

# Amazon Connect Component Plugin

## Overview

Amazon Connect is an omnichannel cloud contact center. You can set up a contact center in a few steps, add agents who are located anywhere, and start engaging with your customers.

You can create personalized experiences for your customers using omnichannel communications. For example, you can dynamically offer chat and voice contact, based on such factors as customer preference and estimated wait times. Agents, meanwhile, conveniently handle all customers from just one interface. For example, they can chat with customers, and create or respond to tasks as they are routed to them.

Amazon Connect is an open platform that you can integrate with other enterprise applications, such as Salesforce. You can use Amazon Connect with other AWS services to provide innovative new experiences for your customers.

## Amazon Connect Component Plugin Overview

The Amazon Connect component plugin enables the developer to integrate the services provided by the Amazon Connect and provide call center services within Appian. The component provides the following features:

- Provide Voice call connectivity which can be both inbound and outbound based on the contact flow.
- Provide Chat connectivity which is only available as inbound.

- Provide access to Amazon Wisdom which is a knowledge base that can be used by the agent to find content without navigating the window.

The component plugin contains two components namely:

1. Amazon Connect Agent App Field
2. Amazon Connect Client Chat Field

## Amazon Connect Set Up For Appian

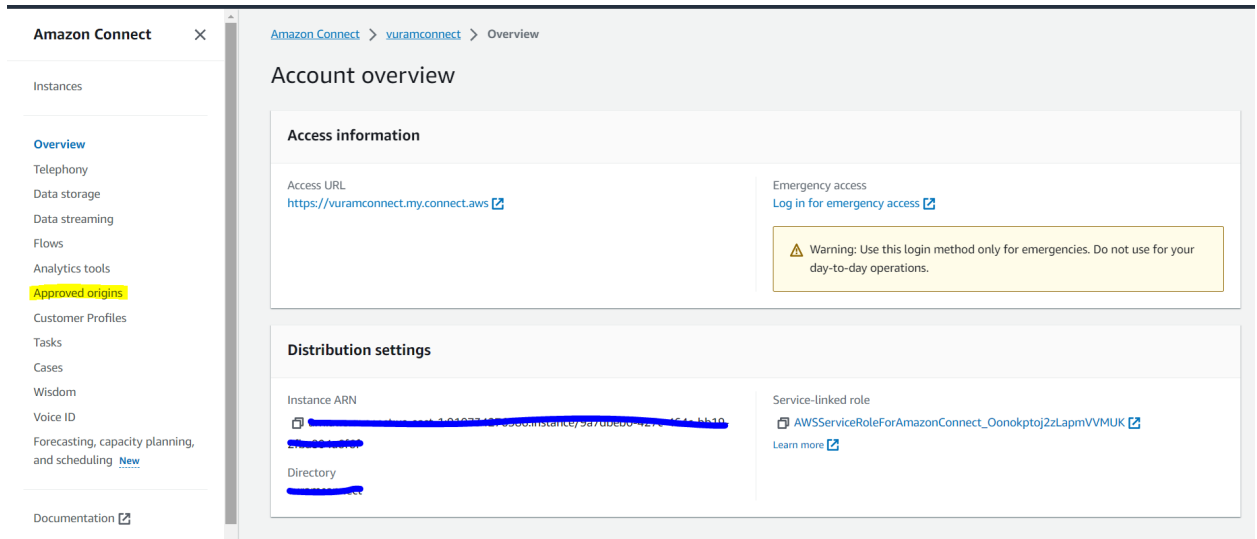
### Getting The Instance URL

The instance URL is the **access URL** found in the **Connect Instance Access Information** section of the **AWS management console** concatenated with **"/connect"**.

