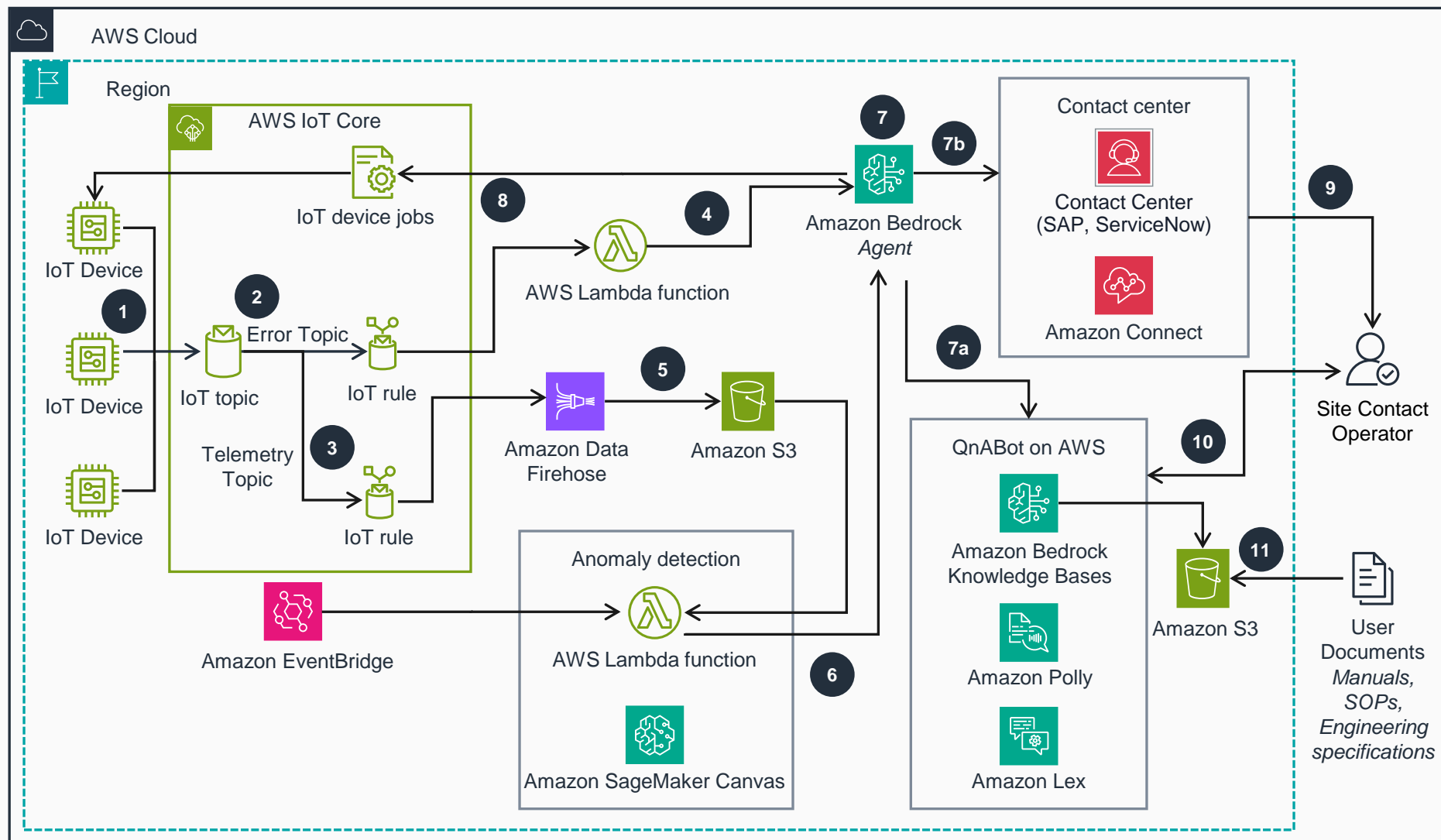


Guidance for Connecting Automated Inputs to Contact Centers on AWS

This architecture diagram shows how to enable real-time error, anomaly detection, automated incident resolution, and seamless contact center integration for IoT-connected systems. This servers to reduce downtime and optimize issue resolution through AI-driven workflows. Steps 1-7 are shown below; steps 8-11 are shown on the next slide.



- 1 IoT devices publish to **AWS IoT Core**.
- 2 Errors or alerts generated by devices are published to designated IoT topics, such as an "error topic" or "basic ingest topic". These inputs are then routed to an **AWS Lambda** function based on the defined IoT rule.
- 3 Devices publish standard telemetry data to an IoT topic. This real-time data can be acted on, while a copy is also routed to a data store for the purposes of analytics and anomaly detection.
- 4 The **Lambda** function transmits the error code, device ID, and any additional relevant information to **Amazon Bedrock Agents**.
- 5 The data is streamed through **Amazon Data Firehose** and ingested into an **Amazon Simple Storage Service** (Amazon S3) data store.
- 6 An **Amazon EventBridge** rule invokes a **Lambda** function at a schedule frequency specified by the user using a cron expression. If anomaly is detected in the stored data using **Amazon SageMaker Canvas**, it sends relevant information including device ID(s) to the **Lambda** function.
- 7 **Amazon Bedrock Agents** reviews the received input and takes appropriate action by triggering the right action group.
- 7a The agent queries the QnABot on AWS knowledge base to retrieve any relevant supplementary information or policies, including remediation procedures. This is appended to the ticket if required in step 7b.
- 7b The agent creates a ticket within the contact center and enriches the message with any data from step 7a.



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