
AWS
re:Invent
NOV. 28 – DEC. 2, 2022 | LAS VEGAS, NV

BIZ303-R

Turn data into actionable insights with Amazon Connect

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Agenda

Amazon Connect – Introduction

Amazon Connect – Data sources

Advanced analytics with Amazon Connect data

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Amazon Connect

EASY TO USE OMNICHANNEL CLOUD CONTACT CENTER

Dynamic, personal, and natural automated experiences

One application for workflows, agent management, routing, and experiences across all channels

Great customer and agent outcomes with AI and ML at the heart of every interaction



Self-service configuration enables instant innovation

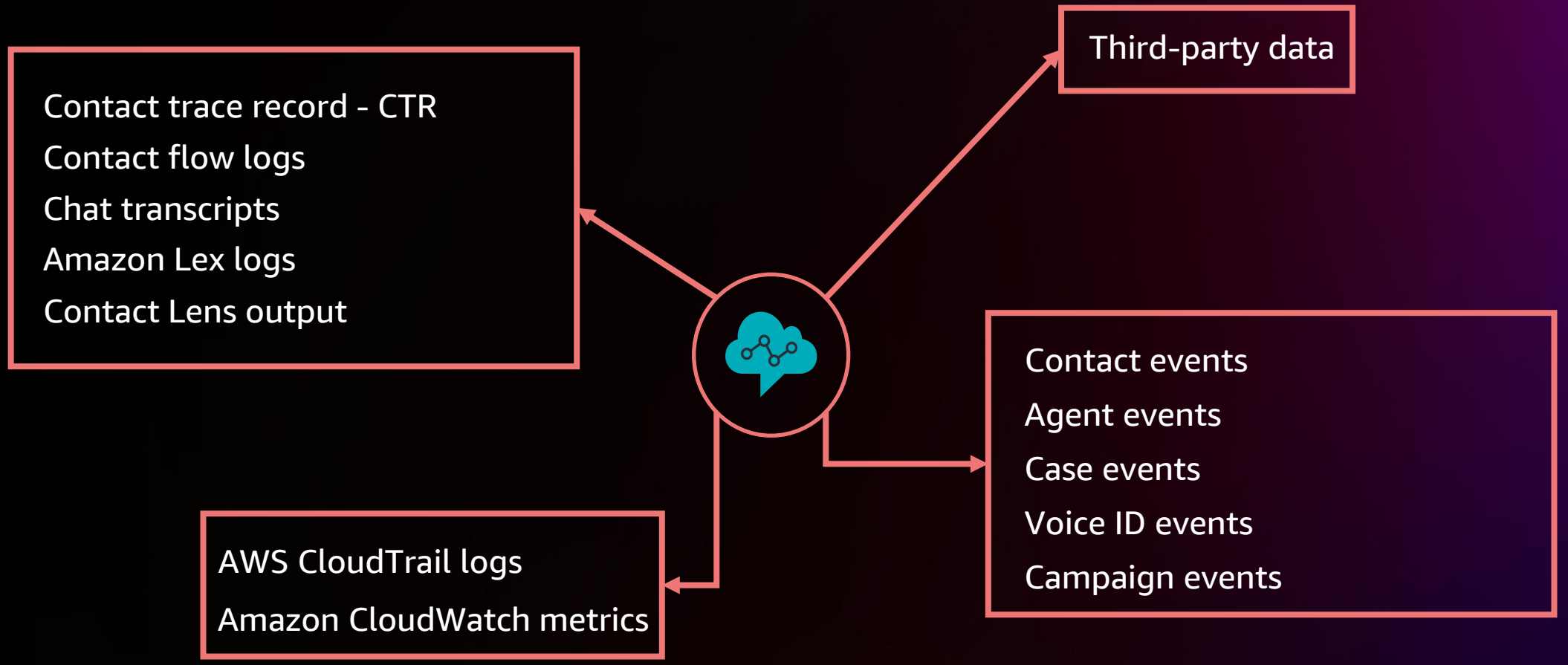
Built in real-time and historical analytics with secure, hassle-free access to your data

PAY ONLY FOR WHAT YOU USE

aws

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Amazon Connect – Data sources



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Advanced analytics with Amazon Connect data

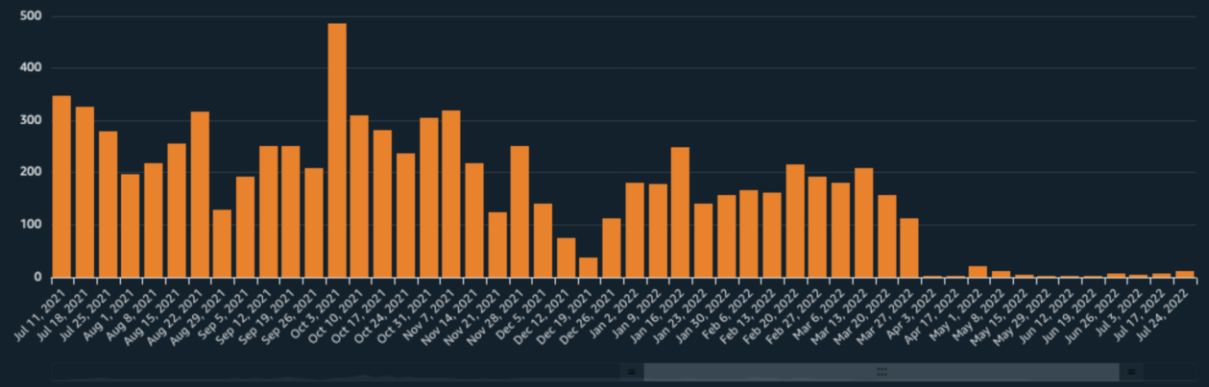
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Contact Stats | Contact Attributes Analysis | Agent Contact Leaderboard

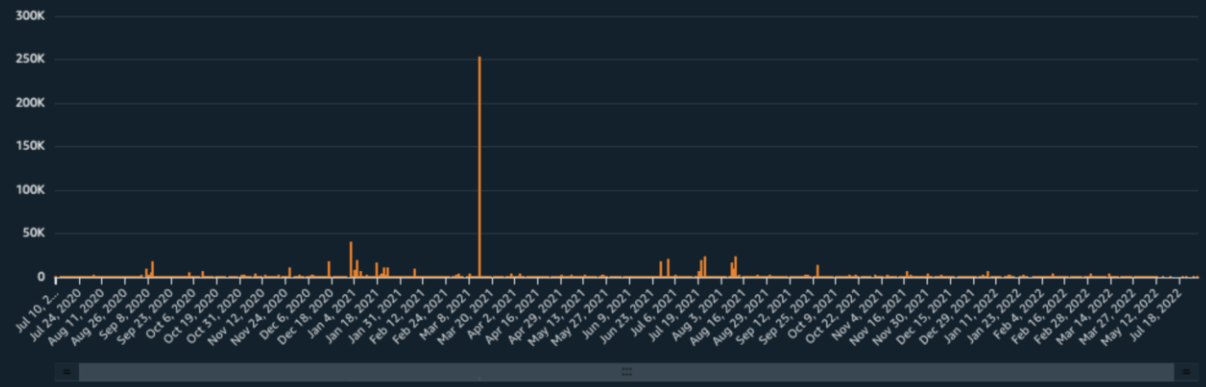
Controls | Last N Days 2000 | Selected Channel CHAT, TASK, V... | Selected Queue All | Selected Agent All | Selected Routing Profile All | Selected Initiation Method All

