Enabling speech analysis using Contact Lens

Installation and User Guide

Version 2.2 [Mar 2021]

VoiceFoundry

Table of Contents

1 Introduction

Follow these steps to enable speech analysis using Contact Lens and have the following results attached to your tickets:

- Call transcription
- Customer and agent sentiment
- Categories based on rules set within Contact Lens
- Conversation characteristics

⚠ NOTE: pay-as-you-go charges apply if you enable Contact Lens in your Amazon Connect instance.

1.1 Deprecation of the previous version of speech analysis

Since v1.1 of the app, we have provided an option to display a mini app within your Zendesk instance with real-time speech analysis and have the speech analysis attached to your tickets. With the release of Contact Lens we will be moving away from using this mini app to solely providing speech analysis through Contact Lens. As such, if you are using the mini app for your speech analysis, we highly recommend moving across to using Contact Lens as soon as possible as we are looking to remove the mini app functionality in our next release. For more information please contact zendeskconnect@voicefoundry.com.au.

1.1.1 Removing the previous version of speech analysis from your AWS account

If you have the previous version of speech analysis installed in your AWS account, we strongly recommend uninstalling this feature before enabling speech analysis with Contact Lens. While the two versions of speech analysis shouldn't impact each others functionality, you will end up with two sets of speech analysis being attached to your tickets. Follow the below steps to remove the previous version of speech analysis.

1. Delete the CloudFormation stack that you would have installed for the previous version of speech analysis. You will be prompted to first delete the S3 buckets that were created during this stack. If you want to keep the files stored within these S3 buckets, first transfer them across to another location before deleting the buckets.
2. In your contact flow, remove the lambda functions that were created in the above stack.
3. In your contact flow, remove the `speech_analysis` contact attribute.

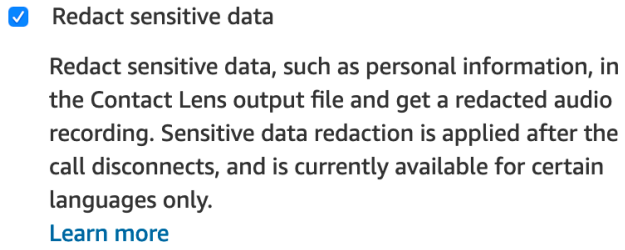
2 Enabling Contact Lens in Amazon Connect

In order to have speech analysis from Contact Lens appended to your tickets, you will need to first enable Contact Lens in your Amazon Connect instance.

If Contact Lens has yet to be enabled in your Amazon Connect instance, please follow the instructions in the below link.

- Enable Contact Lens for Amazon Connect

NOTE: The Amazon Connect app for Zendesk only supports analysis of **redacted** call recordings. As such please ensure that the following checkbox is ticked within the *Set recording and analytics behaviour* block in your inbound and outbound contact flows, otherwise you will not be able to attach Contact Lens' speech analysis to any of your tickets.



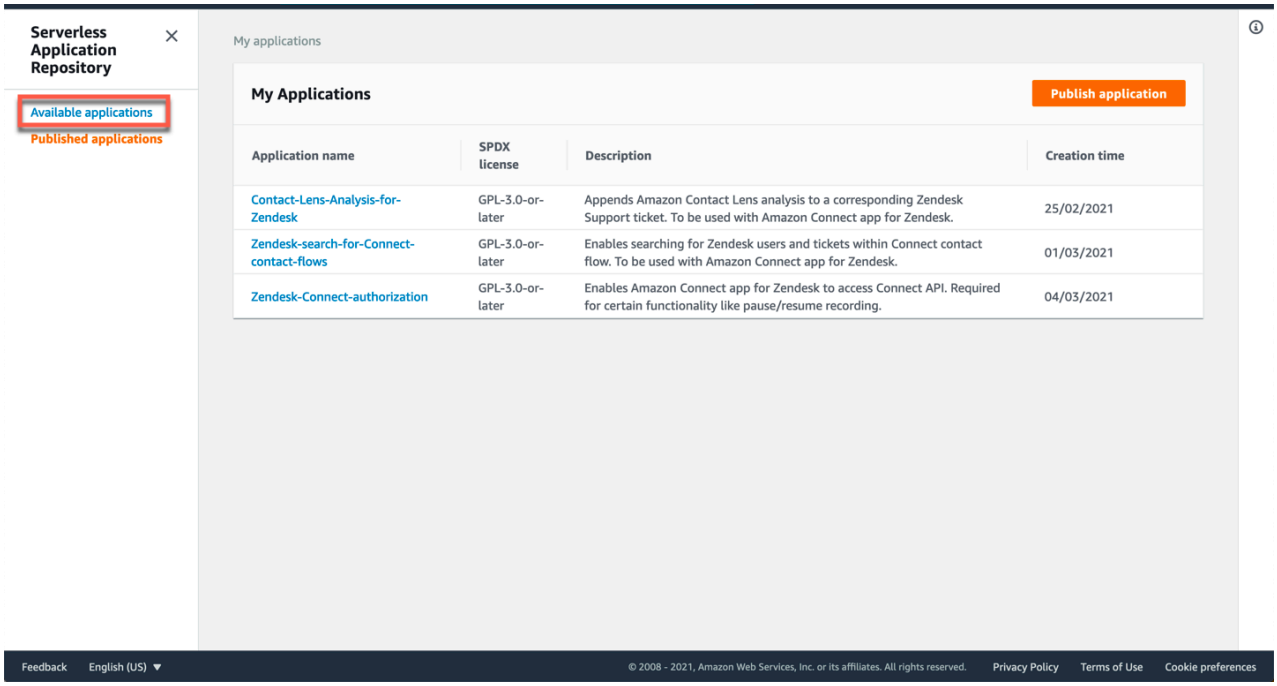
3 Installation guide

To enable this feature you will need to install a serverless application within the AWS Serverless Application Repository.

