Cloud Computing MIS 6363

**Introduction**

The University of Texas at Dallas does not currently offer chat services on any of its websites and is not always on hand to answer user questions. To address this issue, we suggest a cloud contact center with an IVR and chatbot. We would make use of AWS services for this.

**Architecture Design**

Diagram

Description automatically generated

**Business Requirements**

We require a computerized system that can respond to user inquiries from the website or over the phone. Both user-specific queries and FAQs may be included in this list. If the user asks a question that is covered in the FAQ, the chatbot must respond; if the query is unique to the user, it must be forwarded to a human through phone or chat.

**AWS Services be used**

1. S3 buckets
2. Lambda functions
3. Amazon Connect
4. Amazon DynamoDB
5. AWS IAM Services
6. AWS Lex

***Group 9***

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