Total # of Contacts	Average Contact Duration	Avg. Customer Hold Duration	Avg After Contact Work Duration	Average Agent Duration	Avg Connection Attempts	Average Queue Duration	Avg Number of Holds
23,741	6,880	1.91	10577.51	1,407	0.58	5,401	0.03

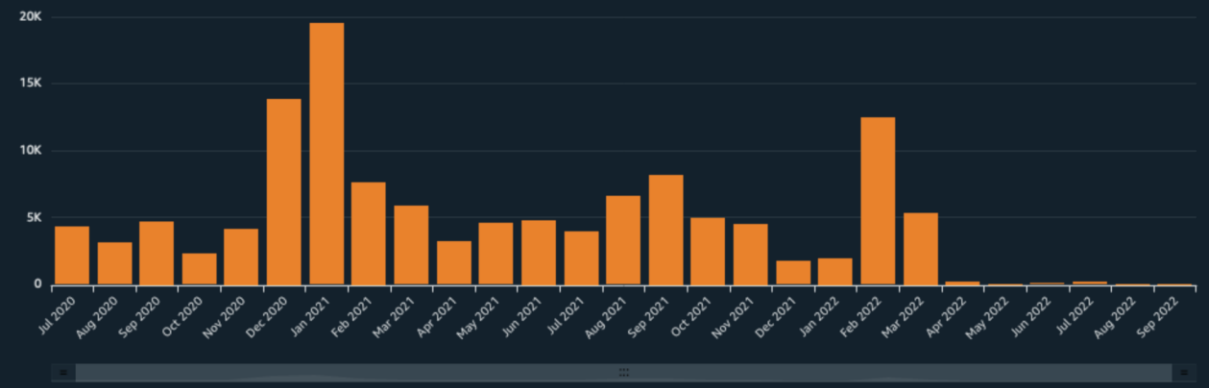
Contact Volumes



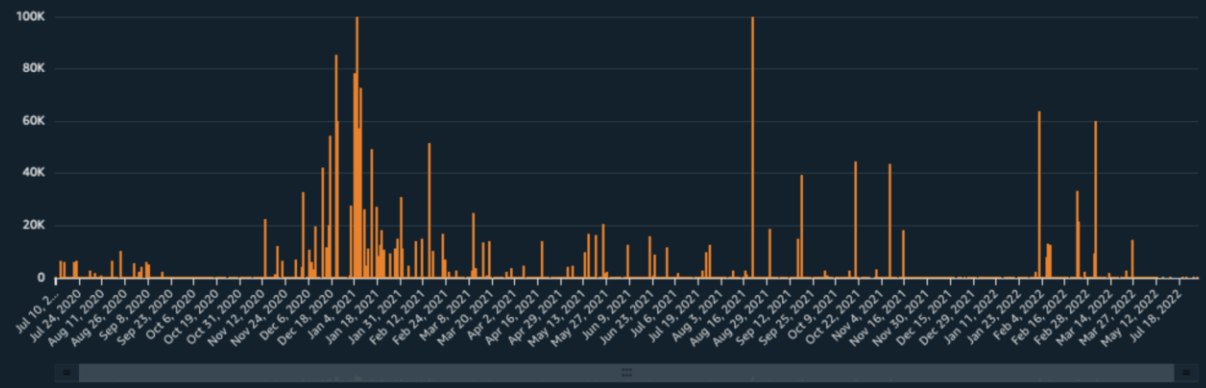
Average Agent Duration



Average Contact Duration



Average Queue Duration



Channel

channel	channel
VOICE	10,645
CHAT	4,173
TASK	745

Disconnect Reason

disconnectreason	disconnectreason
CUSTOMER_DISCONNECT	8,567
AGENT_DISCONNECT	4,045
CONTACT_FLOW_DISCONNECT	1,978
OTHER	829

System Endpoint Address

systemendpoint_address	systemendp...
+1	1,708
+1	1,234
+1	921
+1	829

Number of Contacts per Queue

queue_name	queue_name
BasicQueue	1,857
UnstaffedQueue	29
ContactLensTest	24
ContactLensRealTime	23

Average Queue Duration

queue_name	queue_dura...
UnstaffedQueue	534521.38
Outbound Queue	161.50
BankQ	99.00
BasicQueue	95.08

Contact Stats | Contact Attributes Analysis | Agent Contact Leaderboard

Controls

Last N Days
2000

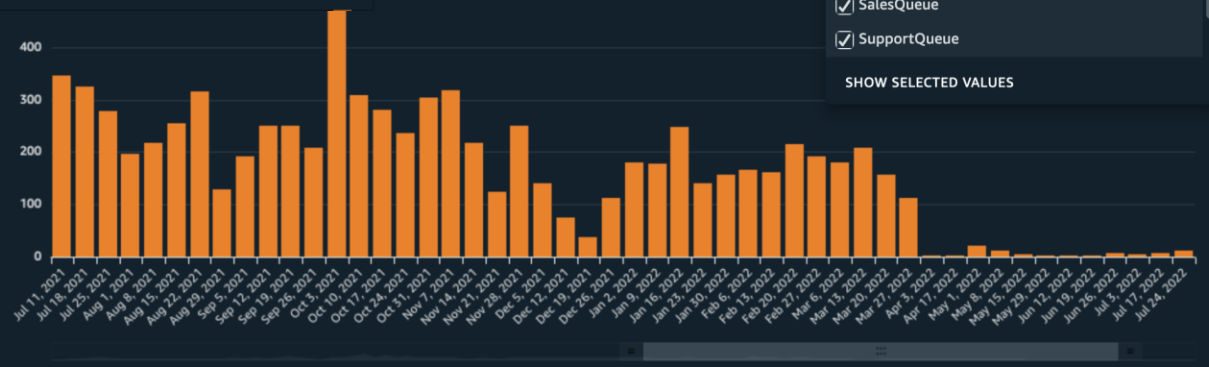
Selected Initiation Method
All
Search value
Select all
API
CALLBACK
DISCONNECT
INBOUND
OUTBOUND
TRANSFER

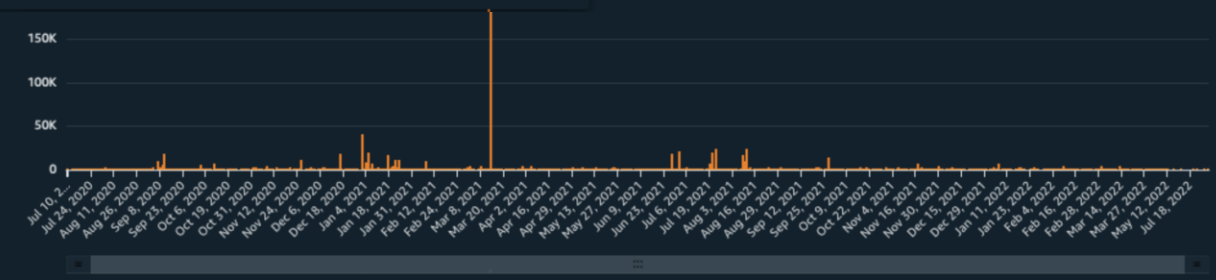
Selected Channel
All
Search value
Select all
CHAT
TASK
VOICE
SHOW SELECTED VALUES

Selected Queue
All
Search value
Select all
BankQ
BasicDemoQueue
BasicQueue
ContactLensRealTime
ContactLensTest
High-Volume-Outbound-Communications
InsuranceQ
Outbound Queue
SalesQueue
SupportQueue
SHOW SELECTED VALUES