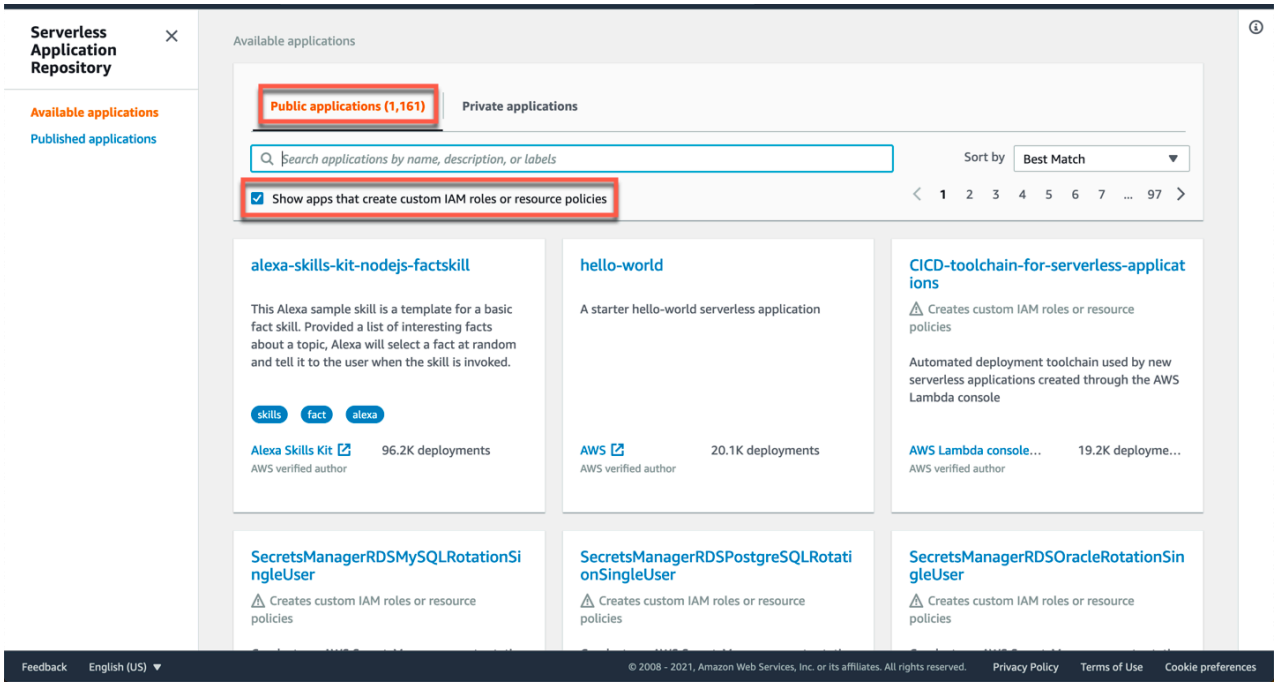
Sign in to your AWS account, then search for and select the *Serverless Application Repository* service.

> ⚠ Make sure you are in the same region as your Connect instance.

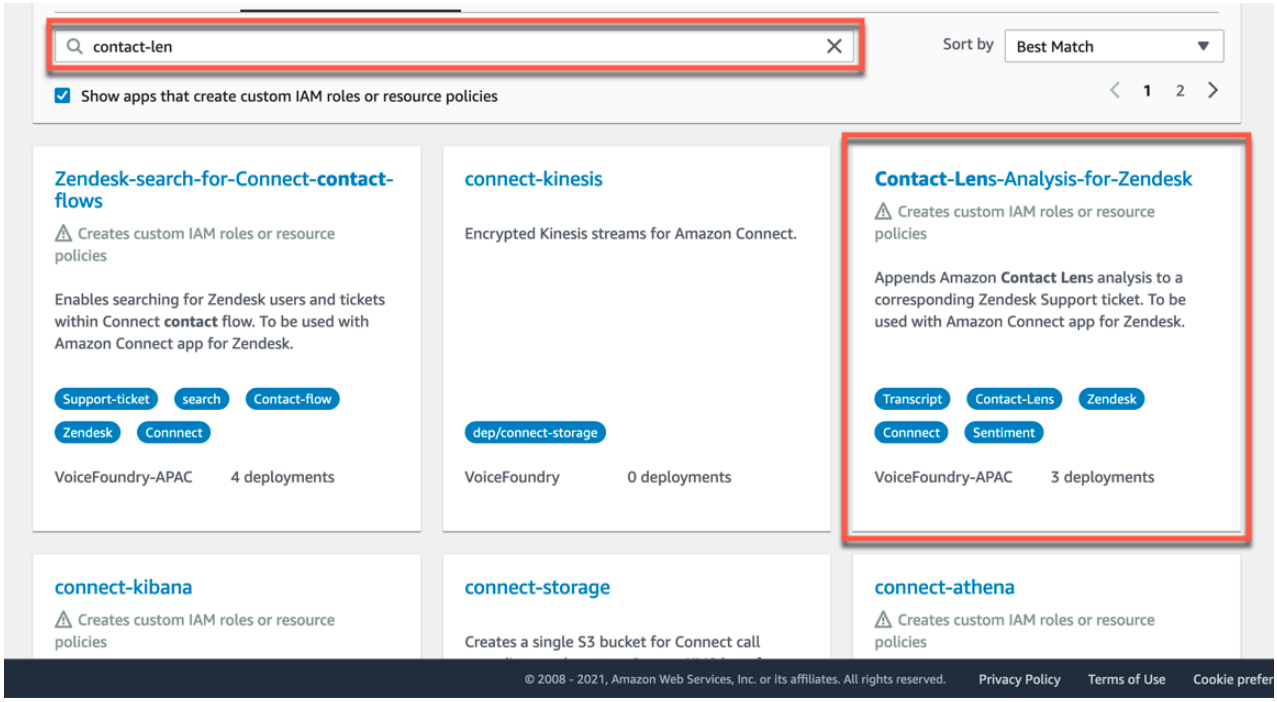
Click on *Available applications*.