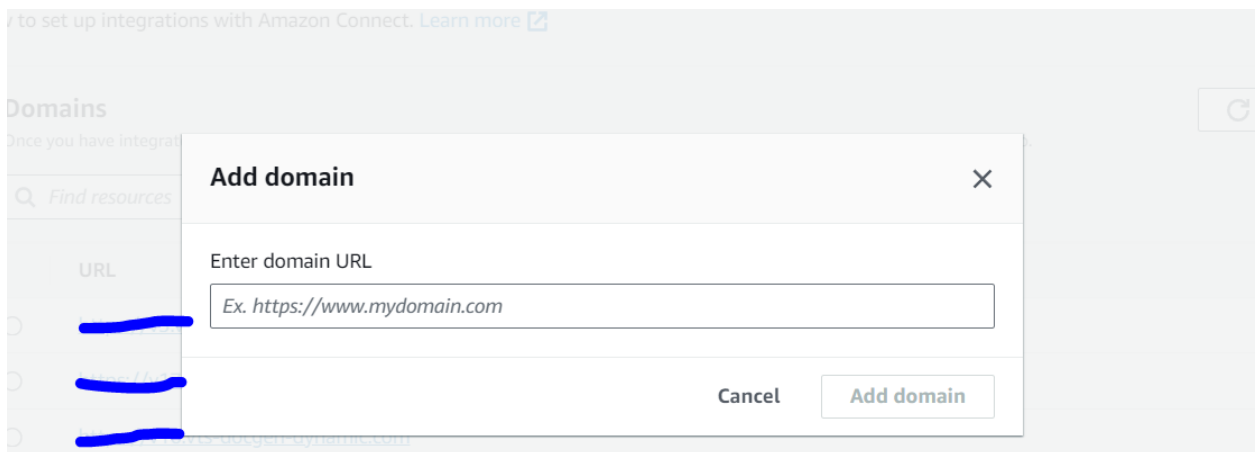
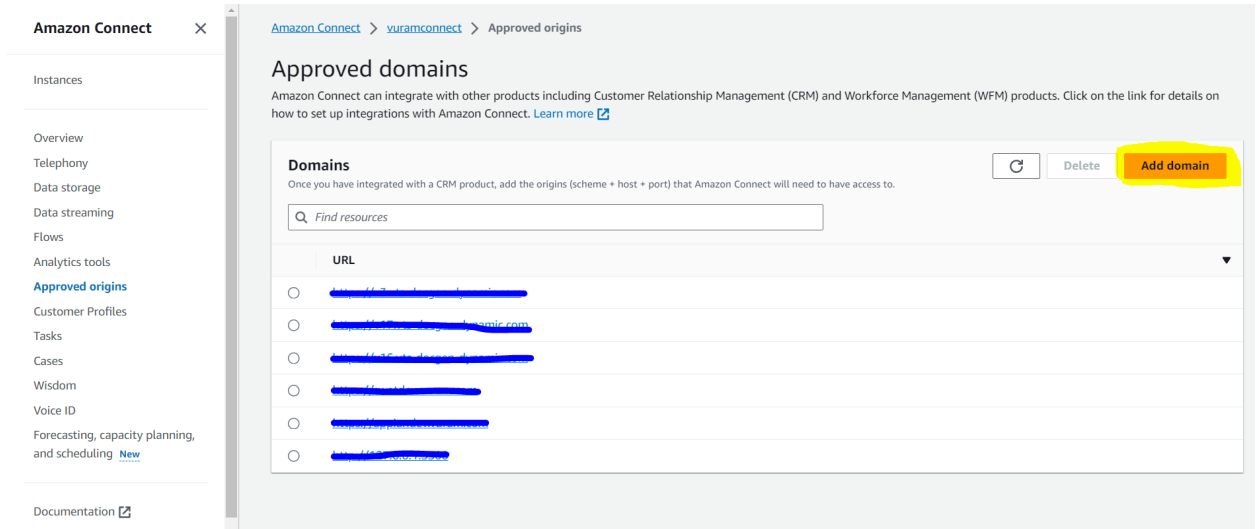
### Whitelisting Appian URL:

1. Login to the AWS Management Console.
2. Navigate to the Amazon Connect service.
3. Under instances, select the instance and the instance window will be displayed.