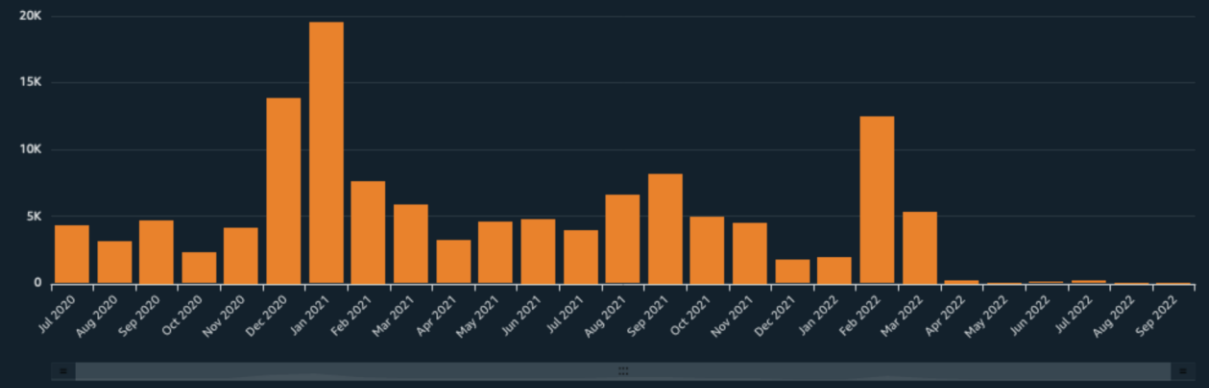
Selected Agent
All
Search value
Select all
BadAgent
ConnectAdmin
UserA
amazon.com
@amazon.com
amazon.com
@amazon.com
gent1@amazon.com
@amazon.com
@amazon.com
SHOW SELECTED VALUES

Selected Routing Profile
All
Search value
Select all
Basic Routing Profile
ContactLensTest
High-Volume-Outbound-Communications
InsuranceLOB
RoseyProfile
UnstaffedRoutingProfile
SHOW SELECTED VALUES

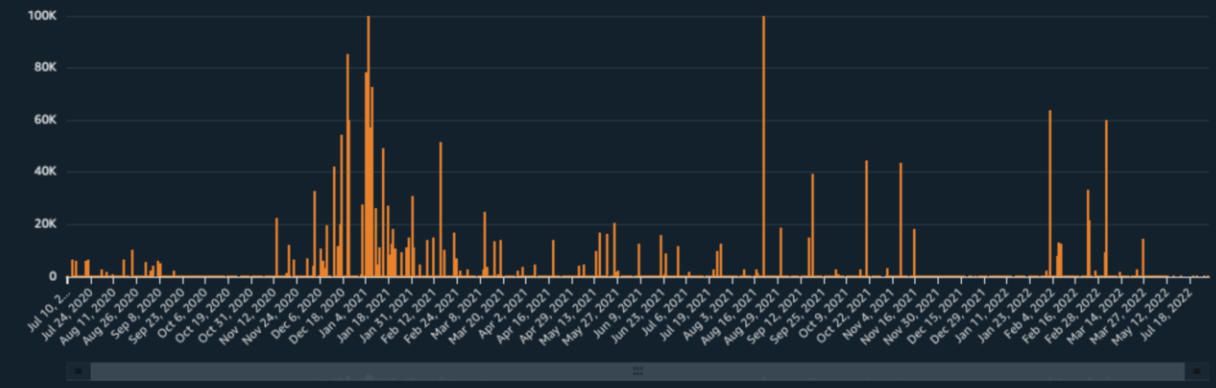




Average Contact Duration



Average Queue Duration



Contact Stats | **Contact Attributes Analysis** | Agent Contact Leaderboard

Controls

Last N Days: 2000

Selected Channel: All

Selected Queue: All

Selected Agent: All

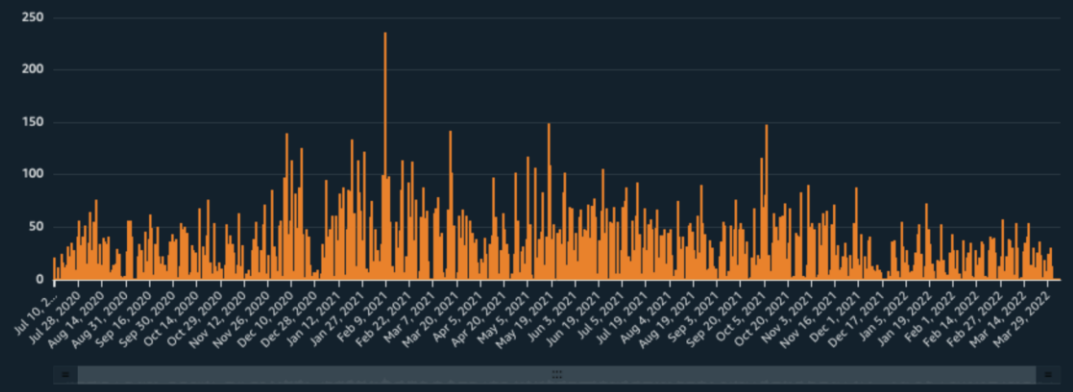
Selected Routing Profile: All

Selected Contact Attribute: customername

Contact Attribute Value: Enter value

Total # of Contacts	Average Contact Duration	Average After Contact Duration	Average Customer Hold Duration	Average Agent Duration	Average Queue Duration	Avg Number of Holds
19,684	4,627	9,545	0.29	1,539	1,286	0.03

Contact Volumes



Disconnect Reason

CUSTOMER_DISCONNECT	7,421
AGENT_DISCONNECT	3,807
CONTACT_FLOW_DISCONNECT	1,674
OTHER	884
AGENT_COMPLETED	75
EXPIRED	28
THIRD_PARTY_DISCONNECT	9

System Endpoint Address

+1	2,145
+1	1,138
+1	1,098
+1	824
+1	627
+1	497
+1	492
+1	437
+1	306
+4	248
softphone	237
+1	142
+1	142
+1	142

Number of contacts per queue

BasicQueue	900
UnstaffedQueue	17
BasicDemoQueue	14
BankQ	2
Outbound Queue	2
SalesQueue	2
InsuranceQ	1
SupportQueue	1