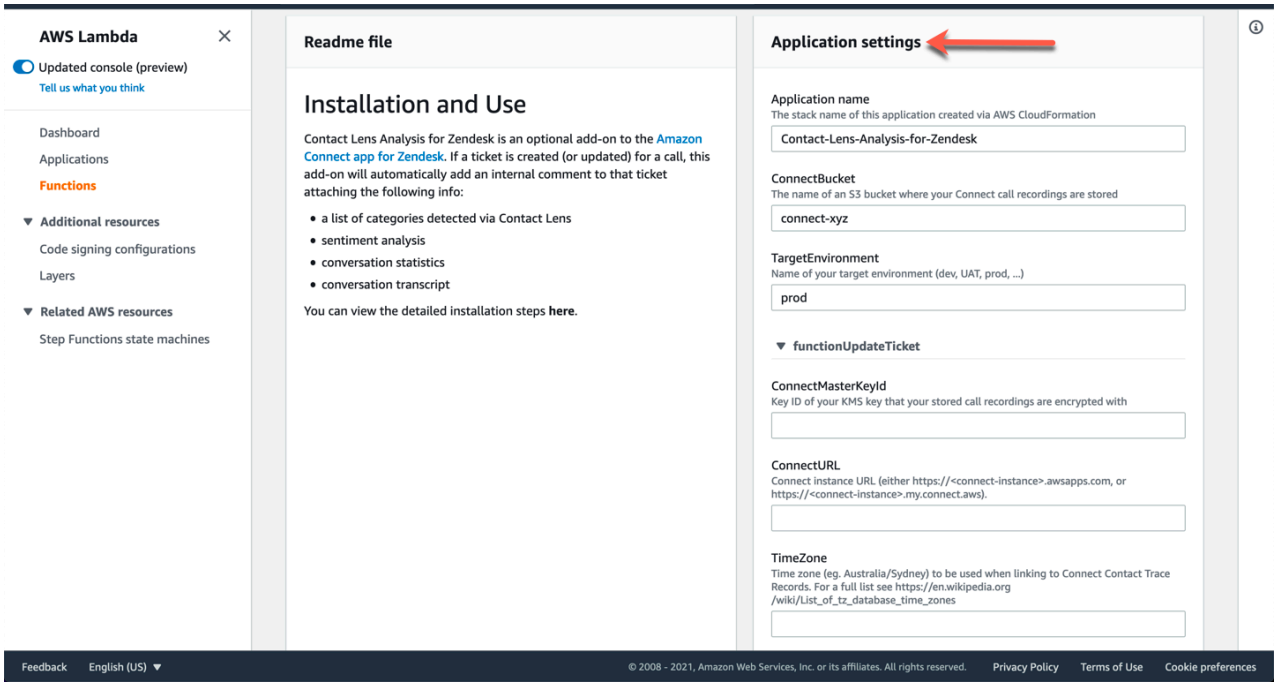
Under *Public applications*, select the checkbox *Show apps that create custom IAM roles or resource policies*.



Search for and select *Contact-Lens-Analysis-for-Zendesk*.

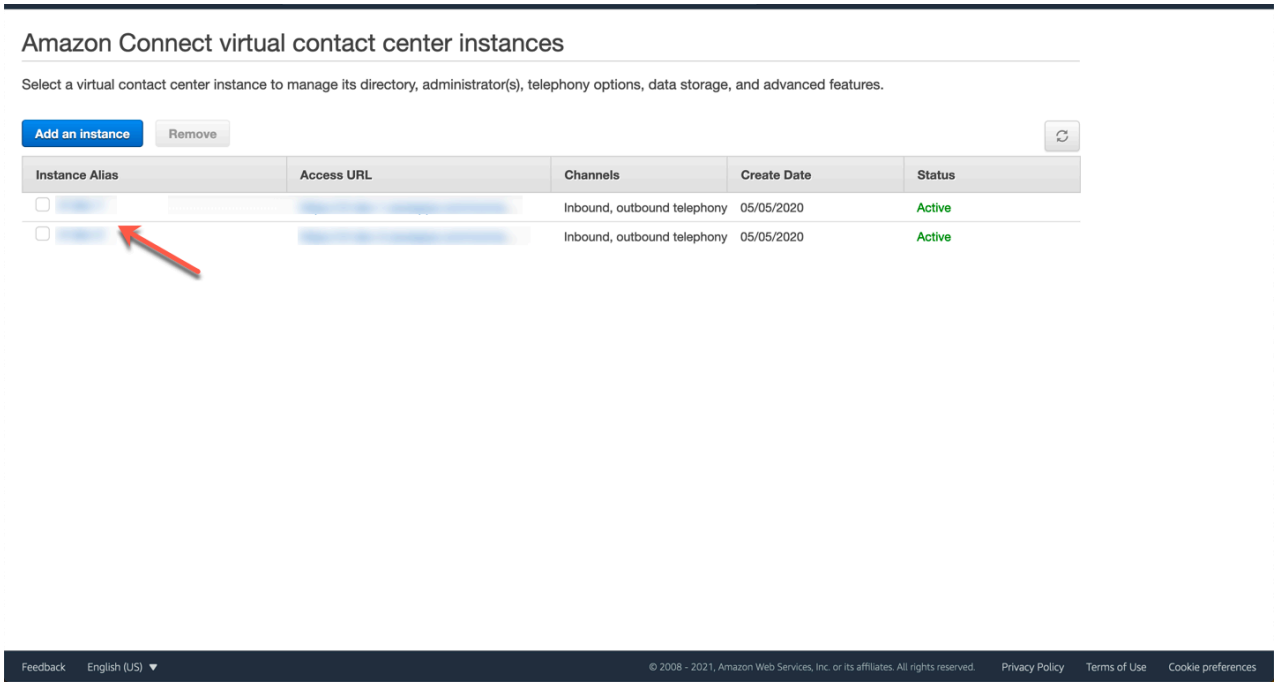


Scroll down to *Application settings* and enter the following information:

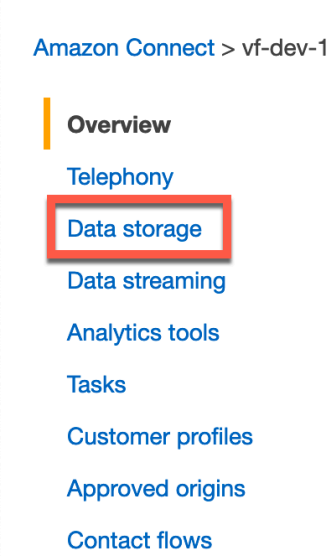


Application name
Leave this name as is.

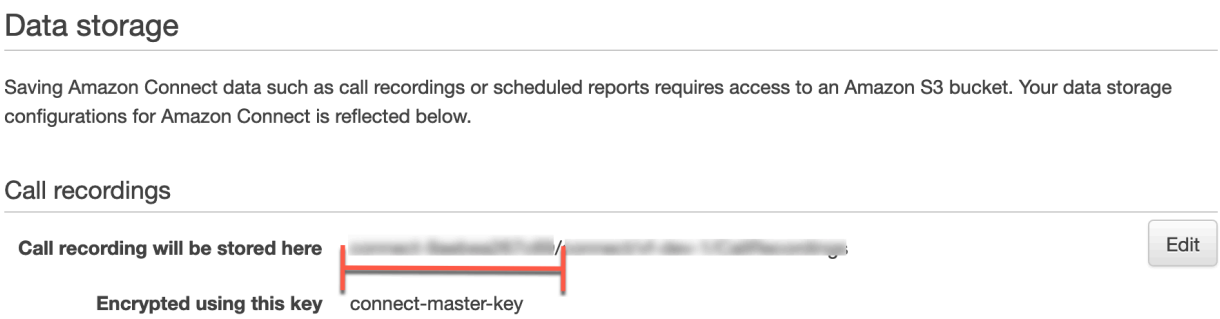
ConnectBucket
You will need to enter the name of the S3 bucket that call recordings from your Connect instance are being stored in. To find the name of the S3 bucket for your Connect instance, search for and select *Amazon Connect* within your AWS account. Select your Connect instance.



