



Amazon Q, your business expert

Your generative AI-powered assistant, with security and privacy to meet the most stringent enterprise needs

PREVIEW

Michael Lin

Sr. Solutions Architect
Amazon Web Services

Introducing Amazon Q



Your generative AI assistant designed for work that can be tailored to your business, data, code, and operations

Supercharge productivity

FIND ACCURATE AND REFERENCEABLE ANSWERS



Trusted answers generated from enterprise data



In-context conversations



Source references for fact-checking



Conversation history



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New Conversation

What is the reliability of S3?
November 24, 2023

What is the reliability of S3?

Amazon S3 provides 99.999999999% durability for stored objects, which means the reliability of S3 is extremely high. [1] [2] S3 achieves this level of reliability by redundantly storing objects across multiple facilities and devices in each facility. [1] In addition, S3 is designed to reliably store 10,000,000 data assets for 10,000 years. [2] S3 delivers high reliability through its infrastructure of Availability Zones which consist of independent data centers with redundant power and networking to protect stored data. [2]

Sources

Tell me more about availability zones

Availability zones are composed of independent infrastructure that are physically separated within a region to protect services and data from failure of a single location. Each availability zone runs on its own physically distinct, independent infrastructure, and is engineered to be highly reliable. [1] Availability zones consist of independent data centers with redundant power and networking to protect stored data. [2] They demonstrate compartmentalization within a region and act to isolate failures, but availability zones are also connected through low-latency links. [3] [4] Failure of a single availability zone will not affect resources or services located in another availability zone. [4]

Sources

How many availability zones should my data be stored across?

According to your source data, it is recommended to store data across multiple availability zones to achieve higher availability and fault tolerance. Some key reasons are:

- Availability zones are isolated locations within a region so failure of a single availability zone will not affect resources located in other availability zones.
- Deploying across multiple availability zones helps maximize availability of resources and reduces impact of failure of single availability zone.
- Critical data should be stored in multiple availability zones in case of failure of single availability zone.
- Read replicas of databases should be placed in different availability zones to account for loss of single availability zone. Therefore, based on the information provided, to achieve higher availability and fault tolerance of data, it is recommended to store data across multiple availability zones rather than a single availability zone. The number of availability zones to use may depend on specific system requirements and fault tolerance needs. [1] [2] [3]


Sources

Info

Amazon Q - Preview uses generative AI and it may give inaccurate or inappropriate responses. For more information: [AWS Responsible AI Policy](#)

Supercharge productivity

EXECUTE ACTIONS USING PLUGINS

 **Create a Jira ticket** ✕

Project

Project B ▼

Summary - optional

To set up the VPN connection, the customer needs to first create the VPN components including a customer gateway and VPN gateway or transit gateway. The customer gateway represents their on-premises device and network and needs to be created by providing information like the external IP address or certificate. Then a VPN connection can be established between the customer gateway and VPN

Priority - optional

Select a priority ^

Highest

High ✓

Normal

Low

Lowest

☐ Bug

☐ Enhancement

Cancel

Create

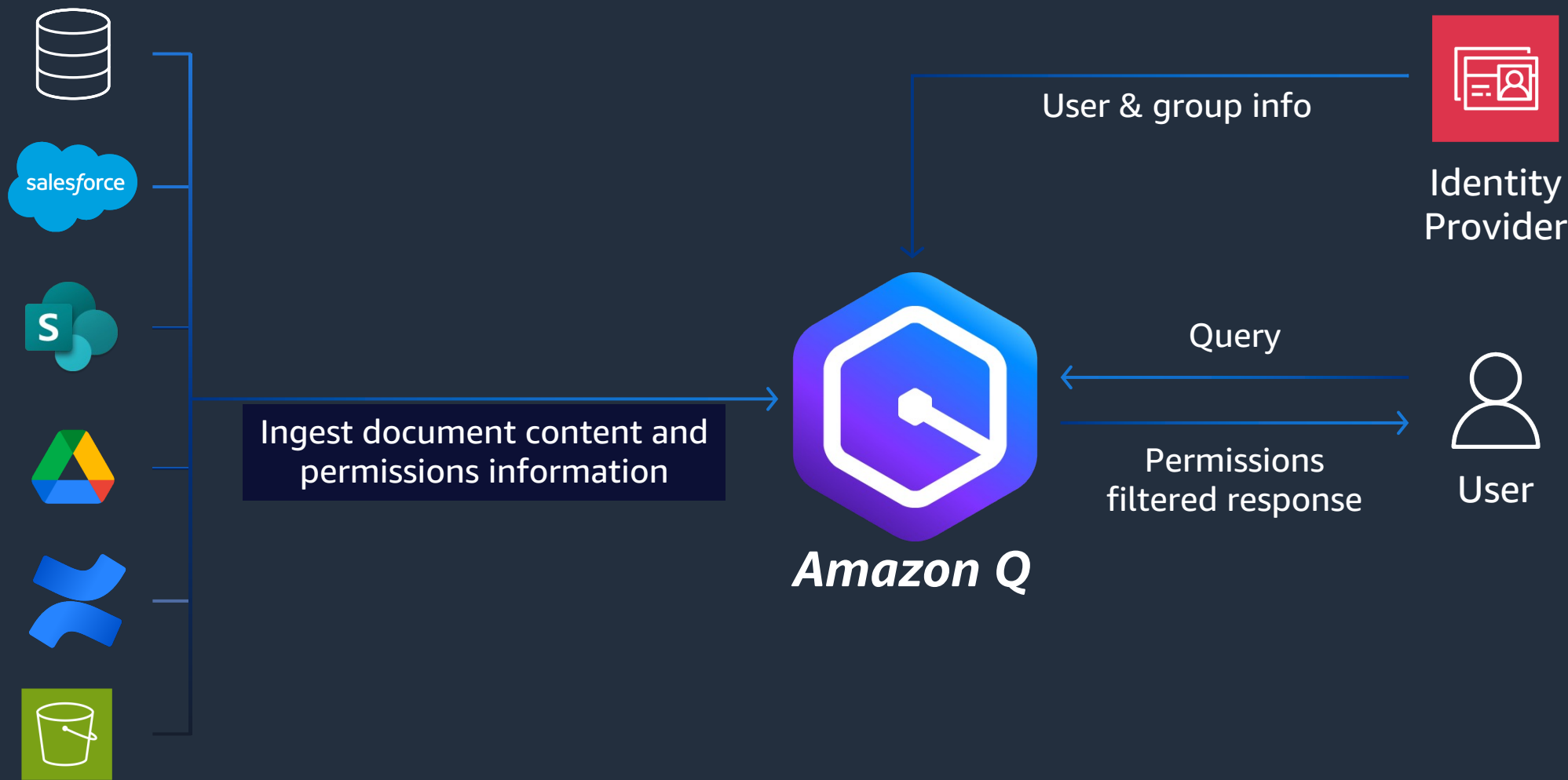
Enable end-users to perform actions on SaaS applications

