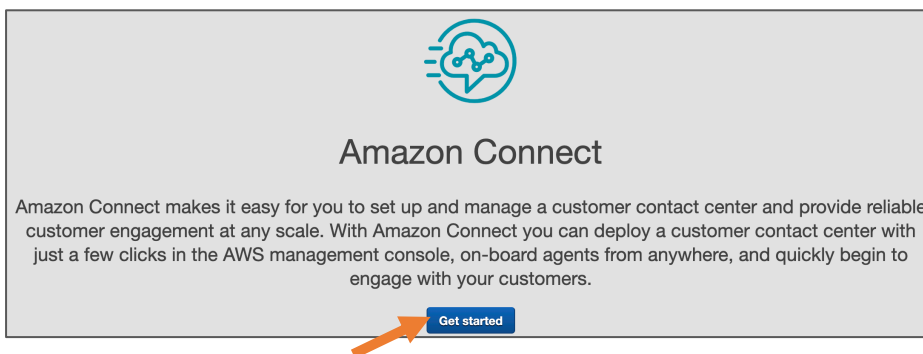
- 1) Check that you are in the US East (N. Virginia) region. If you are in other region, click on “US East (N. Virginia)”.



- 2) Within the AWS Search bar, type **Amazon Connect** and click the header that appears.



- 3) If this is your first time navigating to Amazon Connect, click **Getting Started**. Otherwise, you will see a list of instances that have already been built with an **Add an Instance** button. Click either **Add an Instance** or **Getting Started**.



- 4) Leave the **Store users within Amazon Connect** selected and name your Amazon Connect Instance. Click **Next** to continue.  
**NOTE:** Amazon Connect Instances require globally unique names. Select a unique name else it will be rejected.
- 5) Enter your name and password.  
The next screen asks for you to enter a local Administrator for your Amazon Connect instance. For simplicity, enter the same credentials used for the AWS Account login. Click **Next Step**

- 6) Leave the Inbound and Outbound options checked and click **Next Step**.

Incoming calls

☒ I want to handle **incoming** calls with Amazon Connect

Outbound calls

☒ I want to make **outbound** calls with Amazon Connect

Note: You can set which users can place outbound calls in user permissions.

- 7) Click **Next Step**

The Data Storage screen allows you to customize where call reports and recording are to be stored. To explore the details of these settings, click Customize Settings, else move along and click Next Step.

- 8) Review the details listed on the final confirmation screen and click **Create Instance**.

- 9) Once complete, click **Getting Started** on the success page.

- 10) The creation process will begin and take about 2 minutes to complete. Once complete you will have a fully enabled Amazon Connect contact center instance ready for configuration and calls.

Success!

Your Amazon Connect has been created.

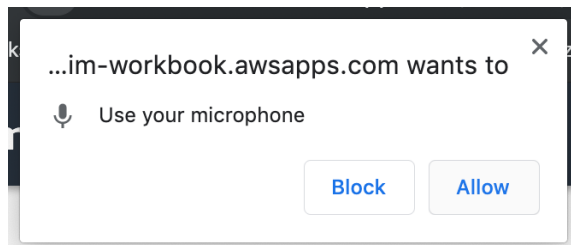
Now you can begin to choose phone numbers, accept calls, and engage with your customers.

Get started

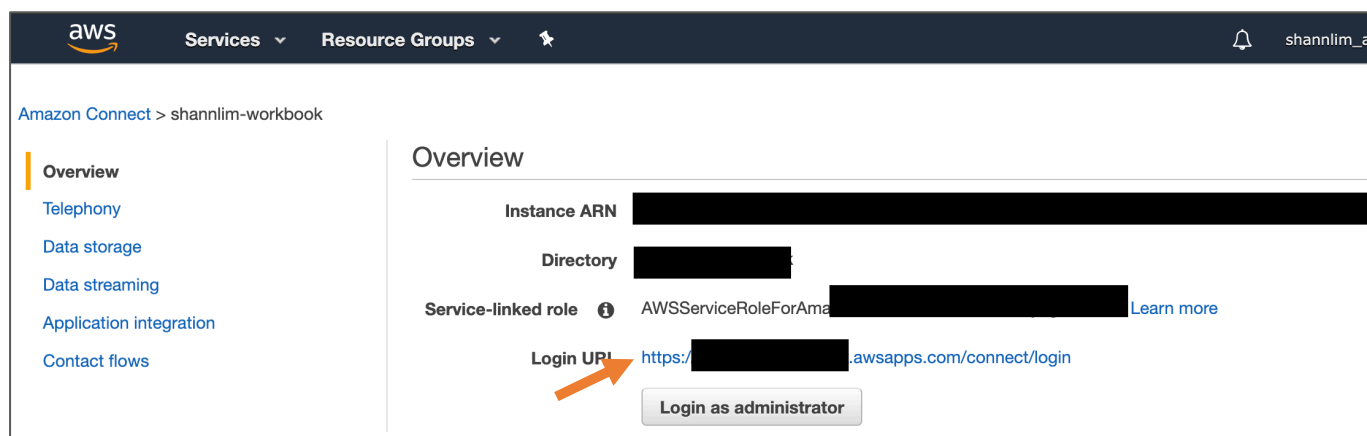
## Part 6: Configuring Amazon Connect

### Objective: Setting up your Amazon Connect instance

**NOTE:** If the popup appears, please click on Allow.



- 1) Go to Management Console. Click on Amazon Connect.
- 2) Navigate to the URL created for your Amazon Connect instance and click to log in. Use the administrative username and password configured during deployment.