Click on *Data storage*.



Your S3 bucket name can be found here (up to the first forward slash).



Copy this S3 bucket name into the *ConnectBucket* field.

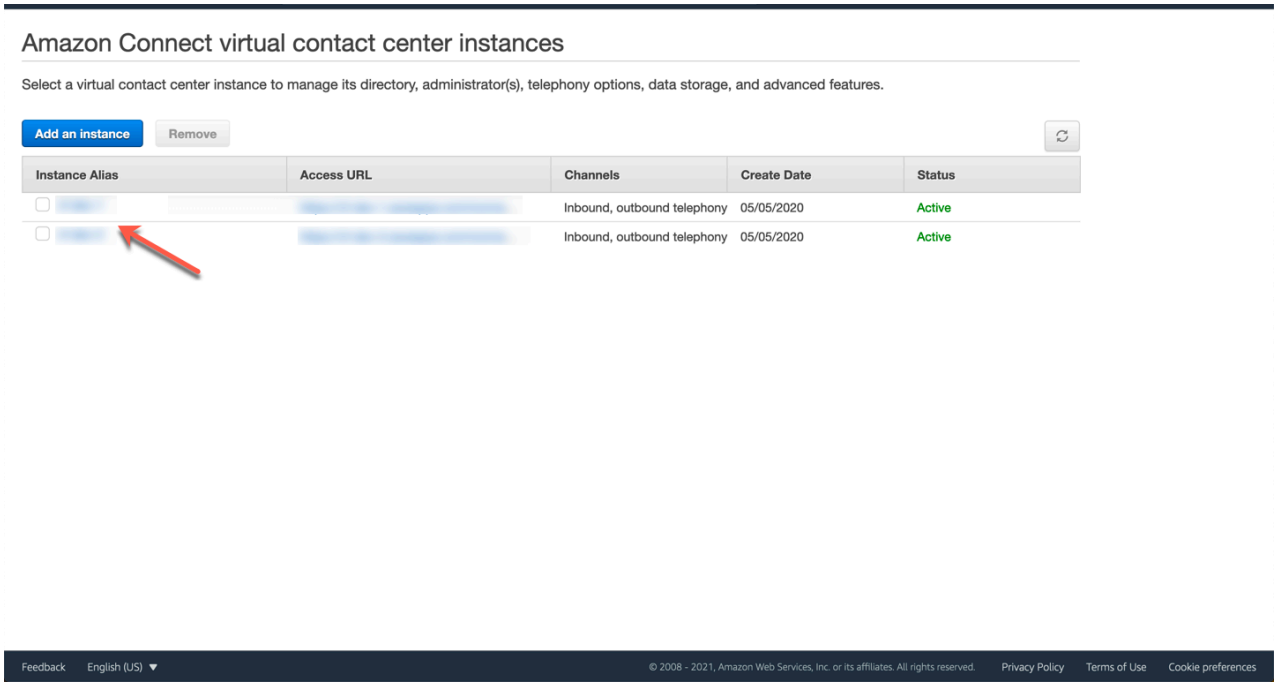
TargetEnvironment

This is the name of your target environment (dev, UAT, prod etc). If unsure, just leave as *prod*.

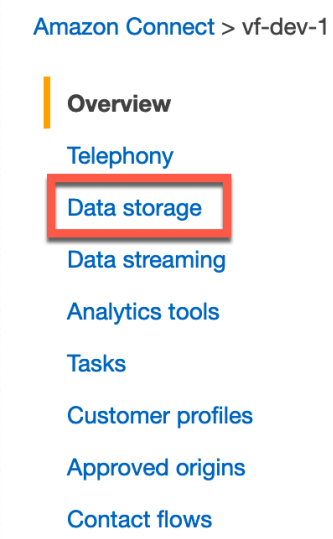
ConnectMasterKeyId

> ⚠ Your call recordings from your Connect instance must be encrypted in order for speech analysis to work. Encryption is enabled by default for all call recordings using Amazon S3 server-side encryption with KMS. You can view more information about recording behaviour here.

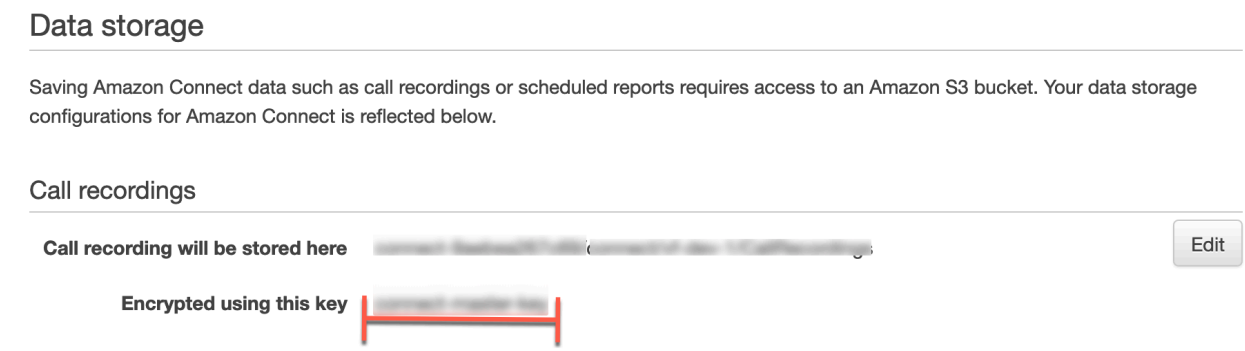
To find the Key ID search for and select *Amazon Connect* within your AWS account. Select your Connect instance.