4. From the list of options, select the Approved Origins option.



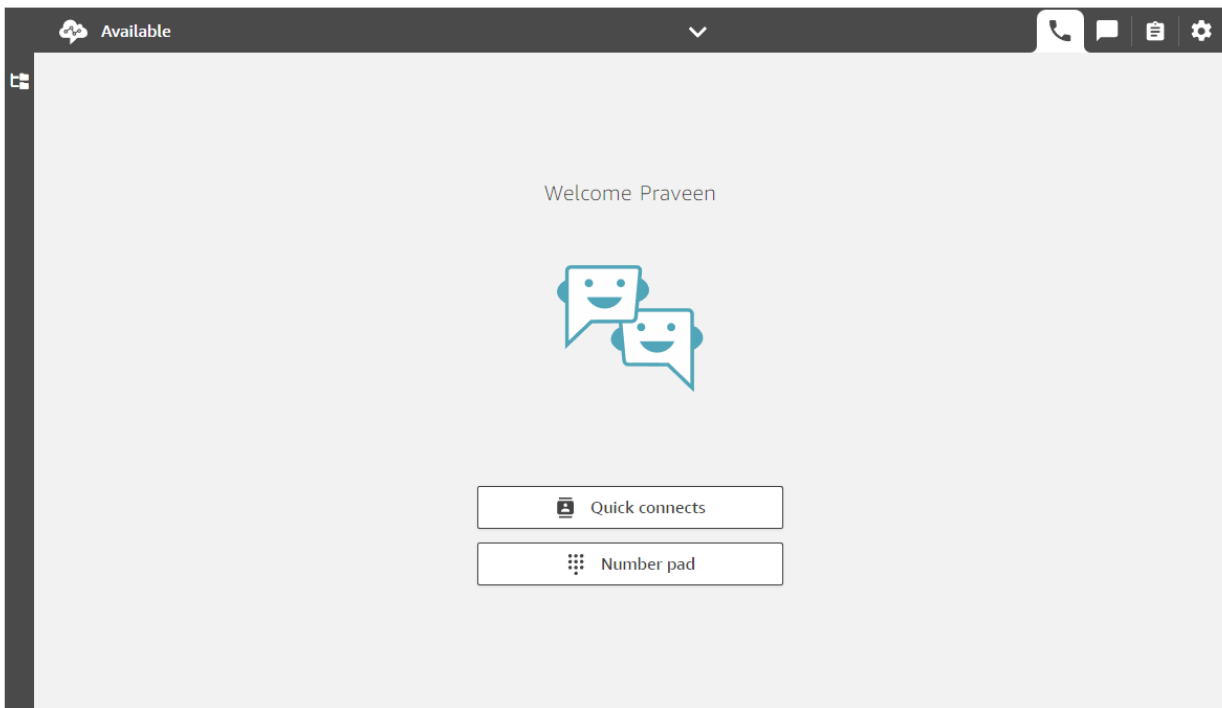
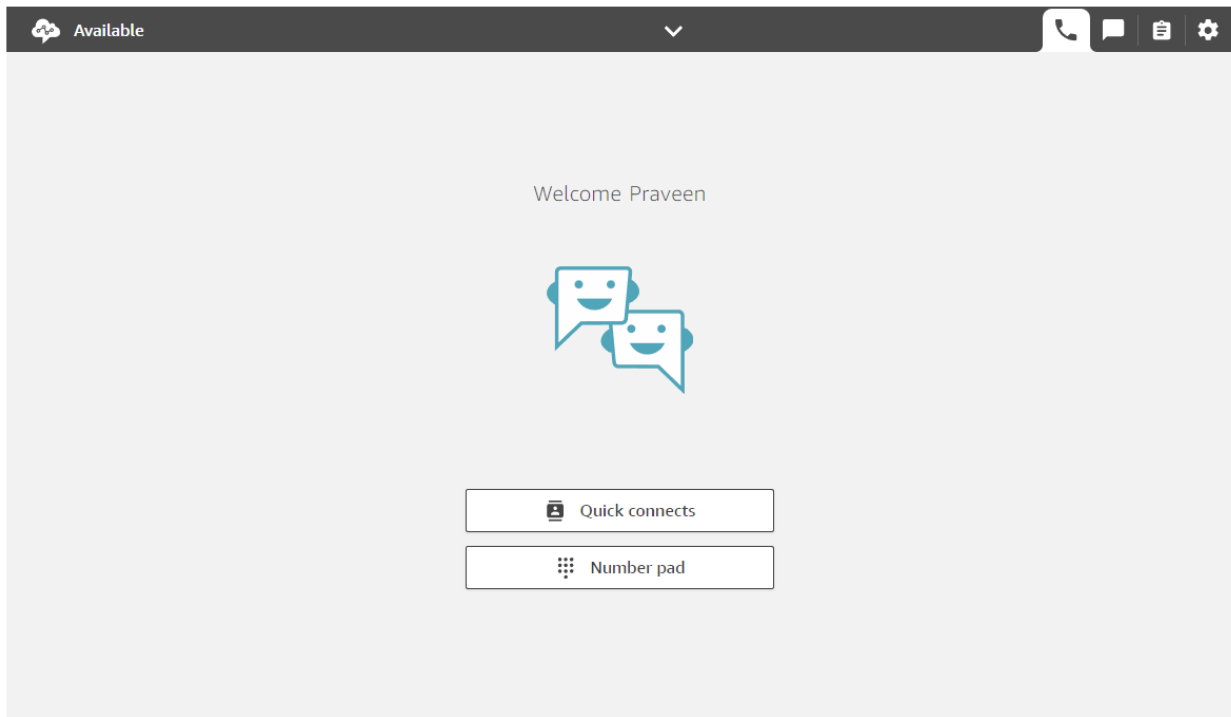
5. Click on the Add Domain button to open the Add Domain pop up. Enter the domain name and click on the Add Domain button. And add the url to the Appian environment.

