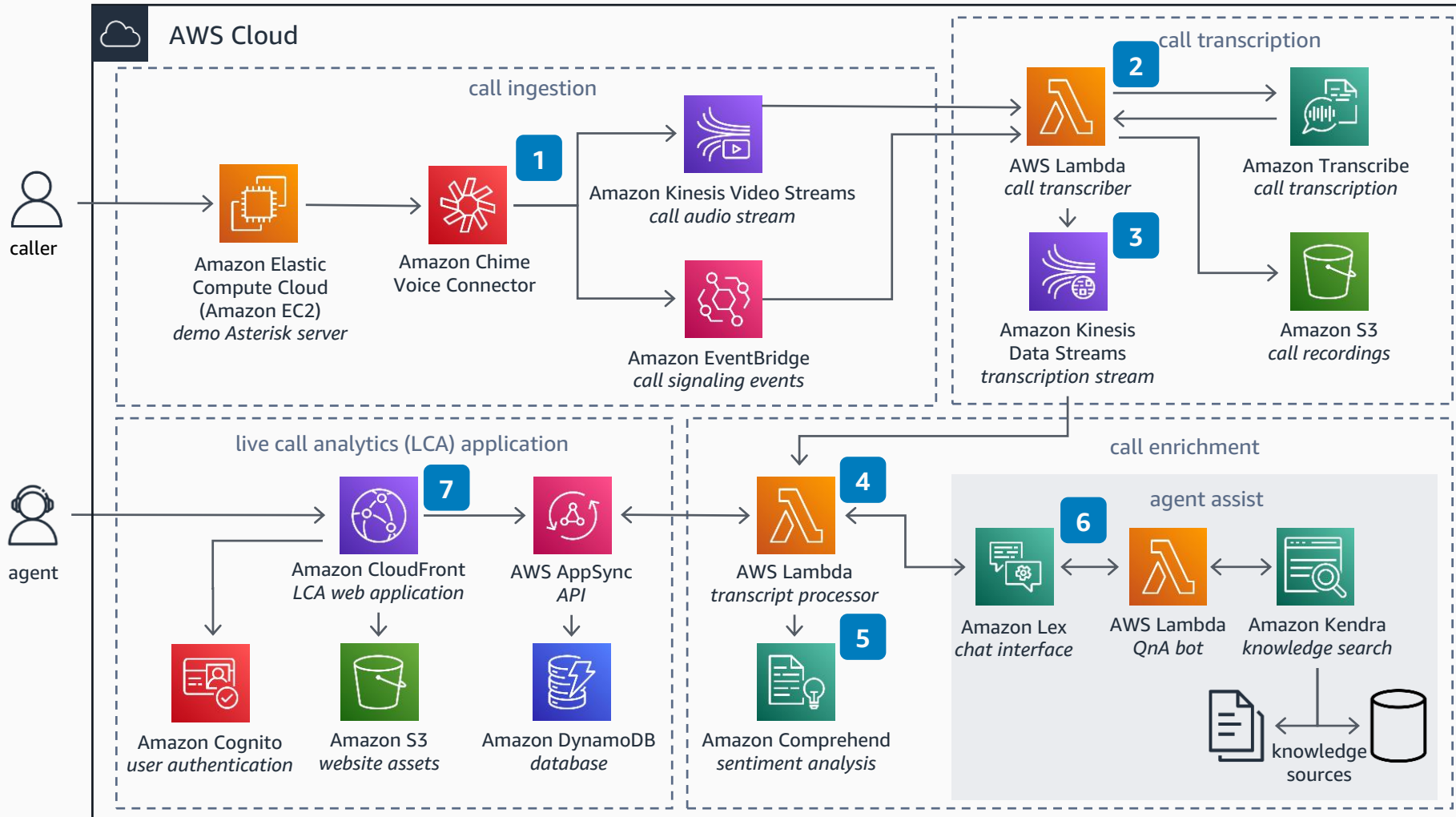


Guidance for Live Call Analytics with Agent Assist on AWS

Use machine learning to capture intent and context from conversations and offer intelligent search features to assist agents based on callers' needs.



- 1 **Amazon Chime Voice Connector** streams call audio to **Amazon Kinesis Video Streams**. Call signaling events are sent to **Amazon Event Bridge**.
- 2 The event initiates call transcription processing. Audio is streamed to **Amazon Transcribe** for real-time transcription. Recordings are stored in **Amazon Simple Storage Service (S3)**.
- 3 Transcription results are written in real time to **Amazon Kinesis Data Streams**.
- 4 The transcript processor function reads the transcription stream and enriches the transcription and call metadata.
- 5 **Amazon Comprehend** applies sentiment analysis and enriches the metadata.
- 6 The transcription and metadata integrates with agent assistance services powered by **Amazon Lex (NLU/NLP)** and **Amazon Kendra (ML search)**.
- 7 The agent user interface is served through **Amazon CloudFront** and uses an **AWS AppSync API** to provide real-time agent assistance during a call.



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AWS Reference Architecture