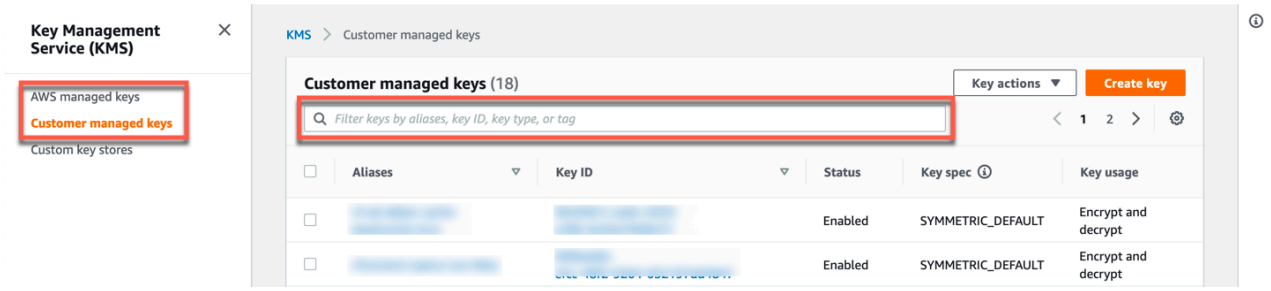
Click on *Data storage*.



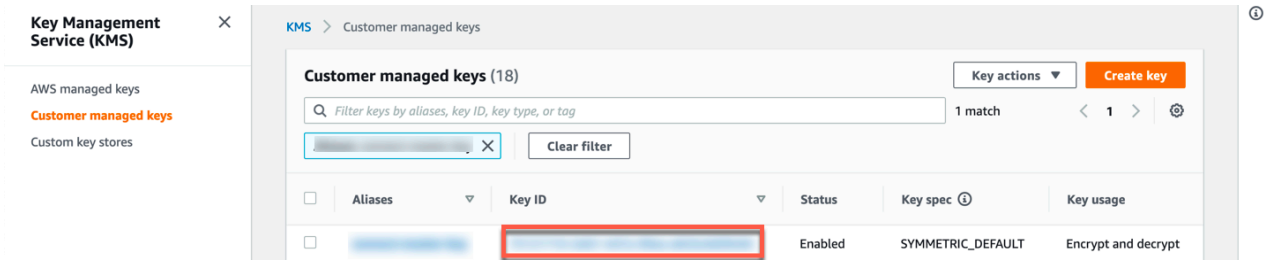
The alias name of your Key ID will be found here. Note this name down as you will need to search for it in the next step.



In your AWS account, search for and select the *Key Management Service* service. Search for the alias name of your Key ID which you noted down in the previous step. Based on how you configured your encryption for recordings, you may need to search within both *AWS managed keys* and *Customer managed keys* to locate your Key ID.



Copy and paste the *Key ID* into the *ConnectMasterKeyId* field.



ConnectURL

Enter your Connect instance URL (the format of the URL should be either *https://<connect-instance>.awsapps.com*, or *https://<connect-instance>.my.connect.aws*).

TimeZone

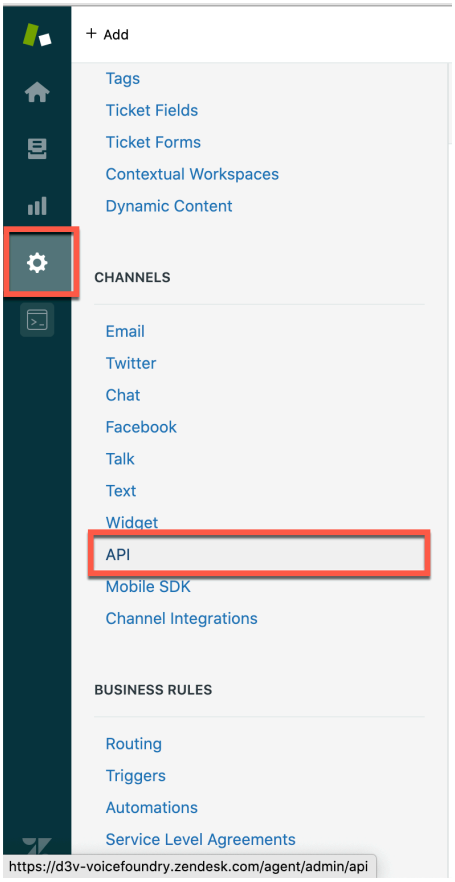
Enter your local timezone in the following format (e.g. Australia/Sydney). View a full list of timezones here.

ZendeskEmailID

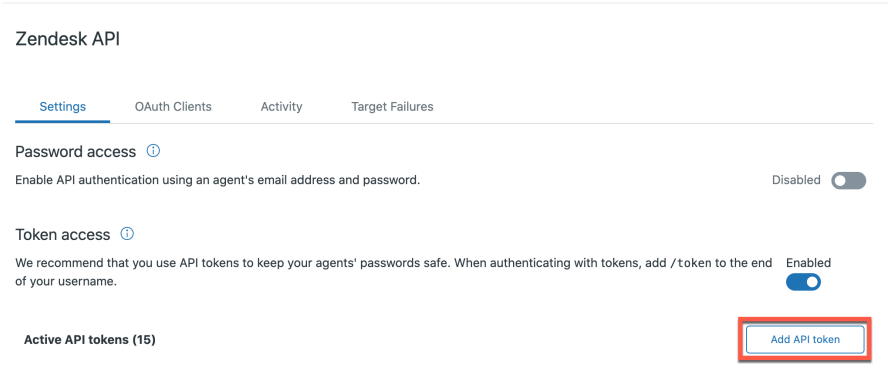
Enter the verified email address of a Zendesk user for your Zendesk instance.

ZendeskToken

Sign in to your Zendesk instance. Click on *Admin* within the left hand navigation bar, and under *Channels* select *API*.



Click on *Add API token*.

