



Boost employee productivity and creativity with
Amazon Q Business

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Amazon Q

Reinvent work with AWS'
generative AI-powered assistant

Generally Available

*Knowledgeable of **your**
company, code and systems*

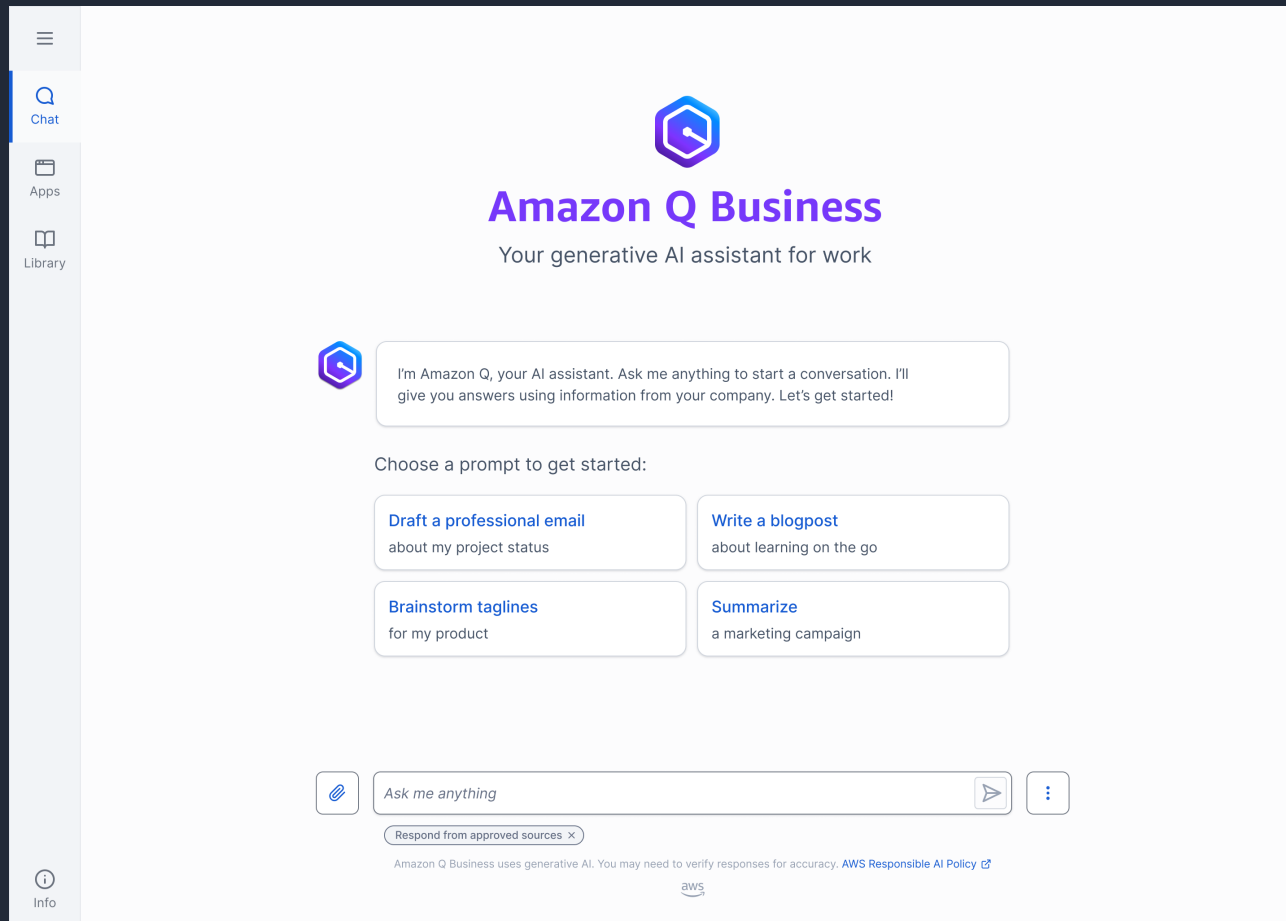
*Available **wherever your work***

*Attains **superior**
generative AI performance on tasks*



Amazon Q Business Overview

BOOST YOUR WORKFORCE PRODUCTIVITY WITH GENERATIVE AI



Delivers quick, accurate, and relevant answers to your business questions, securely, and privately

Execute actions using out-of-the-box or custom plugins

NEW

Respects existing access control based on user permissions

Connects to over 40 popular enterprise applications and document repositories

Enables administrators to easily apply guardrails to customize and control responses

Streamlines daily tasks with user-created lightweight applications

NEW



Find accurate and referenceable answers



Trusted answers generated from enterprise data



In-context conversations



Source references for fact-checking



Conversation history



Tune the relevance of results with index boosting

NEW



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data durability, which means the data is redundantly stored across multiple Availability Zones that are physically separated within an AWS Region . [1] [2] The source also states that S3 is resilient to AZ failures and stores data across multiple AZs, resulting in high data durability . [3] Additionally, the Resilience Hub assessment shows that S3 does well in terms of resiliency, with the S3 bucket being resilient to AZ failures . [3]