Contact List

Export to CSV
Export to Excel
Embed visual

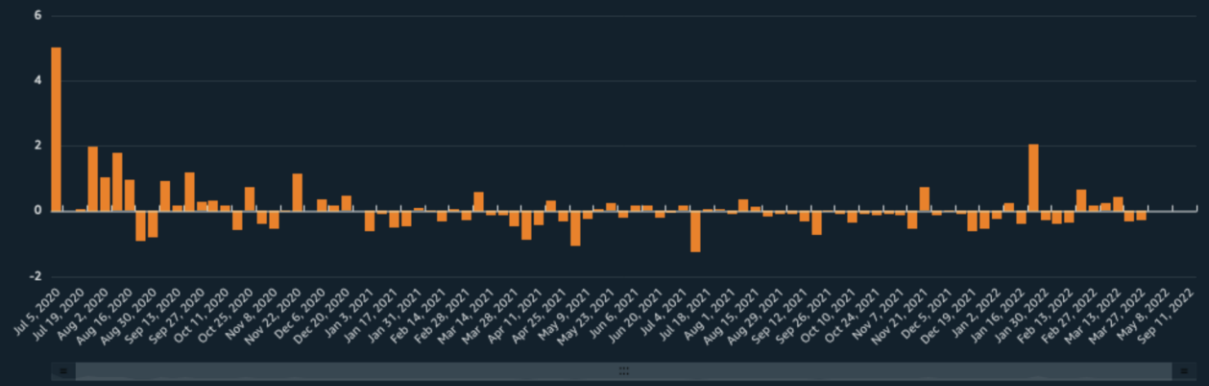
Contact ID	Contact Initiated At	Customer Endpoint	Queue Name	Agent Username	Channel	attribute_key	Attribute Value	Routing Profile
4417958d-c095-4bda-86da-b3972a77cc4d	Sep 14, 2022	+1	SalesQueue	ConnectAdmin	VOICE	customername	M	Basic Routing Profile
d580c8e7-2037-447e-af8f-5eafeb636859	Jul 29, 2022	+1	null	null	VOICE	customername	M	null
299c421c-ff8b-48fc-9bc0-e22d0e7d1e48	Jul 18, 2022	+1	null	null	VOICE	customername	M	null
69fdbcbc-ffc7-4148-b892-8c9c26effe10	Jul 7, 2022	+1	null	null	VOICE	customername	M	null
0fc09332-e20d-4eac-a4f9-d7f61e467b50	Apr 1, 2022	+4	null	null	VOICE	customername		null
19530cfd-a83e-44c6-9a81-d5678f8e2652	Apr 1, 2022	+4	null	null	VOICE	customername		null
4a8b367b-95d6-41d2-9e13-27a95e7df1b7	Apr 1, 2022	+4	BasicQueue	rs	VOICE	customername		Basic Routing Profile
6662051d-a7cf-4339-a802-c354ec515f29	Apr 1, 2022	+4	BasicQueue	rs	VOICE	customername		Basic Routing Profile
6eb00aa5-aff3-435d-b486-31dcc52d4713	Apr 1, 2022	+4	BasicQueue	rs	VOICE	customername		Basic Routing Profile
8634dca6-f575-406e-b752-cc8013afc3ba	Apr 1, 2022	nu	null	rs	CHAT	customername	S	Basic Routing Profile
8822958d-5eff-4663-9b9a-b69ac9cbbcd4	Apr 1, 2022	+4	BasicQueue	rs	VOICE	customername		Basic Routing Profile
c25a55f4-a5b7-4c58-96fb-d3d2ac1be530	Apr 1, 2022	+4	BasicQueue	rs	VOICE	customername		Basic Routing Profile
d703ebe0-acbc-4906-a51f-0e4f0236fc89	Apr 1, 2022	null	null	null	CHAT	customername	S	null

Contact Lens | Agent ContactLens Leaderboard | Category Analysis

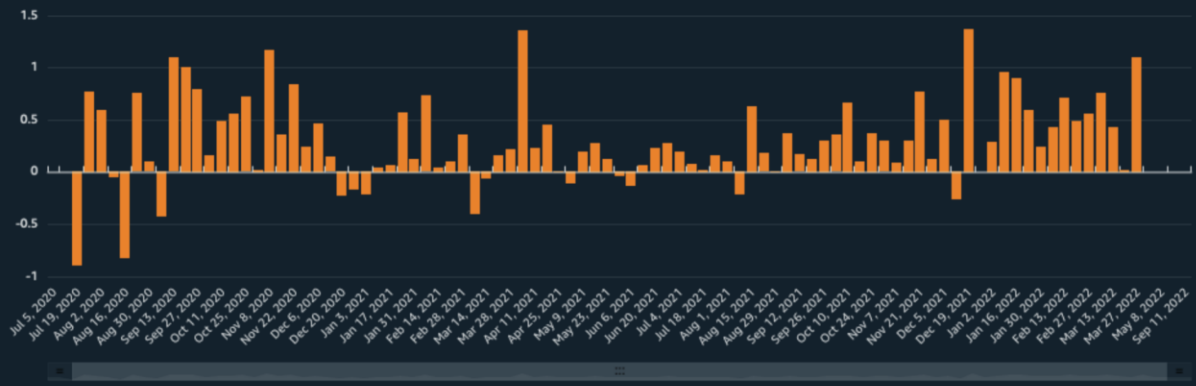
Controls | Last N Days 2000 | Selected Channel CHAT, TASK, V... | Selected Queue All | Selected Agent All | Selected Routing Profile All | Selected Initiation Method All

Average Customer Sentiment	Average Agent Sentiment	Average Conversation Duration	Average Agent Word per Minute	Average Non-Talk Duration	Average Agent Talk Duration	Average Customer Talk Duration
-0.04	0.29	88.38	139.55	46.72	12.91	16.14