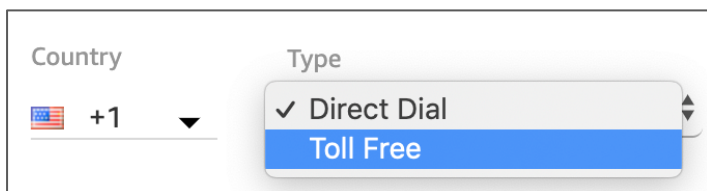


## Part 6.1: Claim number

Amazon Connect supports numbers claimed directly for the service. Numbers claimed will become linked to a contact flow (“IVR”) once saved. Amazon Connect includes several default IVR’s which will be referenced, for now, until we are ready to build our own IVR for use.

- 1) Navigate to the Routing > Phone Number section
- 2) Click Claim a number

Select either **Toll Free** or **DID**. Select **United States** for country. Choose a number listed.



The screenshot shows a form with two dropdown menus. The first dropdown, labeled 'Country', is set to 'United States' with a '+1' prefix. The second dropdown, labeled 'Type', is open and shows two options: 'Direct Dial' (which has a checkmark) and 'Toll Free' (which is highlighted in blue).



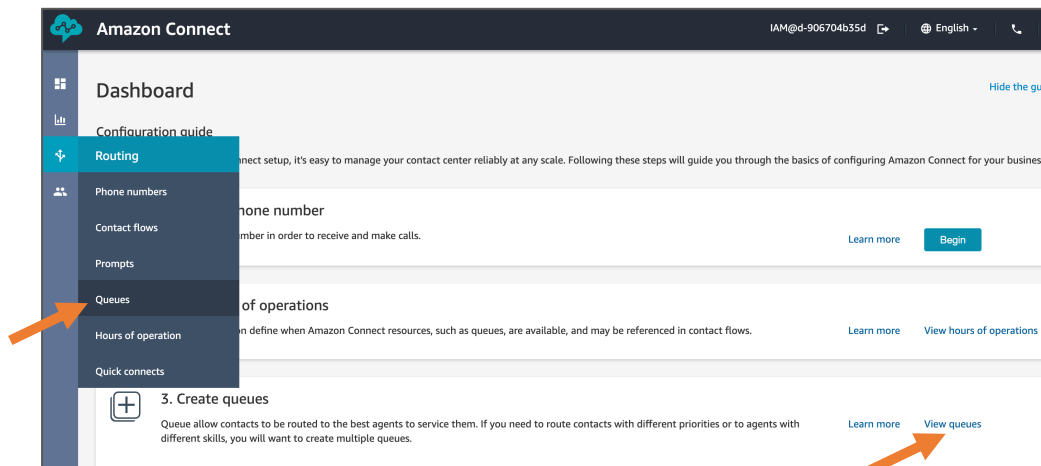
## Part 6.2: Queues

### Objective: Creating Queues for calls to be routed to and queues for agents to work.

By the end of this lab, you will have created a series of queues that calls that enter Amazon Connect can be routed to. You also will have been introduced to the concept of Routing Profiles and better understand how these profiles are applied to agents and used when making call routing decisions.

Amazon Connect implements the concept of Routing Profiles. A routing profile is a collection of created queues that are arranged based on priority and differing delay values. Once a routing profile is created, it becomes easy to assign this profile to an agent who inherits the queues contained within the profile. Pending calls become available for agents based on priority and delay values configured within the routing profile. Routing Profiles make it easy to make bulk changes that impact many users with a single configuration change. Sudden changes in call volume can be addressed by adjusting delay values that traditional would require rebasing in order to compensate for the sudden increase in call volume. Lastly, routing profile values are limited to the discrete queues that have been created. This prevents significant overhead common in skills management and allows routing administrators and IVR administrators collaboration when designing a customer-centric contact center.

- 1) Two ways of navigating to Queues. and navigate to the **Routing > Queues** section



- 2) Notice the **Basic Queue** option. Amazon Connect comes preconfigured with a sample queue to help get started. Leave this alone and select Add new queue.
- 3) Queue names should reflect the skills required to solve problems. When naming, ensure the name aligns with the skill required for agents who work this queue. For example, if agents are expected to have knowledge in general credit card questions, name your queue **General Credit Card** questions. However, if you'd like to separate agents who have specialized skills, such as **Lost or Stolen cards**, name it accordingly.