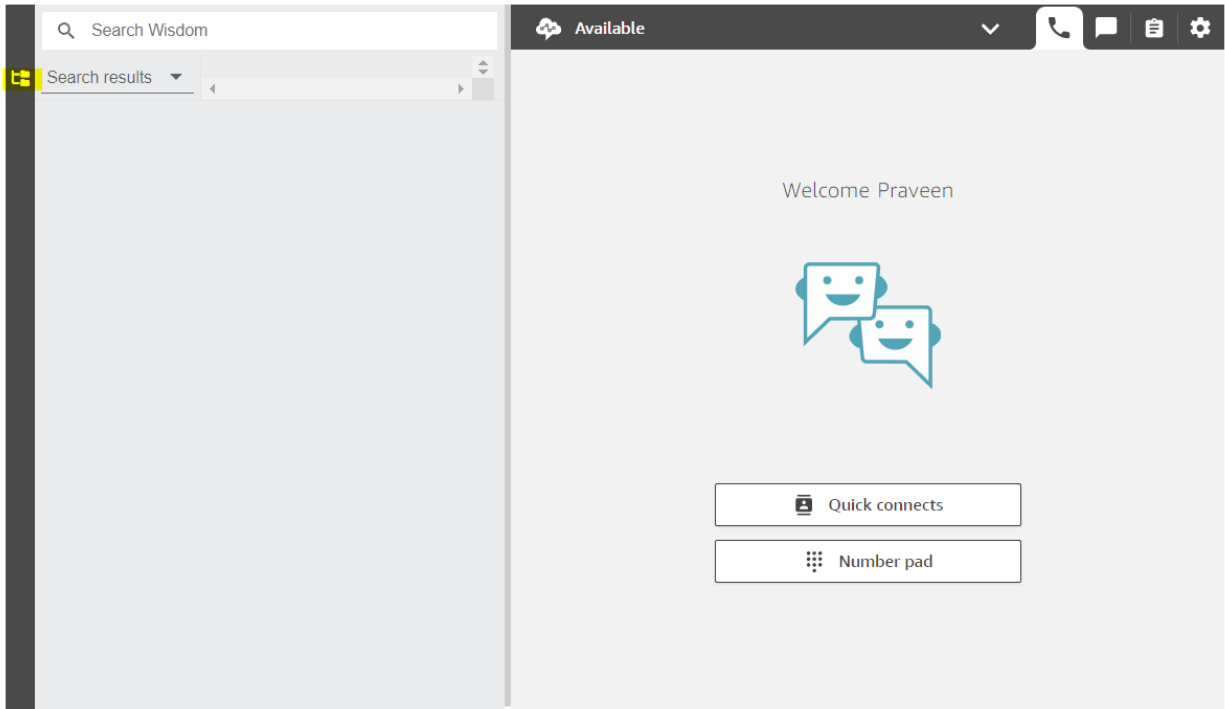


## Amazon Connect Agent App Field

The Amazon Connect Agent App Field allows the user to access the Amazon Connect Agent App which includes the wisdom search panel and the contact control panel.

# Screenshots





If the enableWisdom parameter has a value true, the highlighted icon will be displayed which can be used to open or close the wisdom panel within the component.

## Parameters

The Amazon Connect Agent App Field component has the following input and output parameters.

SI No	Name	Type	Description
1	instanceURL	Text(Required )	Provide the URL for the connect instance.
2	region	Text(Optional)	Provide the region of the connect instance. (Required for chat services).