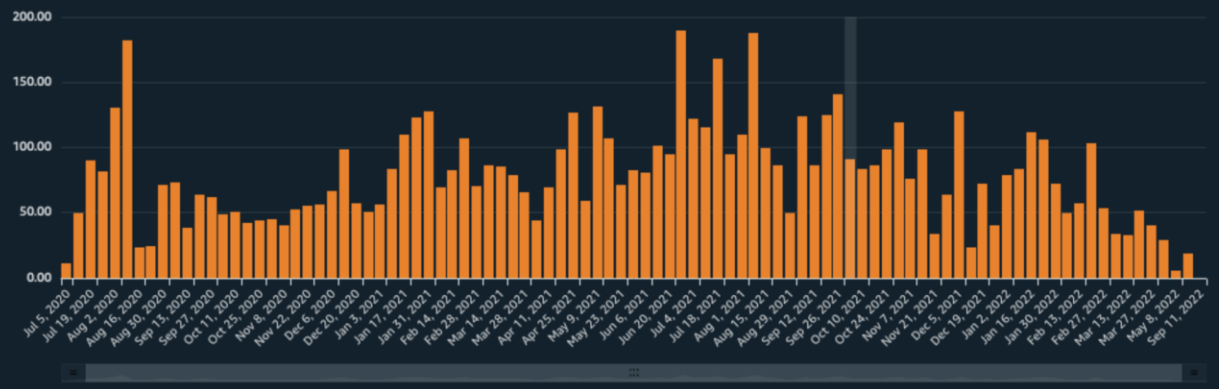
Average Customer Sentiment



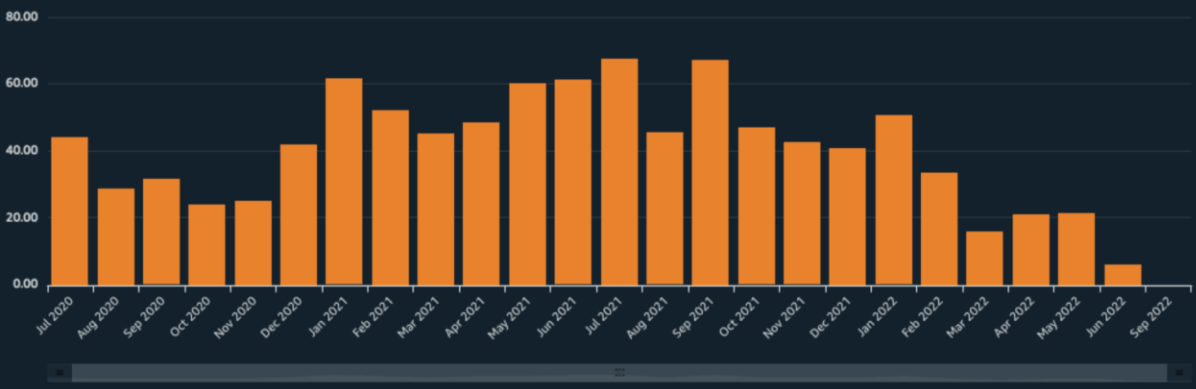
Average Agent Sentiment



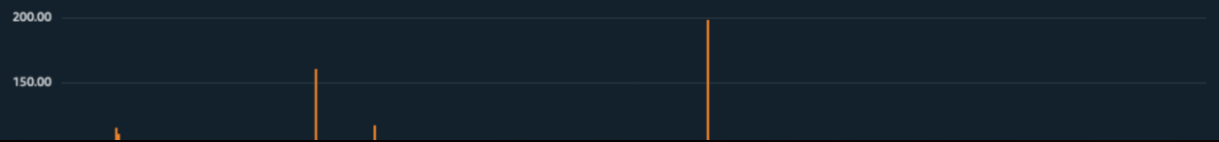
Average Conversation Duration



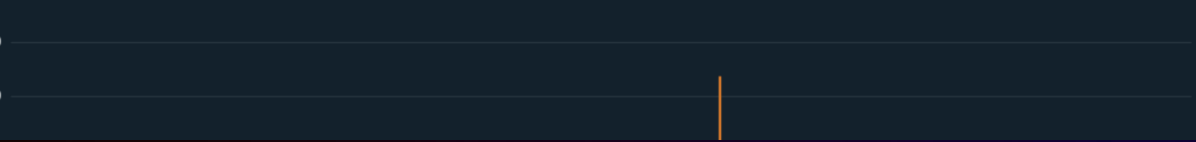
Average Non-Talk Duration



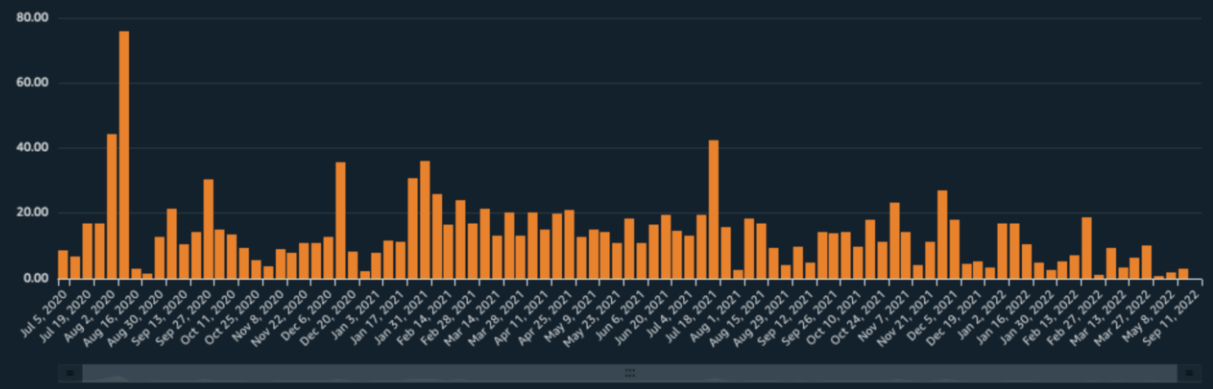
Average Customer Talk Duration



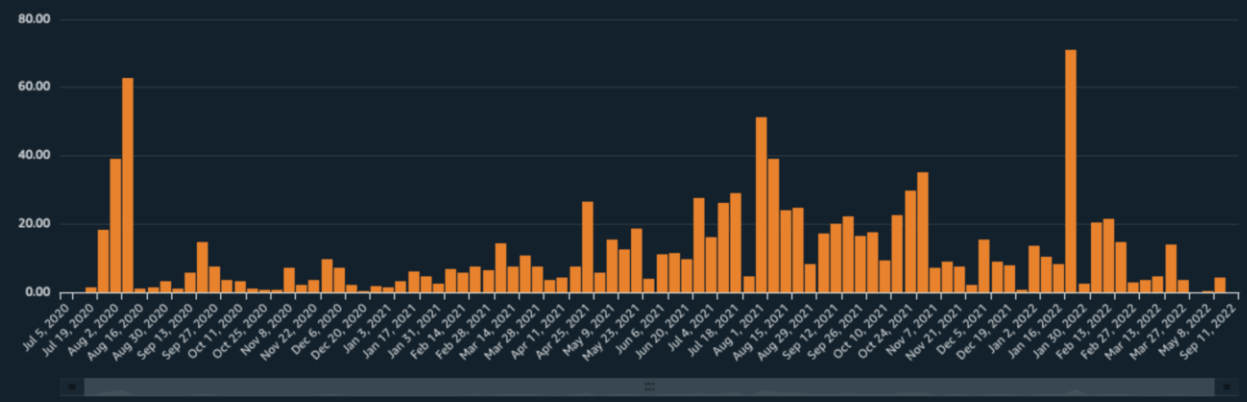
Average Agent Talk Duration



Average Customer Talk Duration



Average Agent Talk Duration



Average Customer Sentiment per Queue

ContactLensTest	1.66
BasicQueue	0.10
BasicDemoQueue	0.00
High-Volume-Outbound-Communications	0.00
Outbound Queue	0.00
SalesQueue	0.00
ContactLensRealTime	-1.29

Average Agent Sentiment per Queue

ContactLensRealTime	1.14
ContactLensTest	0.32
BasicQueue	0.28
BasicDemoQueue	0.00
High-Volume-Outbound-Communications	0.00
Outbound Queue	0.00
SalesQueue	0.00

Average Conversation Duration per Queue

ContactLensTest	237.42
ContactLensRealTime	162.43
BasicQueue	61.47
BasicDemoQueue	13.80
High-Volume-Outbound-Communications	2.00
Outbound Queue	1.50
SalesQueue	0.00

Average Agent Word per Minute per Queue

ContactLensTest	152.47
BasicQueue	150.01
ContactLensRealTime	149.86
High-Volume-Outbound-Communications	114.00
Outbound Queue	59.50
BasicDemoQueue	19.20
SalesQueue	0.00

Average Non-Talk Duration per Queue

ContactLensRealTime	93.71
ContactLensTest	56.19
BasicQueue	38.40
BasicDemoQueue	0.80
High-Volume-Outbound-Communications	0.00
Outbound Queue	0.00
SalesQueue	0.00

Average Agent Talk Duration per Queue

ContactLensTest	73.89
ContactLensRealTime	26.29
BasicQueue	6.48
High-Volume-Outbound-Communications	2.00
BasicDemoQueue	1.00
Outbound Queue	0.50
SalesQueue	0.00

Average Customer Talk Duration per Queue

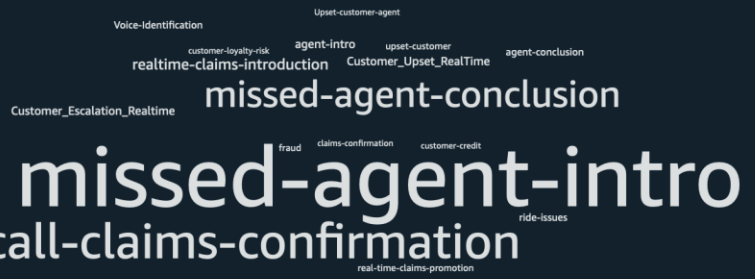
ContactLensTest	86.94
ContactLensRealTime	34.00
BasicQueue	7.57
BasicDemoQueue	5.20
High-Volume-Outbound-Communications	1.00
Outbound Queue	0.50
SalesQueue	0.00