In our example, we'll be building several queues.

Enter a **description** for your queue.

Hours of Operation are required; for now, select **Basic Hours**

A callback number of the queue is also required in case configured to allow callbacks. Select this box and choose the number listed. This number is the one created in Part 6.1.

The screenshot shows the 'Add new queue' form in the AWS IAM console. It has a light gray border and a white background. The form is divided into two main sections. The top section contains the 'Name' and 'Description' fields. The 'Name' field is labeled 'General Credit Card'. The 'Description' field is labeled 'General credit card questions' and has a character count '221 of 250 characters remaining.' below it. The bottom section is divided into two columns. The left column contains the 'Hours of operation' field, which is a dropdown menu currently showing 'Basic Hours'. The right column contains the 'Outbound caller ID name' and 'Outbound caller ID number' fields. The 'Outbound caller ID name' field is labeled 'Enter the callback name' and has a sub-label 'The name that will show up on the customer's phone'. The 'Outbound caller ID number' field is labeled 'Search for phone number' and has a dropdown arrow on the right. Four orange arrows point to the 'Name', 'Description', 'Hours of operation', and 'Outbound caller ID number' fields.

Name  
General Credit Card

Description  
General credit card questions  
221 of 250 characters remaining.

Hours of operation  
Basic Hours x ▾

Outbound caller ID name  
Enter the callback name  
The name that will show up on the customer's phone

Outbound caller ID number  
Search for phone number ▾

Leave the remaining options as they are and click **Add new queue**

Repeat this process for the queues listed below. By the end, you should have **3** discrete queues configured for use.

- 4) Repeat step 3. For 2 other queues with queue names below.
  - a. General Credit Card
  - b. Fraud Assistance
  - c. Technical Assistance

## Part 6.3: Routing Profiles (Optional)

### Objective: Configuring routing profiles

Gives an understanding of how to configure agents to the queues.

We'll create 3 different routing profiles with the below agent workflows:

- **Generalized** - Agents who are generalists and front-line support.
- **Specialized** - Agents who only work specialized calls.
- **Escalations** - Agents who primarily work escalations

- 1) Navigate to Users > Routing Profiles
- 2) Notice the Basic Routing Profile included. Like with Basic Queue, Amazon Connect includes a Basic Routing Profile to assist getting started. Create your own profile by clicking **Add new profile**
- 3) Enter a **Name** for the profile and **Description**. Start with **Generalized** and the description below.
- 4) Continue for the remaining two queues.

Queue Name	Routing Profile
General Credit Card	Generalized
Fraud Assistance	Escalations
Technical Assistance	Specialized

Name	Priority
<input type="checkbox"/> Fraud Assistance	1
<input type="checkbox"/> Search for queue ▼	1
Default outbound queue	
Fraud Assistance	x ▼

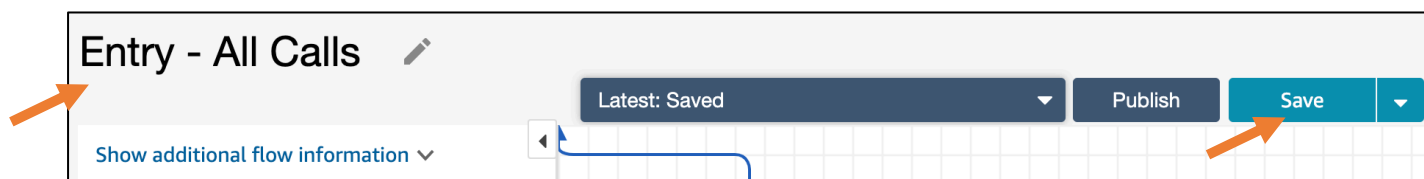
## Part 6.4: Contact Flow

### Objective: Understand contact flow creation and working with data

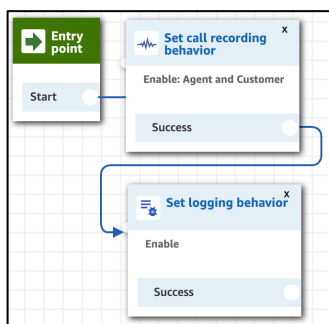
By the end of this section, you would have created a whole contact flow from scratch and understand how to leverage lambda to data dip whenever needed.

In this section, we'll create a basic customer contact flow that can be used for a phone number claimed on Amazon Connect. This flow will greet a caller, prompt for simple DTMF entry of digits, and end. This serves as the basis of getting started with contact flow design in Amazon Connect.

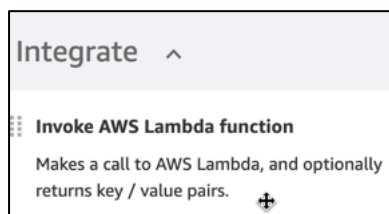
- 1) Routing > **Contact Flow**
- 2) Click **Create Contact Flow**
- 3) Enter a Name of **Entry – All Calls** or something similar. Enter a description of your choice and click **Save**.