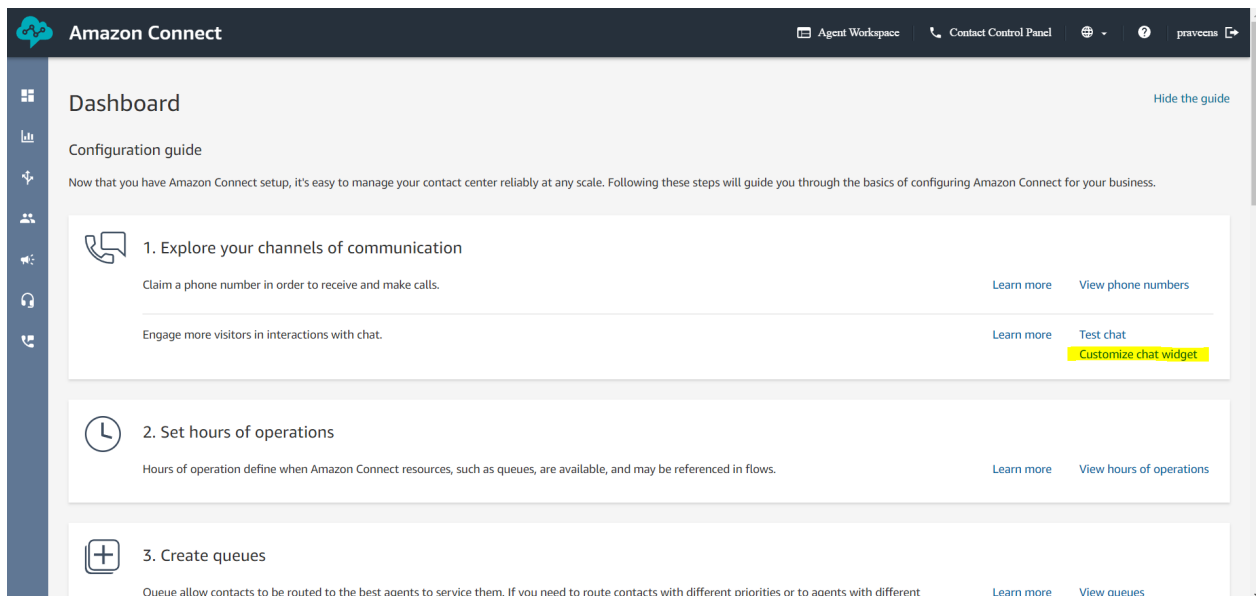
3	chatSuggestions	List of Text(Optional)	Provide a list of chat suggestions. The provided list of suggestions will be displayed in the component when a chat contact is in progress.
4	enableWisdom	Boolean(Optional)	Determines whether to display Amazon connect wisdom UI. Provide true only if the connect instance has Amazon connect wisdom set up. Default - false
5	receivedContactAttributes	List of Save	The contact attributes sent by the user will be saved here.
6	identifier	List of Save	The identifier of the contact will be saved here. For chats, it will be the uniqueId sent in the client chat component and for voice it will be the phone number.
7	onContactIncoming	List of Save	Execute a list of saves when a chat or voice contact is incoming.
8	onContactConnected	List of Save	Executes a list of saves on receiving a chat or voice contact.
9	onContactMissed	List of Save	Executes a list of saves when an incoming contact is missed.
10	onMessageSent	List of Save	Executes a list of saveinto(s) when a message is sent by the agent.
11	onMessageReceived	List of Save	Executes a list of saves when a message is received.
12	onContactEnded	List of Save	Executes a list of saves when a chat or voice contact ends.

# Amazon Connect Client Chat Field

The Amazon Connect Client Chat Field allows us to embed the customer chat interface within Appian. This component requires the use of Amazon Connect Connected system with a security token.