Contact Lens | Agent ContactLens Leaderboard | **Category Analysis**

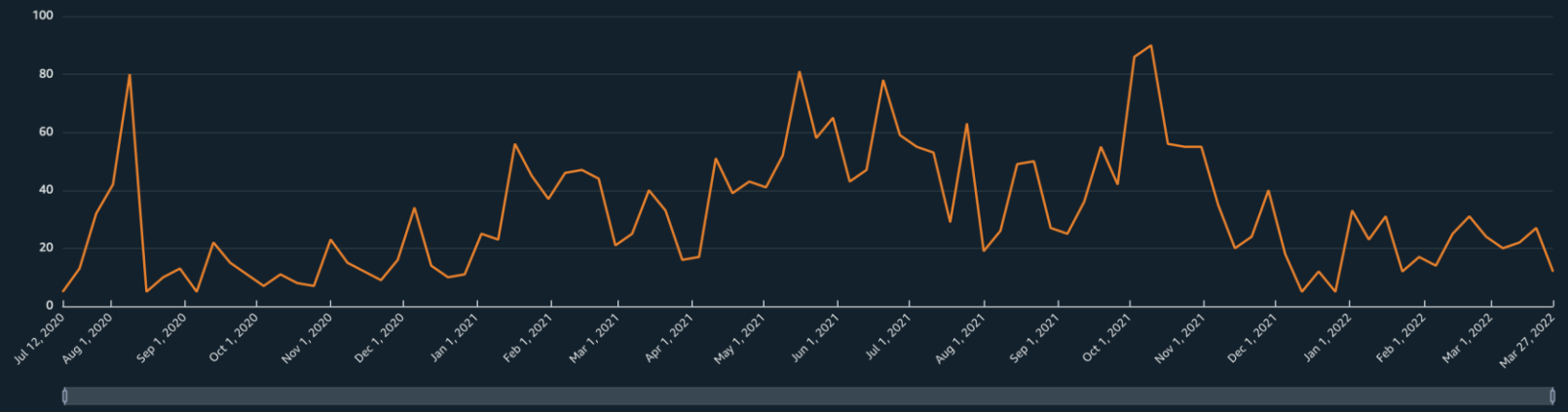
Controls | **Last N Days** 2000 | **Selected Channel** CHAT, TASK, V... | **Selected Queue** All | **Selected Agent** All | **Selected Routing Profile** All | **Selected Categories** All

# of Contacts with Categories	Average Contact Duration	Average After Work Duration	Average Customer Hold Duration	Average Agent Duration	Average Queue Duration	Avg Number of Holds
2,883	927.77	11703.02	2.35	193.41	696.36	0.06

Categories



Contact Volumes



Call Volumes

missed-agent-intro	846
post-call-claims-confirmation	453
missed-agent-conclusion	355
realtime-claims-introduction	97
agent-conclusion	11
fraud	10
agent-intro	9
customer-loyalty-risk	7
Voice-Identification	6
Customer_Upset_RealTime	5
upset-customer	4
real-time-claims-promotion	2
ride-issues	1

Average Duration

ride-issues	456.00
real-time-claims-promotion	277.00
fraud	212.21
agent-conclusion	168.06
realtime-claims-introduction	104.87
missed-agent-intro	95.54
upset-customer	95.25
Voice-Identification	93.33
customer-loyalty-risk	81.00
Customer_Upset_RealTime	76.83
post-call-claims-confirmation	74.54
missed-agent-conclusion	71.69
agent-intro	56.00

System Endpoint Address

+1	678
+1	584
+1	251
+1	232
softphone	191
+1	138
+1	111
+1	109
+1	87
+1	83
+4	75
+1	69
+4	51
+1	50

Disconnect Reason

CUSTOMER_DISCONNECT	1,407
AGENT_DISCONNECT	634
OTHER	391
THIRD_PARTY_DISCONNECT	3

Queue

BasicQueue	756
ContactLensTest	115
ContactLensRealTime	6
BasicDemoQueue	1
High-Volume-Outbound-...	1
Outbound Queue	1

Agent

ent1@amazon.com	307
azon.com	109
mazon.com	76
azon.com	72
amazon.com	68
amazon.com	65
amazon.com	61
mazon.com	60
amazon.com	59
amazon.com	59
amazon.com	55
nazon.com	54
nazon.com	51
nazon.com	51

Contact List

Contact ID	Contact Initiated At	Customer Endpoint	Queue Name	Agent Username	Channel	Routing Profile	Category
8822958d-5eff-4663-9b9a-b69ac9cbbcd4	Apr 1, 2022	+49	BasicQueue	@amazon.com	VOICE	Basic Routing Profile	agent-conclusion
8822958d-5eff-4663-9b9a-b69ac9cbbcd4	Apr 1, 2022	+49	BasicQueue	@amazon.com	VOICE	Basic Routing Profile	agent-intro
8822958d-5eff-4663-9b9a-b69ac9cbbcd4	Apr 1, 2022	+49	BasicQueue	@amazon.com	VOICE	Basic Routing Profile	customer-loyalty-risk
8822958d-5eff-4663-9b9a-b69ac9cbbcd4	Apr 1, 2022	+49	BasicQueue	@amazon.com	VOICE	Basic Routing Profile	post-call-claims-confirmation

Contact Lens | **Agent ContactLens Leaderboard** | Category Analysis

Controls | **Last N Days** 2000 | **Selected Channel** CHAT, TASK, V... | **Selected Queue** All | **Selected Agent** All | **Selected Routing Profile** All | **Top/Bottom N Results** 7

Highest Average Customer Sentiment

@amazon.com	5
ent1@amazon.com	5
y@amazon.com	4.26
amazon.com	3.8
amazon.com	2.5
p@amazon.com	2.5
amazon.com	2.5

Highest Average Agent Sentiment

amazon.com	5.00
05@gmail.com	5.00
amazon.com	3.80
amazon.com	2.50
r@amazon.com	2.36
@amazon.com	2.14
amazon.co.uk	1.90

Highest Average Conversation Duration

t@amazon.com	1536.00
an@amazon.com	380.00
n@amazon.com	379.41
@amazon.com	348.57
amazon.com	295.57
g@amazon.com	266.97
k@amazon.com	255.33

Highest Average Word per min

h@amazon.com	1000.00
y@amazon.com	1000.00
mi@amazon.com	634.80
iq@amazon.com	500.00
n@amazon.com	500.00
kyu@amazon.com	496.00
a@amazon.com	462.00

Lowest Average Customer Sentiment

agent_username	customer_sent...
a@amazon.com	-5
BadAgent	-2.5
amazon.com	-2.5
@amazon.com	-2.5
amazon.com	-2.5
@amazon.com	-2.5

Lowest Average Agent Sentiment

@amazon.com	-5.00
@amazon.com	-3.75
o@amazon.com	-2.75
@amazon.com	-2.50
r@amazon.com	-2.50
t@amazon.com	-1.65
@amazon.com	-1.65

Lowest Average Conversation Duration

amazon.com	5.00
@amazon.com	3.00
@amazon.com	2.75
@amazon.com	2.40
@amazon.com	2.00
@amazon.com	2.00
05@gmail.com	1.00

Lowest Average Word per min

dr@amazon.com	66.50
@amazon.com	73.00
l@amazon.com	76.50
@amazon.com	88.00
@amazon.com	89.50
@amazon.com	93.75
rami@amazon.com	103.00

Highest Average Non-Talk Duration

mazon.com	151.54
amazon.com	173.80
nazon.com	174.00
amazon.com	211.26
@amazon.com	229.20
@amazon.com	281.00
amazon.com	1259.00

Highest Average Agent Talk Duration

vs@amazon.com	174.75
@amazon.com	131.94
mazon.com	129.65
amazon.com	127.91
s@amazon.com	86.50
@amazon.com	73.03
d@amazon.com	62.12