- 4) Notice the green **Entry Point** box now has a line added. Start adding blocks to build the contact flow from the left and connect the lines to blocks.
- 5) Expand the **Interact** group and click and drag the **Set call recording behavior** and **Set logging behavior** blocks to the canvas.



- 6) On the left column of options, drag out **Invoke AWS Lambda function**.



- 7) Select the lambda function you have created. **DDB\_Read**.

- 8) Click on **Add a parameter**. Add in the destination key and value as below.

The image shows two screenshots of the 'Add a parameter' dialog box. The left screenshot shows the 'Use text' option selected. The 'Destination key' is 'TableName' and the 'Value' is 'contactDetails'. The right screenshot shows the 'Use attribute' option selected. The 'Destination key' is 'KeyValue', the 'Type' is 'System', and the 'Attribute' is 'Customer Number'.

- 9) You should have 3 parameters as seen above. Note that the destination key and value is cap sensitive.

TableName is the table name of the DynamoDB table you have created in Part 5 above.

phoneNumber is the key name of your DynamoDB table.

And we are using the system attribute of incoming call number as the search key.

- 10) Drag over the **Get customer input** box.
- 11) Click on the box on the canvas and a sidebar of options will appear for this block. Select **Text to Speech (Ad hoc)**. Enter a greeting text of as follows.

***Hello \$.External.firstName, how can we help you today? For general enquiries, please press 1. If you believe you are a victim of fraud, please press 2. For technical assistance, please press 3. For all other enquiries, please press 0.***

Plays an audio prompt and branches based on DTMF or Amazon Lex intents. The audio prompt is interruptible when using DTMF.

☐ Select from the prompt library (audio)

☒ Text to speech (Ad hoc)

☒ Enter text

Hello \$.External.firstName, how can we help you today?  
For general enquiries, please press 1. If you believe you are a victim of fraud, please press 2. For technical assistance, please press 3. For all other enquiries, please press 0.

☐ Enter dynamically

Interpret as

Text

- 12) Do not close this box—scroll down within the block until you see the **DTMF** header and the link **Add another condition**. Click this link four times and enter **1** in the first line, **2** in the second, **3** in the third, **0** in the fourth. Click **Save**.

Set timeout (Minimum one second)

5 seconds

Option:

x 1

Option:

x 2

Option:

x 3

Option:

x 0

Take note of \$.External.attribute section. For more information. Read here: <https://docs.aws.amazon.com/connect/latest/adminguide/using-contact-attributes.html>

- 13) On the left-hand side options, under the Set options. Drag and pull out **Set working queue** block. Go ahead and set the block to a **General Credit Card** queue.

**Set working queue** [X]

Specifies the queue to be used when Transfer to queue is invoked.

A queue must be specified prior to invoking Transfer to queue. It's also the default queue for checking attributes, such as: staffing, queue status, and hours of operation.

Outputs:

- ☒ By queue
  - ☒ Select a queue
 

General Credit Card [X]
 
    - BasicQueue
    - Fraud Assistance
    - General Credit Card**
    - Technical Assistance
- ☐ By

14) Repeat step 13 by pulling out two other **Set working queue** block and setting them respectively for **Fraud Assistance** and **Technical Assistance**.

15) Connect option 1 to the General Credit Card block.

Connect option 2 to the Fraud Assistance block.

Connect option 3 to the technical assistance.

16) Drag the Play prompt block and enter in the following text.

***Routing you to our next best available agent.***

**Interact** ^

- Play prompt**  
Plays audio.