Sources ▾

👤 Tell me more about availability zones

🔍 Availability Zones are distinct locations within an AWS Region that are engineered to be isolated from failures in other Availability Zones. [1] [2] Each Availability Zone provides inexpensive, low-latency network connectivity to other Availability Zones in the same AWS Region. [1] [2] By launching instances in separate Availability Zones, you can protect your applications from the failure of a single location. [1] [2] AWS maintains multiple Availability Zones in each Region, and these Availability Zones are physically isolated from each other but united by private, low-latency, high-throughput, and highly redundant network connections. [3] [4] This enables AWS to provide very high levels of availability and redundancy, while also minimizing latency. [3] [4]

Sources ▾

👍 🗨️ 📄

🔗 Enter a prompt

Responding from approved sources

Amazon Q Business uses generative AI. You may need to verify responses for accuracy. [AWS Responsible AI Policy](#)

aws

Built-in connectors

UNIFY CONTENT FROM ALL
YOUR ENTERPRISE SOURCES
TOGETHER
IN A FEW CLICKS!



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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

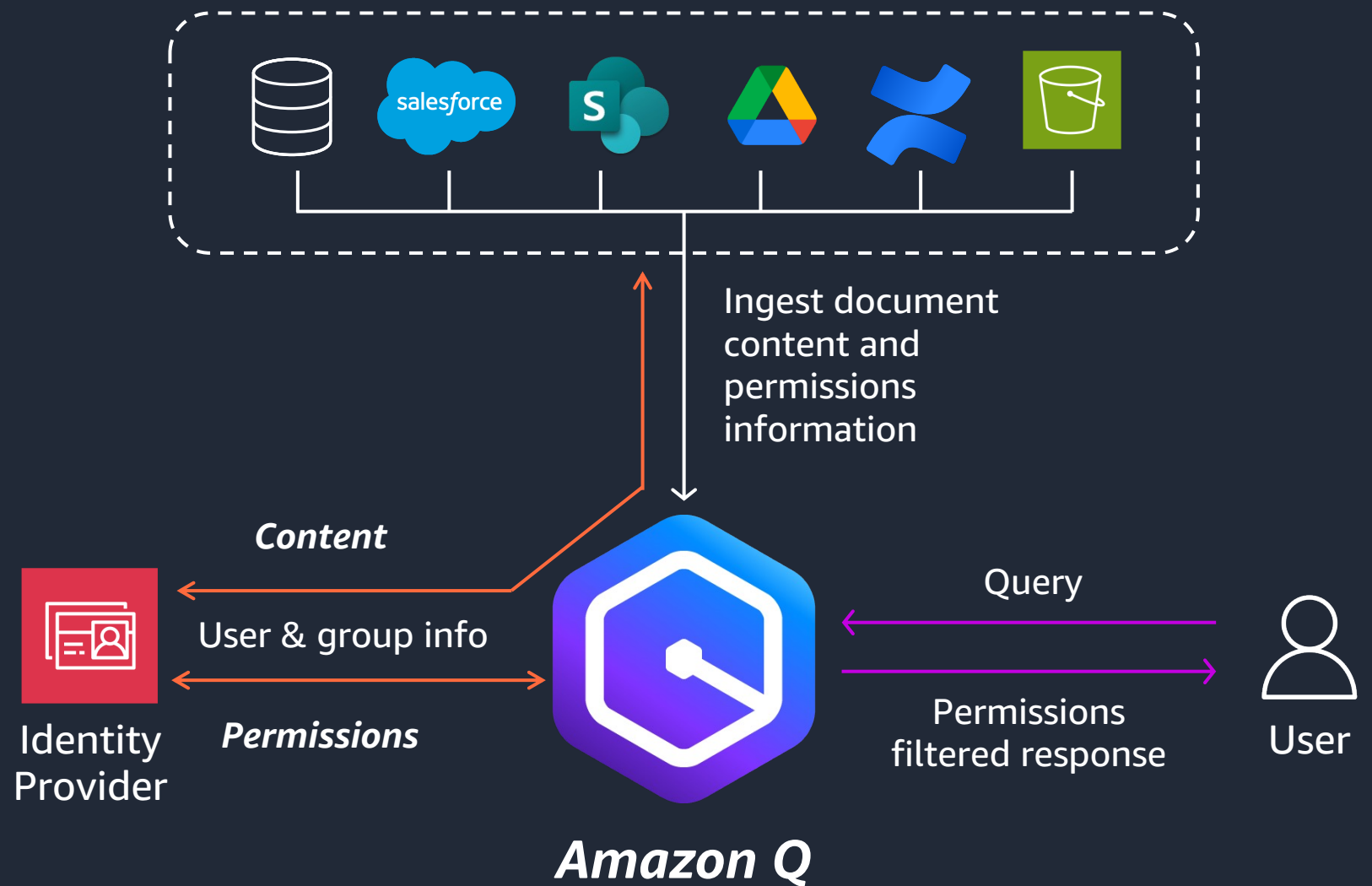
Web Crawler

Workdocs

Zendesk

Safety and security

AMAZON Q BUSINESS
IS AWARE OF
ENTERPRISE USER
PERMISSIONS



Safety and security



Use pre-built guardrails for toxicity



Restrict responses to enterprise content only



Specify blocked words or phrases that never appear in responses



Define special topics and configure guardrails for such topics

NEW



Use PrivateLink to access Amazon Q Business securely in your VPC environment using a VPC Endpoint



Integrates with IAM Identity Center for easier management, auditability, and control



Integrated with AWS CloudTrail to record actions taken by a user, role, or an AWS service

FIPS

Support for Federal Information Processing Standard (FIPS) endpoints

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 3 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](#)

☐ 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 a 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

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”



Custom Plugins

NEW

The screenshot displays the Amazon Q Business interface. At the top left is a blue menu icon. Below it, a user profile icon is followed by the text "I'd like to request time off". A purple hexagonal icon with a white 'Q' is positioned to the left of a white card. The card contains the text "You are connected to HR Time Off." and "Request your time off." Below this, there is a "Time off type" dropdown menu with "Paid Time Off (PTO)" selected. Underneath are "From" and "To" date input fields, with "07/01/2024" and "07/05/2024" respectively. At the bottom of the card are "Cancel" and "Create" buttons. Below the card is a text input field with the placeholder "Ask me anything" and a send button. A tag "HR Time Off x" is visible below the input field. At the bottom of the interface, there is a small disclaimer: "Amazon Q Business uses generative AI. You may need to verify responses for accuracy. [AWS Responsible AI Policy](#)".

Conversation settings

- Use a plugin
- HR Time Off
- Jira
- Respond from approved sources