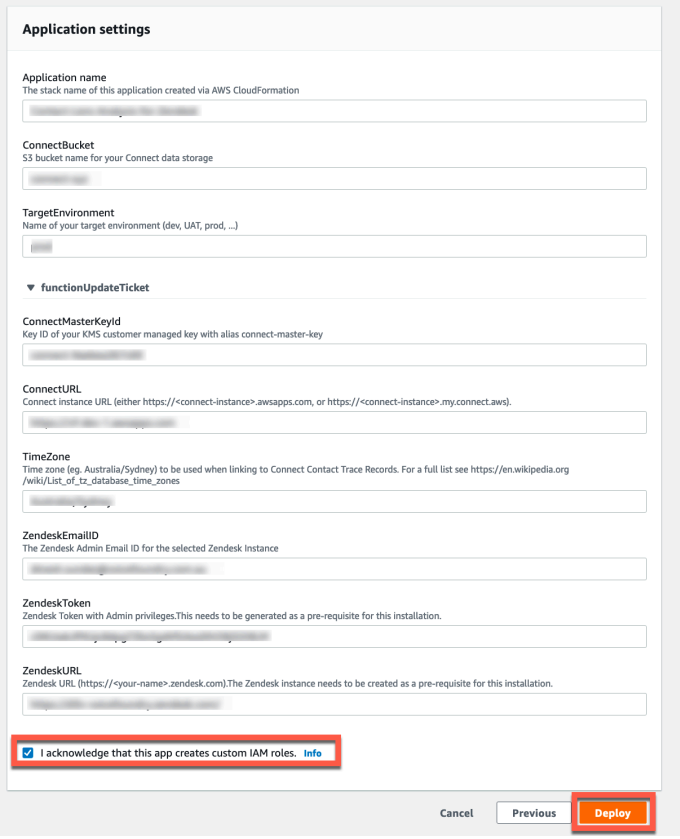


Click on *Copy*. Paste the API token into the *ZendeskToken* field.

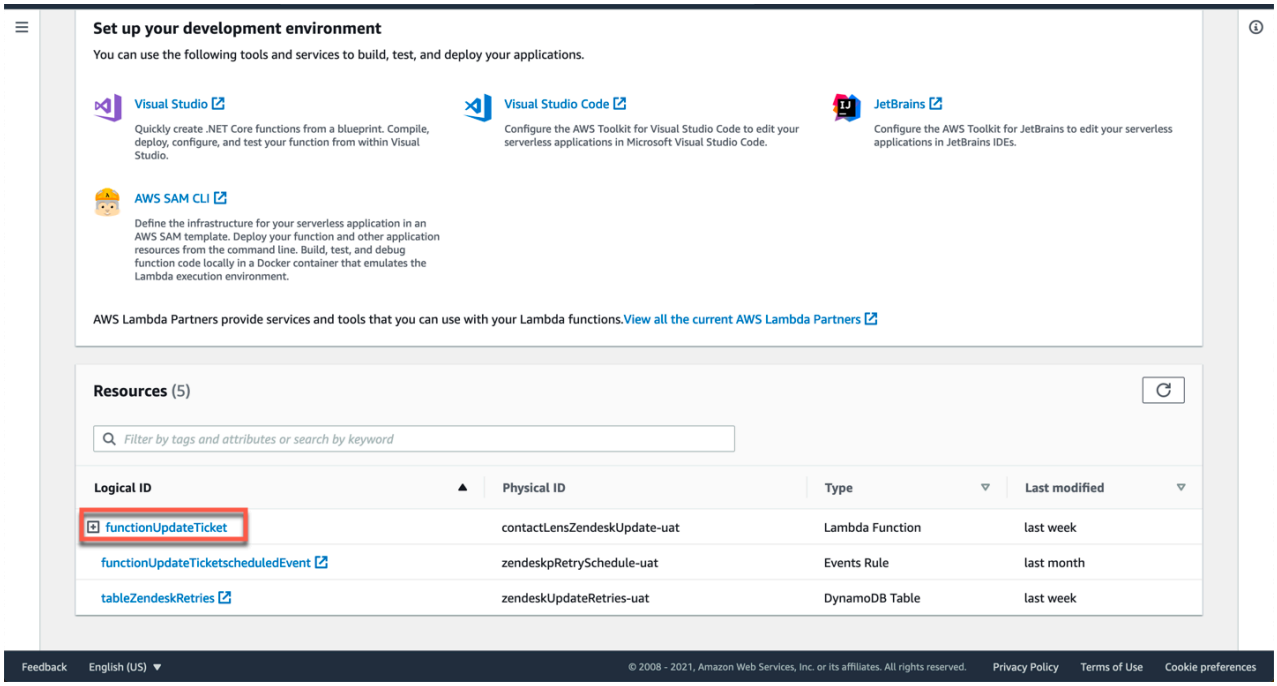
ZendeskURL

Enter the URL of your Zendesk instance. Ensure the URL begins with *https://* and does not include */* at the end of the URL or the stack will fail.

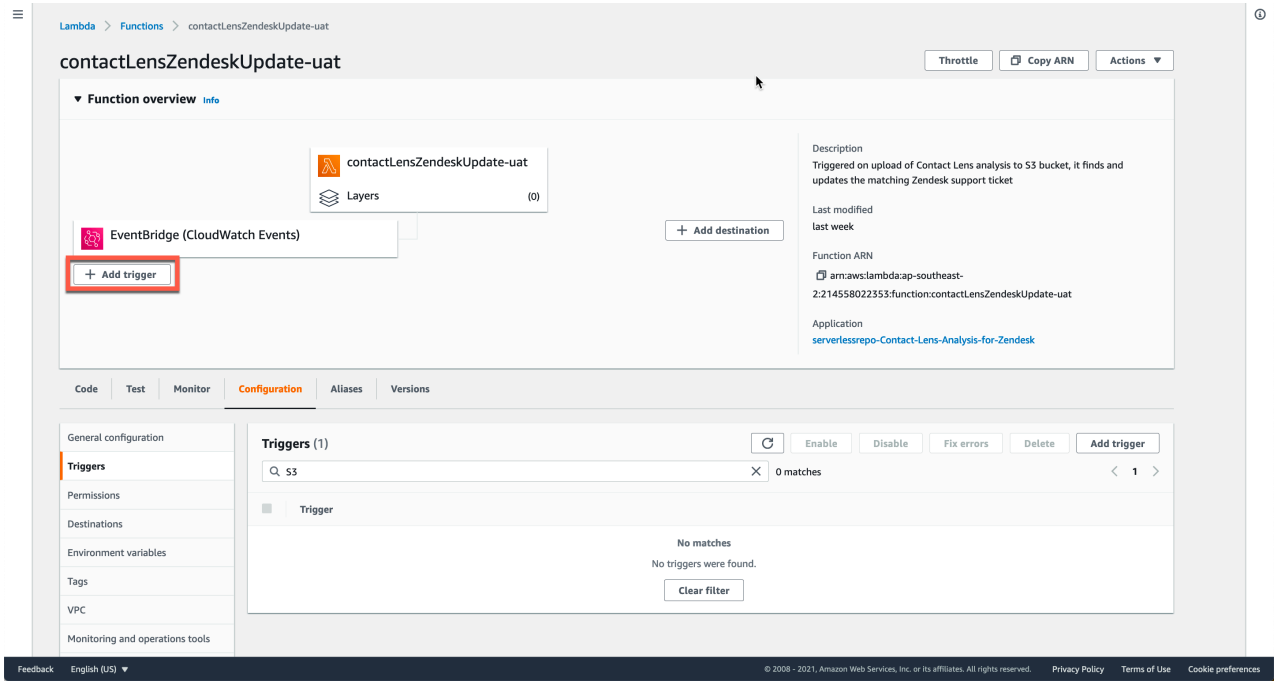
Select the checkbox to *create custom IAM roles* and click on *Deploy*.