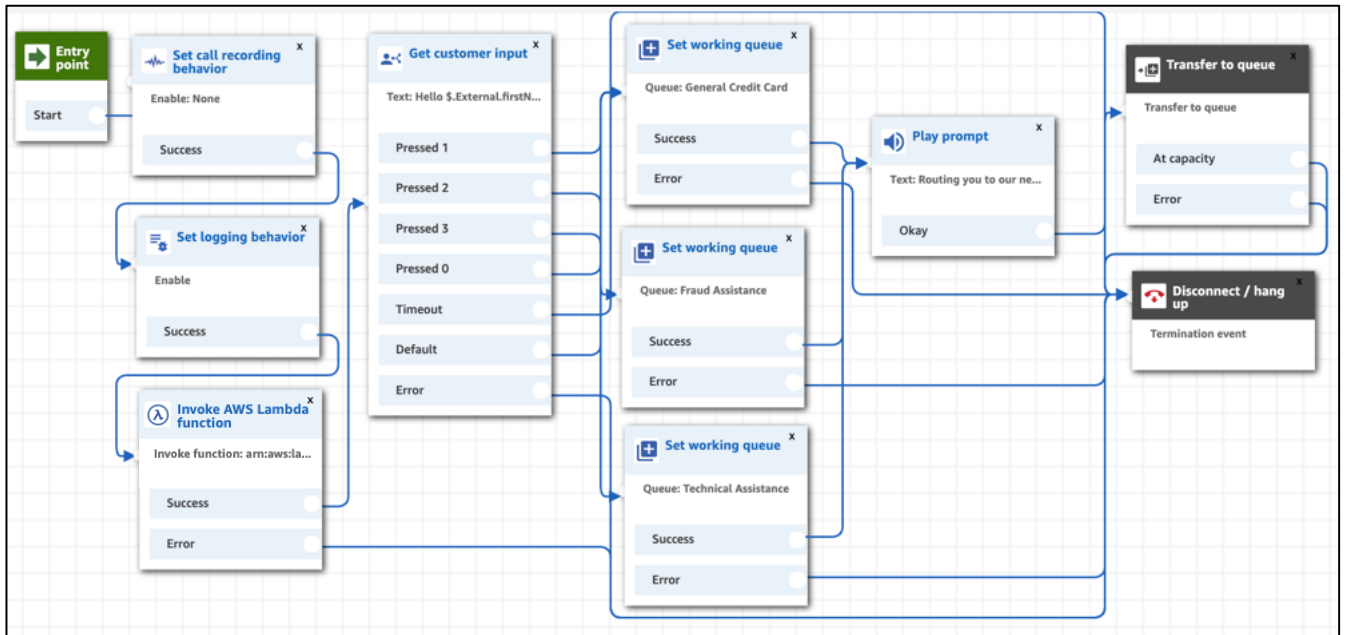
**Prompt**

- ☐ Select from the prompt library (audio)
- ☒ Text to speech (Ad hoc)
  - ☒ Enter text
 

Routing you to our next best available agent.

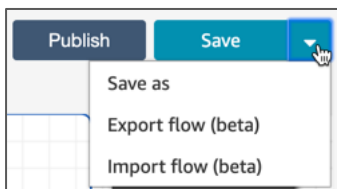
17) Connect the 3 **Set working queue** blocks to the **Play prompt** block you have just created.

- 18) Pull out a **Transfer to queue** block and have all three successful option from **Set working queue** block go to this **Transfer to queue** block.
- 19) Contact require all nodes to be connected. For all other failure options or time out options, drag out and connect them to the **Disconnect / hang up** block.
- 20) Your contact flow should look like below. (Or a more organized version ☺)



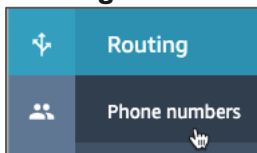
- 21) We now need to publish our contact flow so it becomes live. Click the **drop-down arrow** and select **Save**. Select **Publish** if there are no errors.

If there are errors, check that all nodes is connected.



Note: You can important and export flows for sharing and archival purposes.

- 22) We need to now change our claimed phone number to use this contact flow. Navigate to **Routing > Phone Numbers**. Click onto the number claimed.



- 23) Under **Contact flow/ IVR**, change this setting to the name of our Contact flow (**Entry – All Calls**)
- 24) Click **Save**.



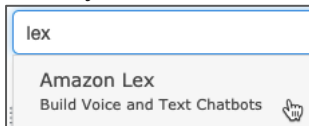
25) Dial this number and listen to the interaction. Check that flow is as you have set up. Notice how the call is put into queue for an agent. Since we have no agents working, it will remain in queue until you disconnect.

26) Congratulations on your first successful contact flow!

## Part 7: Creating Amazon Lex

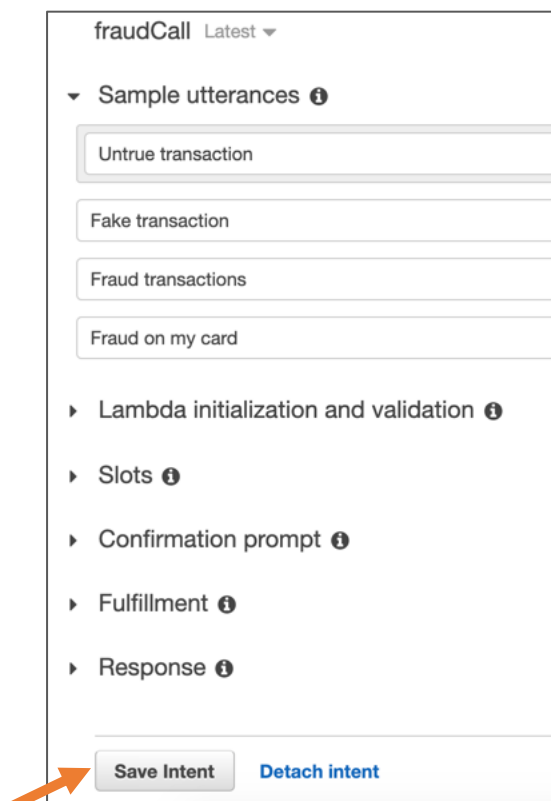
### Objective: Creating your first Lex bot

- 1) Go to your Amazon management console. Search for **Amazon Lex**.