“summarize conversation and create ticket in Jira”



Key Features – Safety and Security

BUSINESS Q IS AWARE OF ENTERPRISE USER PERMISSIONS



Adhere to data privacy and security needs

PROTECT AGAINST TOXIC TOPICS WITH PRE-BUILT GUARDRAILS

Update global controls [Info](#)

Global controls [Info](#)
Application guardrails will apply to all messages returned by Enterprise Q.

Response settings [Info](#)
You can limit Enterprise Q from using its own knowledge to generate answers when it cannot find relevant content in your enterprise corpus.

☒ **Only produce responses from Retrieval Augmented Generation (RAG)**
Responses will be limited to ingested documents in your enterprise corpus.

Blocked words [Info](#)
Define blocked words for the application. The application will not respond to questions that contain these words or mention them in any responses.

[Add](#)

You can block 18 more words.

Account vulnerabilities

Project X

Messaging shown for blocked words

I cannot complete this request as the response contains content that is blocked by your Admin. Please contact your Admin for help.

This response can have up to 150 characters. Valid characters are a-z, A-Z, 0-9, _ (underscore) and - (hyphen).

Feature settings [Info](#)
Configure features end users have access to in the web experience.

☒ **Allow end users to upload files in chat context**
This feature enables end users to upload files directly to chat in order to ask questions specific to the document.

[Cancel](#) [Save](#)

Use pre-built guardrails for toxicity

Restrict responses to enterprise content only

Specify blocked words or phrases that never appear in responses

Adhere to data privacy and security needs

ESTABLISH GUARDRAILS AND CONFIGURE CUSTOM TOPICS

Create topic specific control [Info](#)

Name and description [Info](#)

Name

Gaps in our security architecture

The name can have up to 50 characters. Valid characters are a-z, A-Z, 0-9, _ (underscore) and - (hyphen).

Description

Outline how the model should use this guardrail.

Do not discuss gaps in our company's security architecture

This instruction can have up to 150 characters. Valid characters are a-z, A-Z, 0-9, _ (underscore) and - (hyphen).

Example chat messages - optional (2) [Info](#)

Add representative phrases that you expect a user to type to invoke this topic.

Example chat message

List vulnerabilities in our security architecture [Remove](#)

Assess the effectiveness of our security controls [Remove](#)

[Add new example chat message](#)

You can add 5 more example chat messages.

▼ Rule 1 [Remove](#)

Behavior in response to topic control [Info](#)

Define how Enterprise Q should handle the topic.

Behavior

Block completely

Messaging shown

I cannot complete this request as the response contains content that is blocked by your Admin. Please contact your Admin for help.

This response can have up to 150 characters. Valid characters are a-z, A-Z, 0-9, _ (underscore) and - (hyphen).

User handling [Info](#)

☒ Specify this rule to user groups

Define included or excluded user groups.

☐ Include

Rule only applies to the list of user groups

☒ Exclude

Rule applies to all except the list of user groups

User groups

Specify user groups that this topic control applies to.

[Remove](#) [Add user group](#)

User group name	Added on
<input type="checkbox"/> Security-managers	Nov 16, 2023 10:28 AM PT

[Add new rule](#)

You can add 4 more rules.

[Cancel](#) [Create](#)

Define special topics and configure 4 levers of guardrails for such topics –

- Respond with an pre-defined message
- Restrict responses to enterprise content
- Restrict responses to enterprise content with metadata filters
- Apply guardrails to specific users and groups in the enterprise

Boost Time to Value

**Unify content from all your
enterprise sources together
in a few clicks!**

Adobe Experience Manager
Alfresco
Amazon Simple Storage Service
(Amazon S3)
Atlassian Confluence
Aurora (MySQL, PostgreSQL)
Box
DB2
Dropbox
Drupal
Custom Connector
FSX for Windows
Github
Gmail
Google Drive

Jira
Microsoft Exchange
Microsoft OneDrive
Microsoft SharePoint
Microsoft Teams
Microsoft Yammer
Microsoft SQL Server
Quip
Salesforce
ServiceNow
Slack
Web Crawler
Workdocs
Zendesk



Thank you!

Michael Lin

linmicht@amazon.com