Use Custom Plugins to access and update information in enterprise systems such as Vanguard, ADP, Dynamics 365, or Microsoft exchange using natural language queries in Amazon Q Business to enable tasks such as scheduling meetings, capturing meeting notes, getting or updating sales information, and more!

Faster time to value



In-built vector index with managed ingestion



In-built application with SSO



3 click setup: settings, retriever, and data sources



Accuracy of retrieval-augmented generation (RAG)



Amazon Q Business template for AWS CloudFormation

NEW



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Create application

Application settings [Info](#)

Application name

This will be used for the name of your application, and only be visible in the console.

my-application

You can include hyphens (-), but not spaces. Maximum of 1000 alphanumeric characters.

Service access

Amazon Q Business requires permissions to use other services on your behalf.

Choose a method to authorize Amazon Q Business

- ☒ Create and use a new service role
☐ Use an existing service role

Service role name

QBusiness-Application-n5ss9

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

Encryption

Your data is encrypted by default with a KMS key that AWS owns and manages for you. To choose a different key, customize your encryption settings.

- ☐ Customize encryption settings (advanced)
To use the default key, clear this option.

Connect Application to IAM Identity Center

Instance of IAM Identity Center

Manage access to Application by assigning users and groups from your Identity Center directory.

[arn:aws:sso::instance/ssoids-7223d1285563bb3a](#)

► Tags - optional (0) [Info](#)

A tag is a label that you assign to an AWS resource. Each tag consists of a key and an optional value. You can use tags to search and filter your resources or track your AWS costs.

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Amazon Q Apps (Preview)

NEW

EASILY BUILD AND SHARE CUSTOMIZED, SECURE, LIGHTWEIGHT APPLICATIONS

The screenshot displays the Amazon Q Apps interface for the 'Outreach Assistant' application. The interface features a sidebar on the left with icons for Chat, Apps, and Library. The main content area has a header with the Amazon Q logo and the title 'Outreach Assistant' with the subtitle 'Generates tailored customer outreach emails'. Below the header, there are three text input fields: 'Company' (with placeholder 'Enter company name'), 'Product' (with placeholder 'Enter product name'), and 'Account manager' (with placeholder 'Enter account manger name'). Below these inputs are two sections: 'File upload' showing 'Ideal email.docx' and a dashed box for uploading files, and 'Outlook connector' showing 'Email message' and a status 'Generating as soon as Company, Product, and Account manager are populated'. At the bottom, there is a 'Jira plugin' section titled 'Related Jira stories' and a 'Run' button with a play icon. A status bar at the very bottom indicates 'Generating as soon as Email message is'.

Easily convert an Amazon Q conversation into a lightweight application or describe what you want to build using natural language

Employees can share their applications with other employees or publish them to the organization's catalog for others to use as is, or modify them to their particular needs

Leverages your enterprise data through Amazon Q 40+ connectors

Inherits Amazon Q security and governance controls, including user authentication and access controls

Thank you!

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