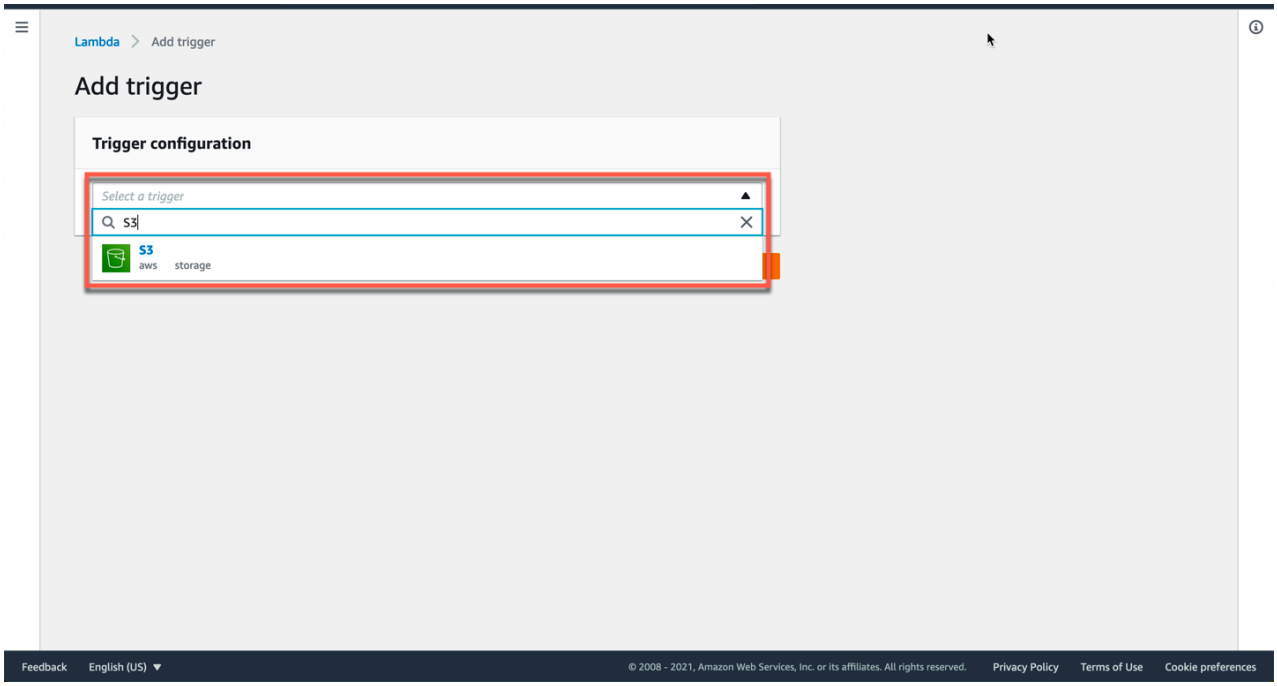
Once the stack has successfully been deployed, scroll down and click on *functionUpdateTicket*.



Click on *Add trigger*.



In the dropdown search for and select *S3*.

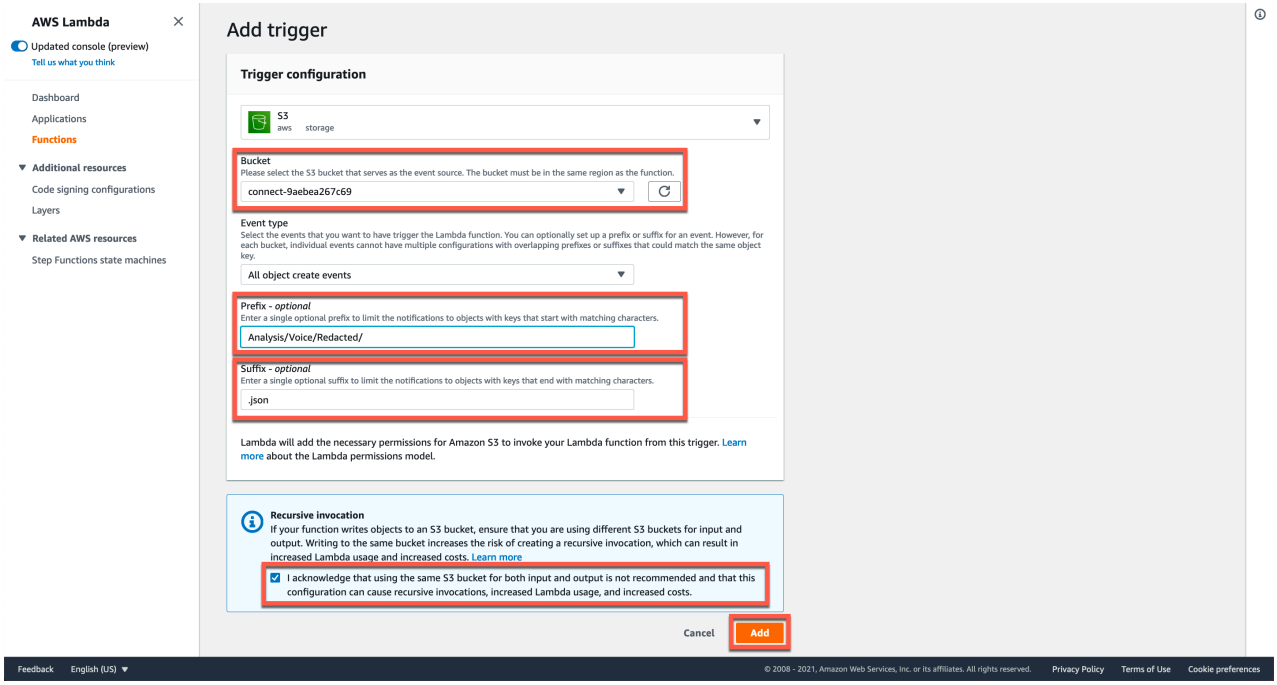


In the *Bucket* field select the S3 bucket that call recordings from your Connect instance are being saved in.