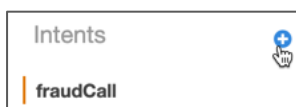


- 2) Go ahead and click on **Get Started**.
- 3) Select **Custom bot**. Enter in your bot's name. I have used **financeBot** here in this example. Use any output voice you prefer and a session timeout. **No** for COPPA. Then click on the Create button.

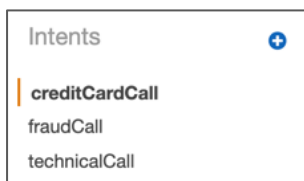
- 4) Click on the + Create Intent button to create your first intent. Select Create Intent.
- 5) We will be creating 3 intents in total. We want our caller to say what the call is about instead of using DTMF. This will replace the DTMP menu option in the contact flow we have created earlier. Enter in an intent name of **fraudCall**.
- 6) Under sample utterance. Enter in what caller would say if their intention is to say they are calling for Fraud. Below is a sample of what you can enter in. You can enter in more if you have!



- 7) Do remember to **Save the Intent**.
- 8) Go ahead and create the other two intent



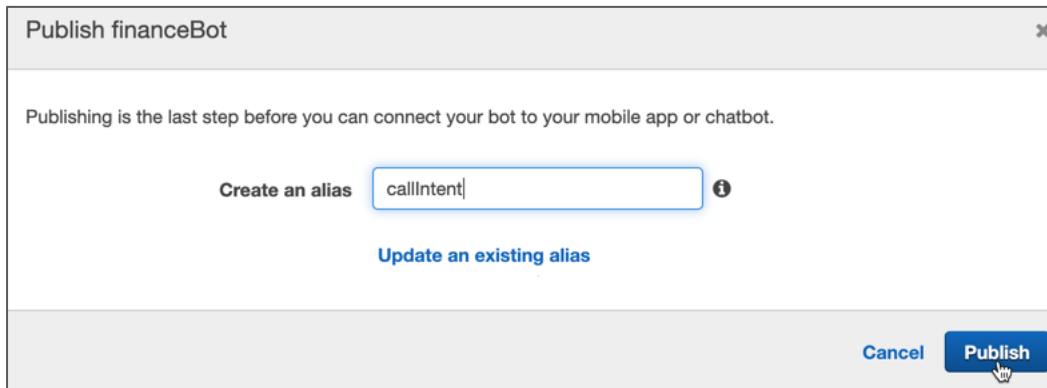
- 9) Name the intent **TechnicalCall**. go ahead and do the same as step 6 above. Enter in what the caller would usually say if they are calling for technical help. Save it.
- 10) For the last intent, name it **creditCardCall**. And do the same as step 9.



- 11) On the top right hand side of the page. You can see the Build and Public buttons. Go ahead to **Build** the bot.



- 12) Then **Build** the bot. It will ask for an alias. Enter in **callIntent**. Go ahead and click on the **Publish** button.



Publish financeBot

Publishing is the last step before you can connect your bot to your mobile app or chatbot.

Create an alias

[Update an existing alias](#)

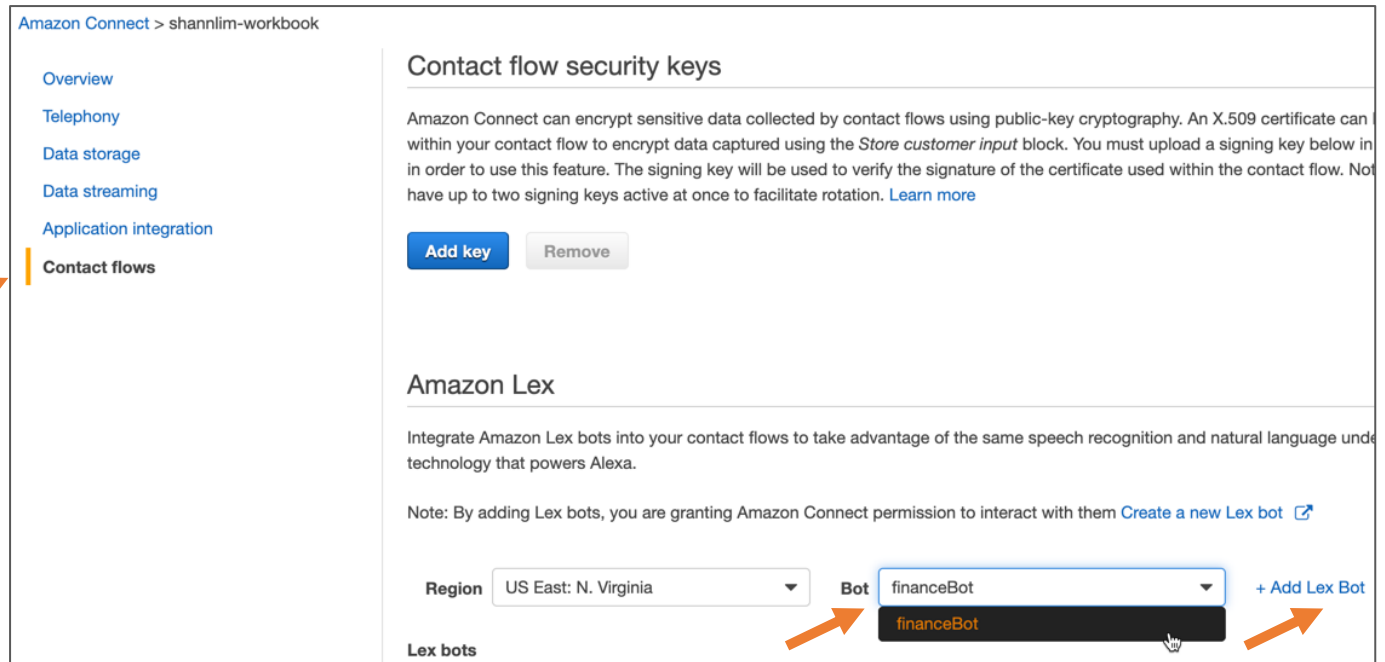
[Cancel](#) [Publish](#)