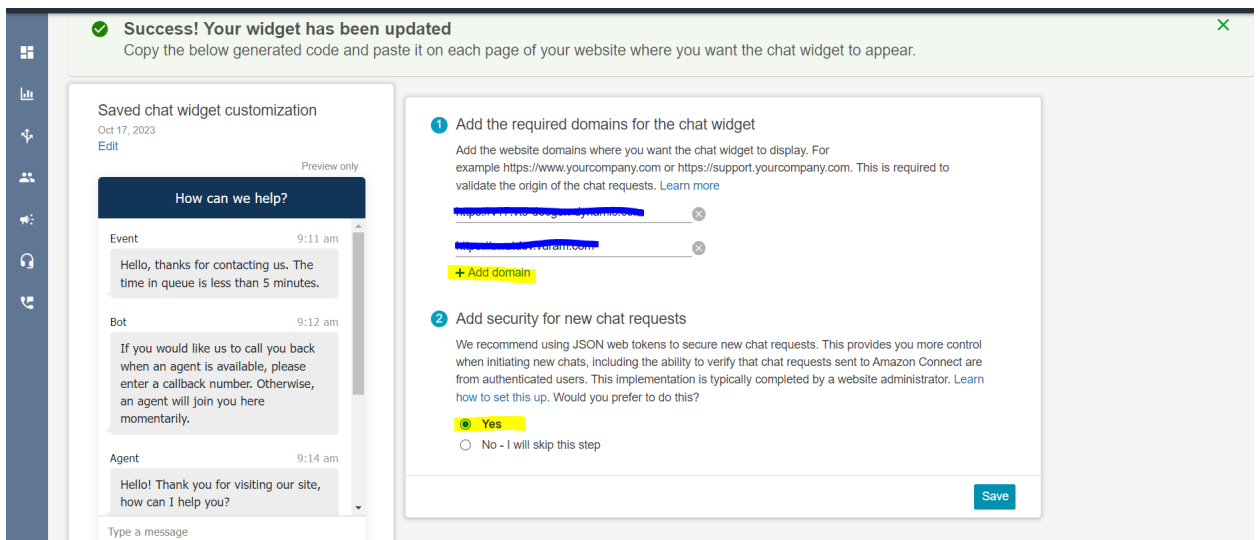
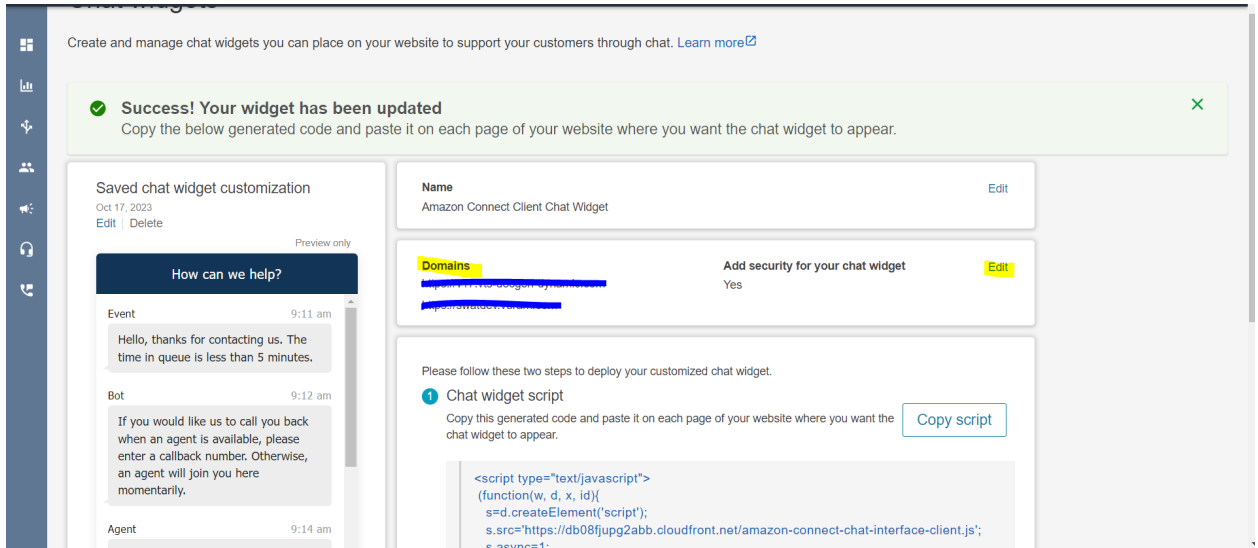
## Setting Up Customer Chat

1. Go to the Amazon Connect instance console page.
2. Under the dashboard, click on Customize Chat Widget to open the Customize Chat Widget page.



3. Under the domains section add, the dynamic URL and the domain URL of the Appian Environment.





4. Select Yes for Add security for new Chat Requests to generate a Secret token which will be used by the Amazon Connect Connected System to authenticate the component using client-api.
5. Click on save.
6. Under the Chat Widget script, you will be able to view the code. Copy it to get the instanceId and the snippetId.

Please follow these two steps to deploy your customized chat widget.