Highest Average Customer Talk Duration

n@amazon.com	172.94
k@amazon.com	119.55
amazon.com	90.13
in@amazon.com	75.12
nd@amazon.com	70.79
ef@amazon.com	60.67
@amazon.com	53.50

Lowest Average Non-Talk Duration

amazon.com	3.00
nazon.com	3.00
amazon.com	3.00
n@amazon.com	3.00
mazon.com	4.00
mazon.com	4.00
@amazon.com	5.00

Lowest Average Agent Talk Duration

nt	1.00
z@amazon.com	1.00
@amazon.com	1.00
r@amazon.com	1.00
@amazon.com	1.00
ni@amazon.com	1.00
amazon.com	1.00

Lowest Average Customer Talk Duration

@amazon.com	1.00
e@amazon.com	1.00
@amazon.com	1.00
@amazon.com	1.00
@amazon.com	1.00
@amazon.com	1.00
l@amazon.com	1.50

Contact Stats | Contact Attributes Analysis | **Agent Contact Leaderboard**

Controls

Last N Days: 2000

Selected Channel: All

Selected Queue: All

Selected Agent: All

Selected Routing Profile: All

Top/Bottom N Results: 5

Highest Number of Contacts

1@amazon.com	515
azon.com	307
mazon.com	274
azon.com	263
zon.com	258

Highest Average Contact Duration

@amazon.com	175,854
imi@amazon.com	83,203
@amazon.com	53,126
amazon.com	47,286
o@amazon.com	27,640

Highest Average Agent Interaction Duration

ni@amazon.com	83,157
@amazon.com	27,596
@amazon.com	20,035
amazon.com	15,869
amazon.com	13,440

Highest Average Customer Hold Duration

o@amazon.com	376
s@amazon.com	122
ze@amazon.com	35
s@amazon.com	31
BadAgent	28

Bottom Contacts

@amazon.com	1
amazon.com	1
@amazon.com	1
l@amazon.com	1
@amazon.com	1
@amazon.com	1
@amazon.com	1

Bottom Total Duration

i@amazon.com	0
@amazon.com	8
mazon.com	8
@amazon.com	14
@amazon.com	14

Lowest Agent Interaction Duration

i@amazon.com	0
o@amazon.com	0
@amazon.com	0
amazon.com	0
@amazon.com	3
@amazon.com	3

Lowest Customer Hold Duration

@amazon.com	0
@amazon.com	0
azon.com	0
azon.com	0
t1@amazon.com	0
mazon.com	0
azon.com	0

Highest Average After Contact Work Duration

amazon.com	4,942,422
@amazon.com	337,794
amazon.com	303,452
:@amazon.com	277,606
mazon.com	262,164

Highest Average Number of Holds

@amazon.com	1.00
mazon.com	1.00
@amazon.com	0.50
o@amazon.com	0.50
@amazon.com	0.50
@amazon.com	0.50
@amazon.com	0.50

Highest Average Connection Attempts

al@amazon.com	10.00
f@amazon.com	3.67
@amazon.com	3.31
amazon.com	3.25
@amazon.com	3.00
amazon.com	3.00
@amazon.com	3.00

Lowest After Contact Work Duration

i@amazon.com	0
@amazon.com	0
@amazon.com	0
mazon.com	0
amazon.com	1
@amazon.com	1

Lowest Number of Holds

a@amazon.com	0.00
@amazon.com	0.00
amazon.com	0.00
amazon.com	0.00
ent1@amazon.com	0.00
amazon.com	0.00
mazon.com	0.00

Lowest Connection Attempts

@amazon.com	0.00
@amazon.com	0.00
c@amazon.com	0.00
i@amazon.com	0.00
@amazon.com	0.00
amazon.com	0.00
l@amazon.com	0.00

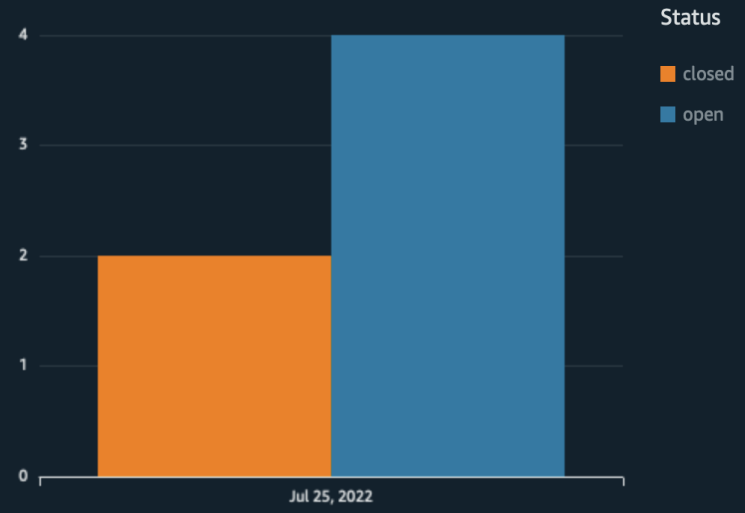
Controls **Last N Days** 30 **Case Template** All **Case Reason** All

Number of Cases	Number of Open Cases	Number of Closed Cases	Average # of Hours from Creation to Close	Average Number of Touch Points	Average Number of Tasks per Case
6	4	2	0.00	1.00	0.33

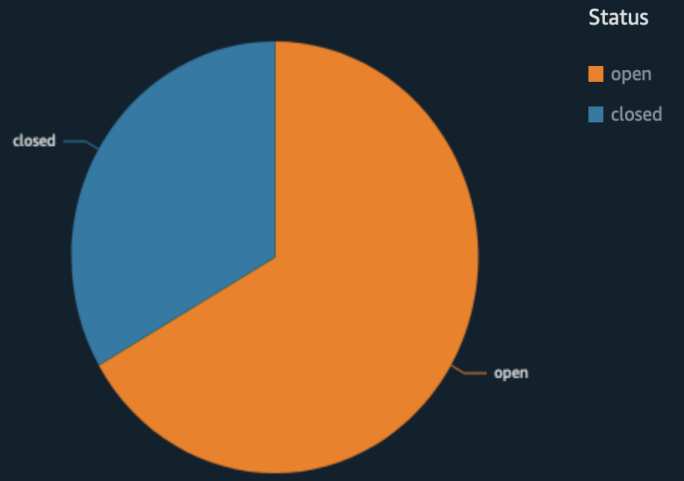
Number of Cases Created per Date



Number of Cases Created per Date with Status



Number of Cases by Status



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# of contacts with the logs

45

# of log records

499

Lambda returned an Error

3

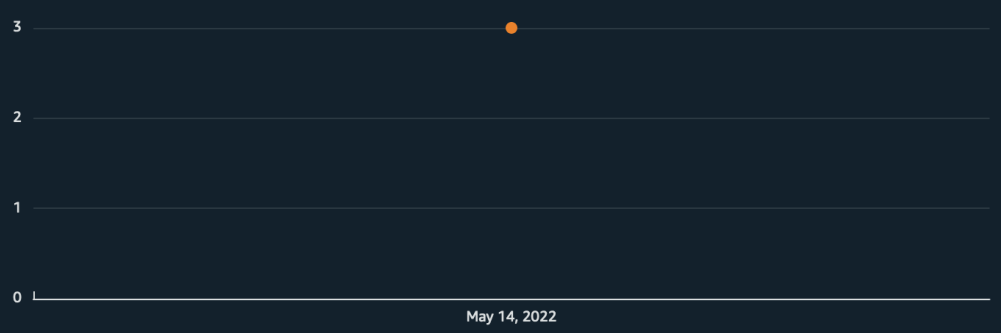
of contacts per Contact Flow

Sample inbound flow (first contact experience)	23
Sample queue configurations flow	14
Default customer queue	11
Sample Lambda integration	10
Sample disconnect flow	5
LexTestForAnalytics-DTMF	4
Default agent whisper	3