- 13) It will give you a successful message and you're all set!

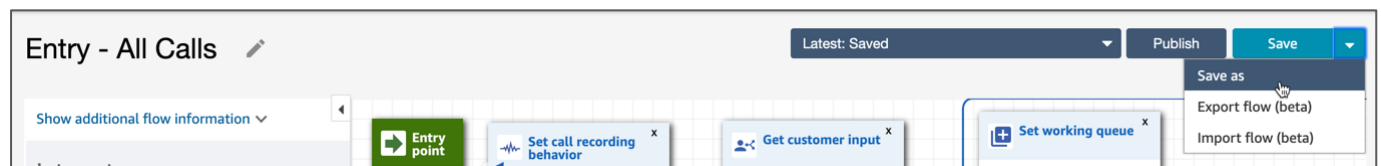
## Part 8: Leveraging Amazon Lex

### Objective: Understanding and working with Amazon Lex, our voice bot

By the end of this section, you would have edited the DTMF contact flow you have created and leveraged Amazon Lex.

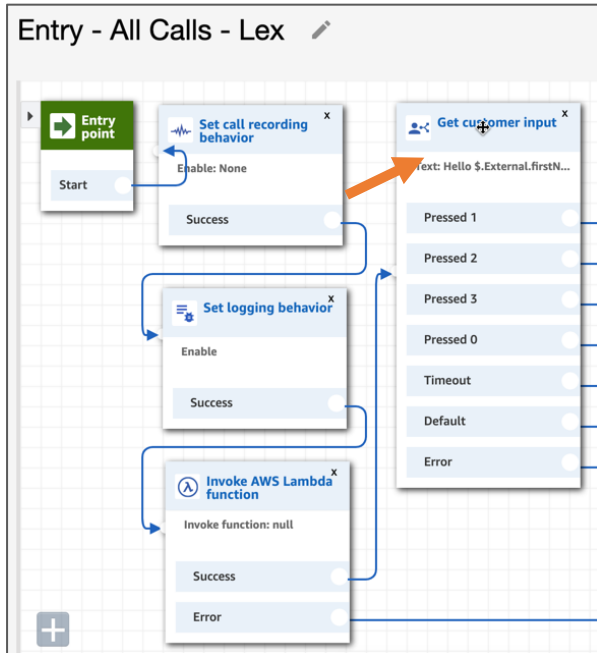


- 1) Go in to your management console. Click in to **Contact flows**. Add in the bot you have just published. And importantly, click on **+ Add Lex Bot**.
- 2) Go into your call flow. Save as **Entry – All Calls – Lex** or something similar to differentiate it from your DTMF contact flow.
- 3) Click into your existing **Invoke AWS lambda** block. You would have to re-enter all the variable as you have did so earlier. Refer to part 6.4 above.