**1 Chat widget script**

Copy this generated code and paste it on each page of your website where you want the chat widget to appear. [Copy script](#)

```
<script type="text/javascript">
(function(w, d, x, id){
s=d.createElement('script');
s.src='https://db08fjupg2abb.cloudfront.net/amazon-connect-chat-interface-client.js';
s.async=1;
s.id=id;
d.getElementsByTagName('head')[0].appendChild(s);
w[x] = w[x] || function() { (w[x].ac = w[x].ac || []).push(arguments) };
})(window, document, 'amazon_connect', '34ac3a55-89f4-4fef-b51e-e2cb155f92b7');
amazon_connect('styles', { openChat: { color: '#ffffff', backgroundColor: '#123456' },
closeChat: { color: '#ffffff', backgroundColor: '#123456' } });
amazon_connect('snippetId', 'QVFJREFIZ2JNzdVNIzBdTFZSVjkt0xad3RDb08wM2NzamVYno2UE4r-bHpyL2JUrJFFK3c5aVpORVBmdHnuQ3hsZDc4VDl0QUFBQWJqbnNCZ2tkaGtpRzI3MEJcd2FnMhpCZEFnRUFRNRmdHQ1NkR1NjYjNEUu');
amazon_connect('supportedMessagingContentTypes', [ 'text/plain', 'text/markdown' ]);
</script>
```

**2 Security key**

To implement the backend security, use the secret key below which you can use to generate a JSON web token for use during the chat request. You can learn more about the steps required to implement a JSON web token here.