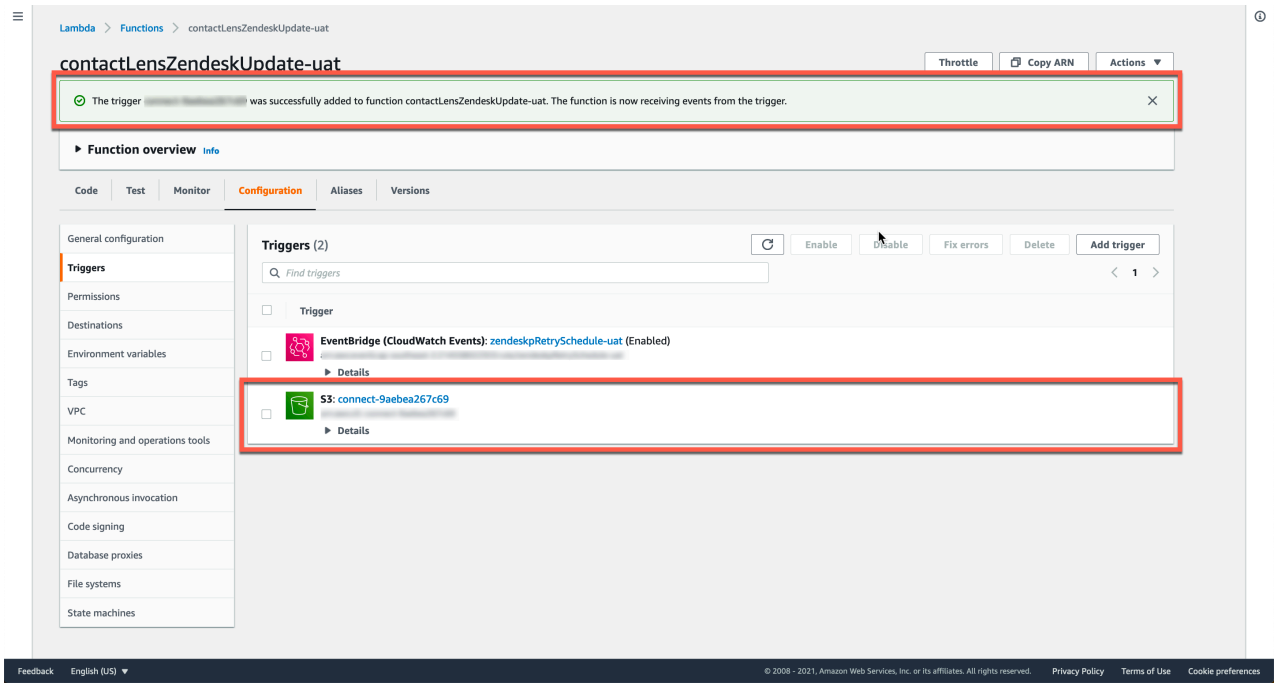
In the Prefix field enter *Analysis/Voice/Redacted/*.

In the Suffix field enter *.json*.

Tick the *Recursive invocation* checkbox and click *Add*.



The trigger for S3 will be added.



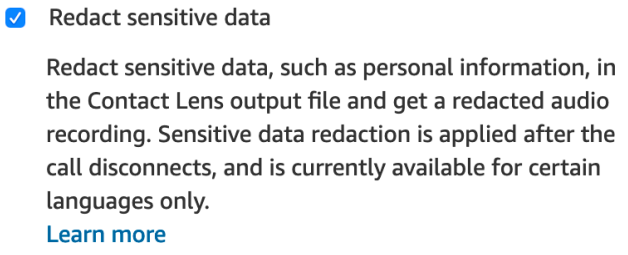
Once the above has been configured, any calls with Contact Lens enabled within the contact flow will have the following attached to a Zendesk ticket.

- Call Transcription
- Customer and agent sentiment
- Categories based on rules set within Contact Lens
- Conversation characteristics

3.1 Attaching Contact Lens' speech analysis to Zendesk tickets

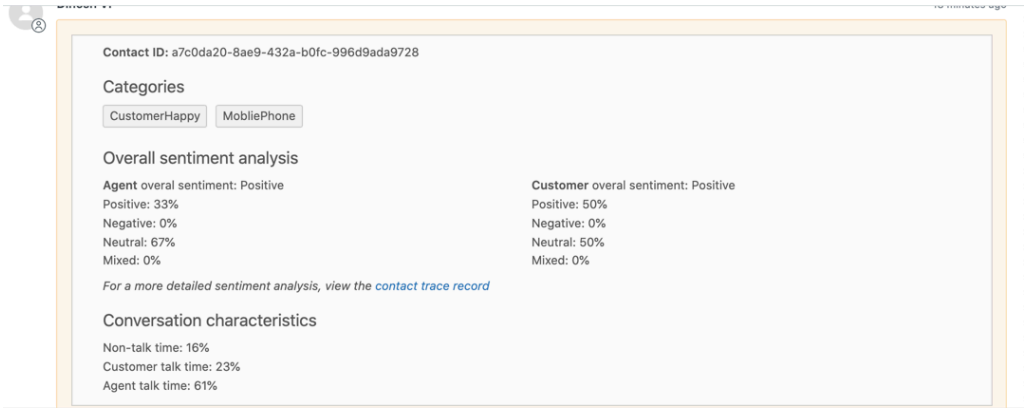
Once the following criteria has been met, Contact Lens will automatically attach its speech analysis to a Zendesk ticket.

1. Enable Contact lens for your Connect instance.
2. Run the CloudFormation template for Contact Lens.
3. Enable Contact Lens within the *Set recording and analytics behaviour* block of your inbound and outbound contact flows.
   NOTE: The Amazon Connect app for Zendesk only supports analysis of **redacted** call recordings. As such please ensure that the following checkbox is ticked within the *Set recording and analytics behaviour* block of your inbound and outbound contact flows, otherwise you will not be able to attach Contact Lens' speech analysis to any of your tickets.



Once a call has ended, the following information will be attached to your Zendesk ticket.

3.1.1 Categories, overall sentiment analysis and conversation characteristics



3.1.2 Transcript