- 4) In your first **Get customer input** block, click in to it and change the text to

**Hello \$.External.firstName, how can we help you today? For general credit card enquiries, please say credit card. If you believe you are a victim of fraud, please say fraud transactions. For technical assistance, please say technical help. For all other enquiries, please hold.**



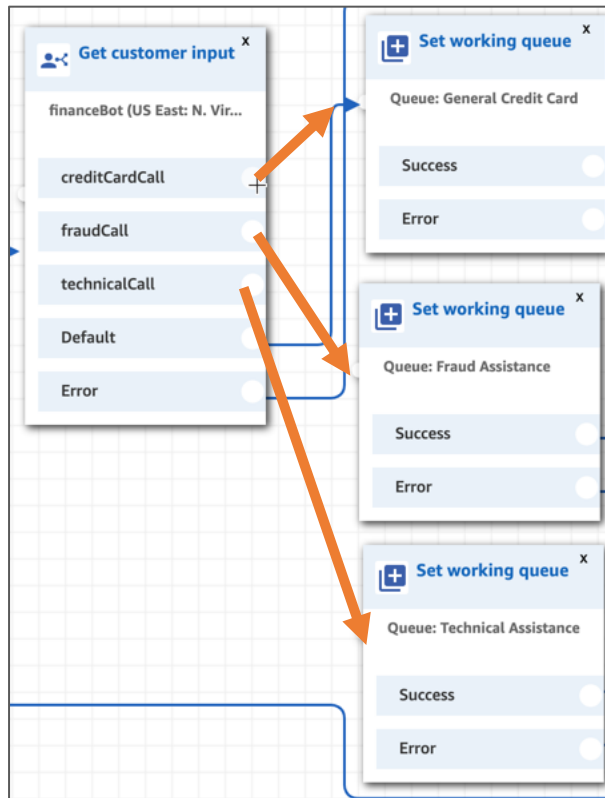
- 5) Scroll down the edit section of the block. You will see **Amazon Lex** as another tab beside DTMF. Click into it. Your bot should appear in the picklist. Select it. You gave the intents an alias earlier in the Lex section. Enter in **callIntent** if you did not change the workbook's recommended alias.

Enter in the names of the intent you have created earlier in Lex. Go ahead and save it.

DTMF	Amazon Lex
Configure the branches that a customer can choose based on their intent.	
Lex bot	
Name	
financeBot (US East: N. Virginia) x v	
Alias	
callIntent	

Intents	
x	creditCardCall
x	fraudCall
x	technicalCall

- 6) Go ahead and connect the nodes to the right blocks as it was for DTMF.

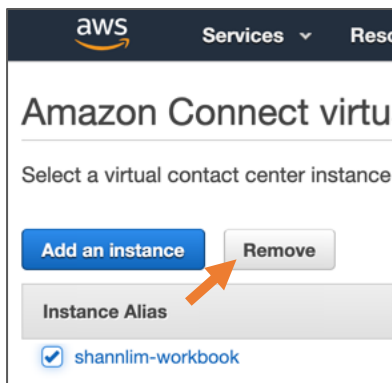


7) Publish it. And test it out!

## Part 9: Deleting account

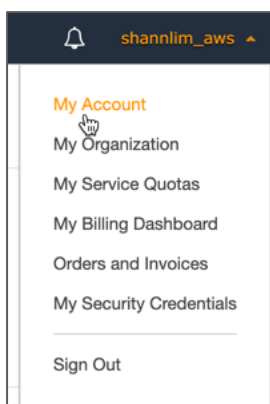
**Objective:** Delete your account to prevent any incidental costs.

- 1) Go into your management console. Search and click into **Amazon Connect**.
- 2) You will be able to delete your account from there.



IF you would like to delete your entire AWS account.

- 1) On the right hand side, click on your account name with the drop down of **My Account**.





- 2) Scroll to the very bottom of the **My Account** page. You will be able to close off your entire AWS account from here.

Close Account

☒ I understand that by clicking this checkbox, I am closing my AWS account. The closure of my AWS account serves as notice to AWS that I wish to terminate the AWS Customer Agreement or any other agreement with AWS that governs my AWS account, solely with respect to that AWS account.

Monthly usage of certain AWS services is calculated and billed at the beginning of the following month. If I have used these types of services this month, then at the beginning of next month I will receive a bill for usage that occurred prior to termination of my account. In addition, if I have any active subscriptions (such as a Reserved Instance for which I have elected to pay in monthly installments), then even after my account is closed I may continue to be billed for the subscription until the subscription expires or is sold in accordance with the terms governing the subscription.

I acknowledge that I may reopen my AWS account only within 90 days of my account closure (the "Post-Closure Period"). If I reopen my account during the Post-Closure Period, I may be charged for any AWS services that were not terminated before I closed my account. If I reopen my AWS account, I agree that the same terms will govern my access to and use of AWS services through my reopened AWS account.

If I choose not to reopen my account after the Post-Closure Period, any content remaining in my AWS account will be deleted. For more information, please see the [Amazon Web Services Account Closure page](#).

☒ I understand that after the Post-Closure Period I will no longer be able to reopen my closed account.

☒ I understand that after the Post-Closure Period I will no longer be able to access the Billing Console to download past bills and tax invoices.

If you wish to [download any statements you can do so here](#). Select the month and expand the summary section to download the payment invoices and/or tax documents.

☒ I understand that after the Post-Closure Period I will not be able to create a new AWS account with the email address currently associated with this account.

If you wish to update your e-mail address, [follow the directions here](#).

Close Account

Thank you for going through the workshop guide with us! Keep building!