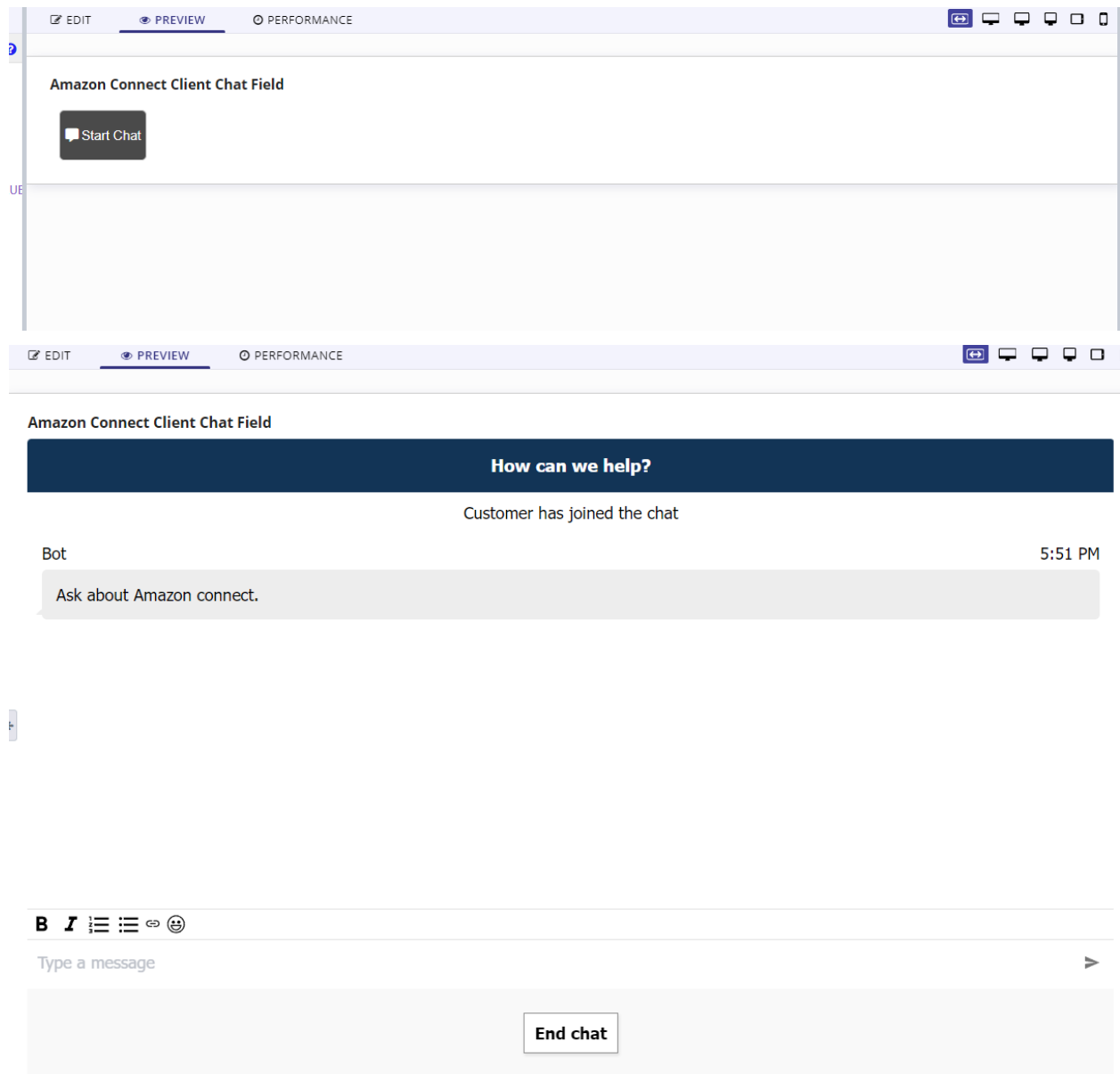
**Security key**

..... created on Oct 11, 2023 [Copy key](#)

```
<script type="text/javascript">
(function(w, d, x, id){
s=d.createElement('script');
s.src='https://db08fjupg2abb.cloudfront.net/amazon-connect-chat-interface-client.js';
s.async=1;
s.id=id;
d.getElementsByTagName('head')[0].appendChild(s);
w[x] = w[x] || function() { (w[x].ac = w[x].ac || []).push(arguments) };
})(window, document, 'amazon_connect', '34ac3a55-89f4-4fef-b51e-e2cb155f92b7');
amazon_connect('styles', { openChat: { color: '#ffffff', backgroundColor: '#123456' }, closeChat: { color: '#ffffff', backgroundColor: '#123456' } });
amazon_connect('snippetId', 'QVFJREFIZ2JNzdVNIzBdTFZSVjkt0xad3RDb08wM2NzamVYno2UE4r-bHpyL2JUrJFFK3c5aVpORVBmdHnuQ3hsZDc4VDl0QUFBQWJqbnNCZ2tkaGtpRzI3MEJcd2FnMhpCZEFnRUFRNRmdHQ1NkR1NjYjNEUu');
amazon_connect('supportedMessagingContentTypes', [ 'text/plain', 'text/markdown' ]);
</script>
```

7. Under the Security Key, copy the generated security key.

# Screenshots



# Parameters

SI No	Name	Type	Description
1	instanceId	Text(Required)	The instance ID for the client chat widget. Obtained from the

			steps mentioned above.
2	snippetId	Text(Required)	The snippet ID of the client chat widget. Obtained from the steps mentioned above.
3	username	Text(Optional)	Provide the user name value to differentiate the contact records. This value will also be displayed as the customer name in the chat. Recommended to use the Appian username as it will be unique. Default - Customer
4	customContactAttributes	Dictionary(Required)	Provide the custom contact attributes to be sent to the Agent app on contact creation as a dictionary. The provided dictionary must contain a "uniqueId" field with any text value. This will be used to identify the customer. The values for this dictionary must be of the format:  <pre>{ uniqueId: String //required, customParameter1: String, ... customParameterN: String }</pre>
5	connectedSystem	Connected System(Required)	Provide the Amazon Connect connected system object constant with the secret key provided in the Customer Chat Secret Key.
6	buttonLabel	Dictionary(Optional)	Provide the label text and icon in the format: {text: valid text, icon: valid font awesome icons}

7	color	Dictionary(Optional)	Provide the button background and text color in the format: {foreground: valid hex color, background: valid hex color}
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**Note: In order to use the Amazon Connect Client Chat Field, the Amazon Connect Connected System plugin has to be used with the Chat Secret key provided. The Security must be enabled in the Customize Chat Widget section of Amazon Connect instance console.**

## Amazon Connect Prerequisites

The Amazon Connect Component plugin requires certain prerequisites to be satisfied before usage. They are:

- Requires a queue to be created in the instance.
- Requires creation of flows according to the business requirement.
- To set up Amazon Connect Wisdom to be used with Amazon Connect Agent App Field please go through this [link](#).

Please find the link to the [AWS Documentation](#) regarding Amazon Connect service.

## Amazon Connect Component Plugin Considerations

The following points have to be considered while using the Amazon Connect Component Plugin.

1. **Refreshing the browser page** with the Amazon Connect Agent App or Client Chat field will reload the component and hence any **ongoing call or chat** will be **disconnected**.

2. The Amazon Connect **Client Chat Field** requires the **Security to be enabled** when **customizing the chat widget** in the Amazon Connect instance console.
3. The Amazon Connect **Client Chat Field** requires the **Amazon Connect Connected System** to function.
4. Amazon connect is **available only in certain regions**. Please refer to the [link](#) to know more.
5. To **get the stored reports** such as contact analysis, voice and chat transcripts and recordings, **the Amazon Connect Connected System plugin** has to be used along with the component.