of contacts with notable result

The Lambda Function Returned An Error.	3

of contacts with notable result



Error returning Lambdas

parameter_value	logeventid
arn:aws:lambda:us-east-1:946659831534:function:ErrorCreatingLambda	1
arn:aws:lambda:us-east-1:946659831534:function:TimeoutCreatingLambda	2

of contacts per module type

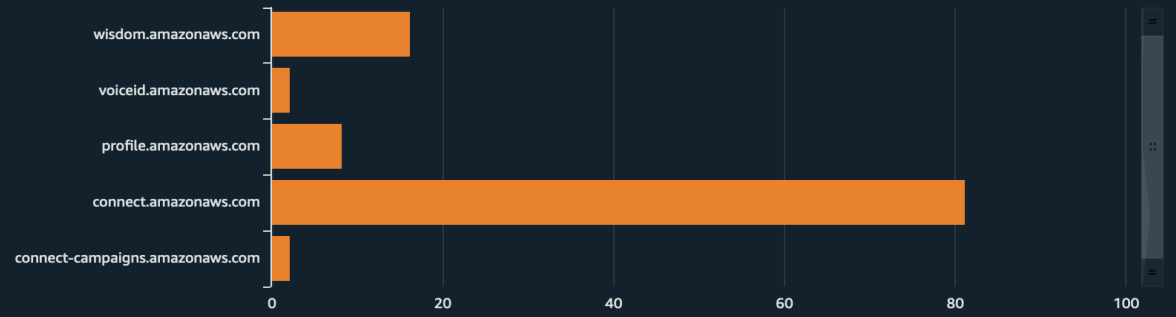
contactflowmoduletype	contactid
AddToPlayLoop	11
CheckAttribute	32
CheckQueueStatus	13
GetUserInput	15
InvokeExternalResource	14
LoopPrompts	3
PlayAudio	3
PlayPrompt	41
SetAttributes	27
SetContactFlow	23
SetLoggingBehavior	39
SetQueue	15
SetRecordingBehavior	27
Transfer	17
UpdateRoutingPriority	4
Wait	5

of contacts per parameter

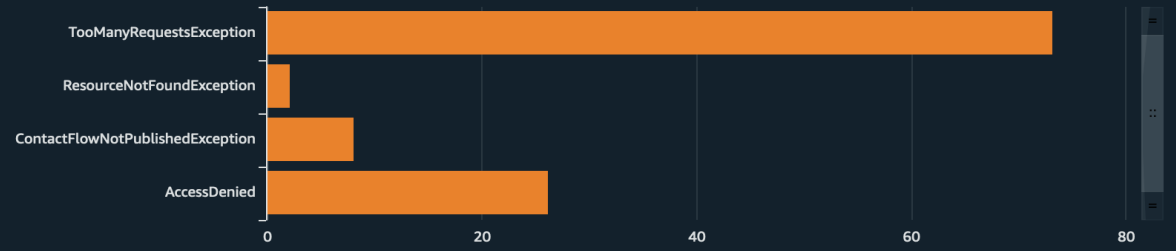
parameter_key	logeventid
absoluteposition	4
analyticsbehavioroption	27
analyticscustomvocabulary	27
analyticslanguagelocalecode	27
analyticsmode	27
analyticsredactionoption	27
analyticsredactionpolicy	27
audioprompt	20
botaliasarn	3
comparisonmethod	132
contactflowid	58
functionarn	14
globalengine	6
interruptoncustomerreturn	5
interruptseconds	5
key	44
lexversion	3
loggingbehavior	43
maxdigits	25
maxspeechduration	3
noinputtimeout	3
parameter	3
queue	15
recordingbehavioroption	27
recordingparticipantoption	27
secondvalue	132
speakingstyle	6
text	132
texttospeechtype	120
timelimit	14
timeout	25

Controls **Last N Days** 365 **EventSource** All

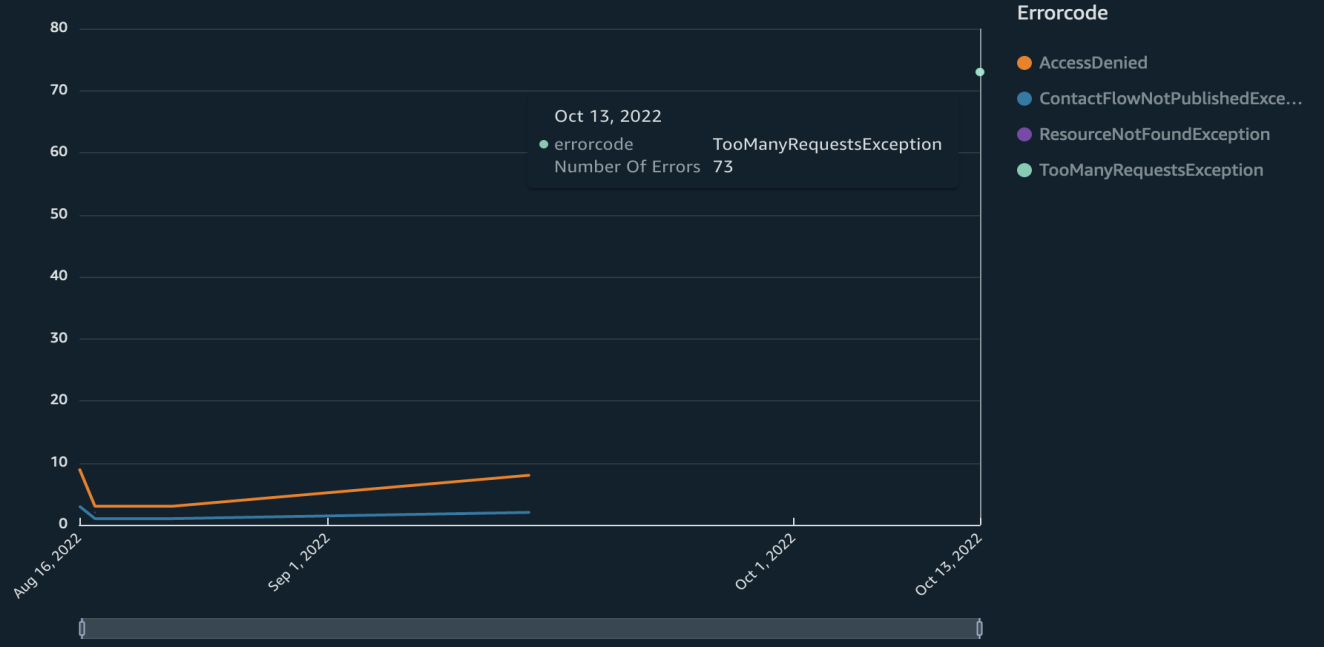
Number of Errors per EventSource



Number of Errors per ErrorCode



Number of Errors Trend per Error Code



Number of Errors per Event Name and Error Code

DescribeContactFlow	ContactFlowNotPublishedException	8
DescribeQueue	TooManyRequestsException	73
GetConnectInstanceConfig	ResourceNotFoundException	1
GetInstanceOnboardingJobStatus	ResourceNotFoundException	1
ListAssistants	AccessDenied	8
ListDomains	AccessDenied	10
ListKnowledgeBases	AccessDenied	8

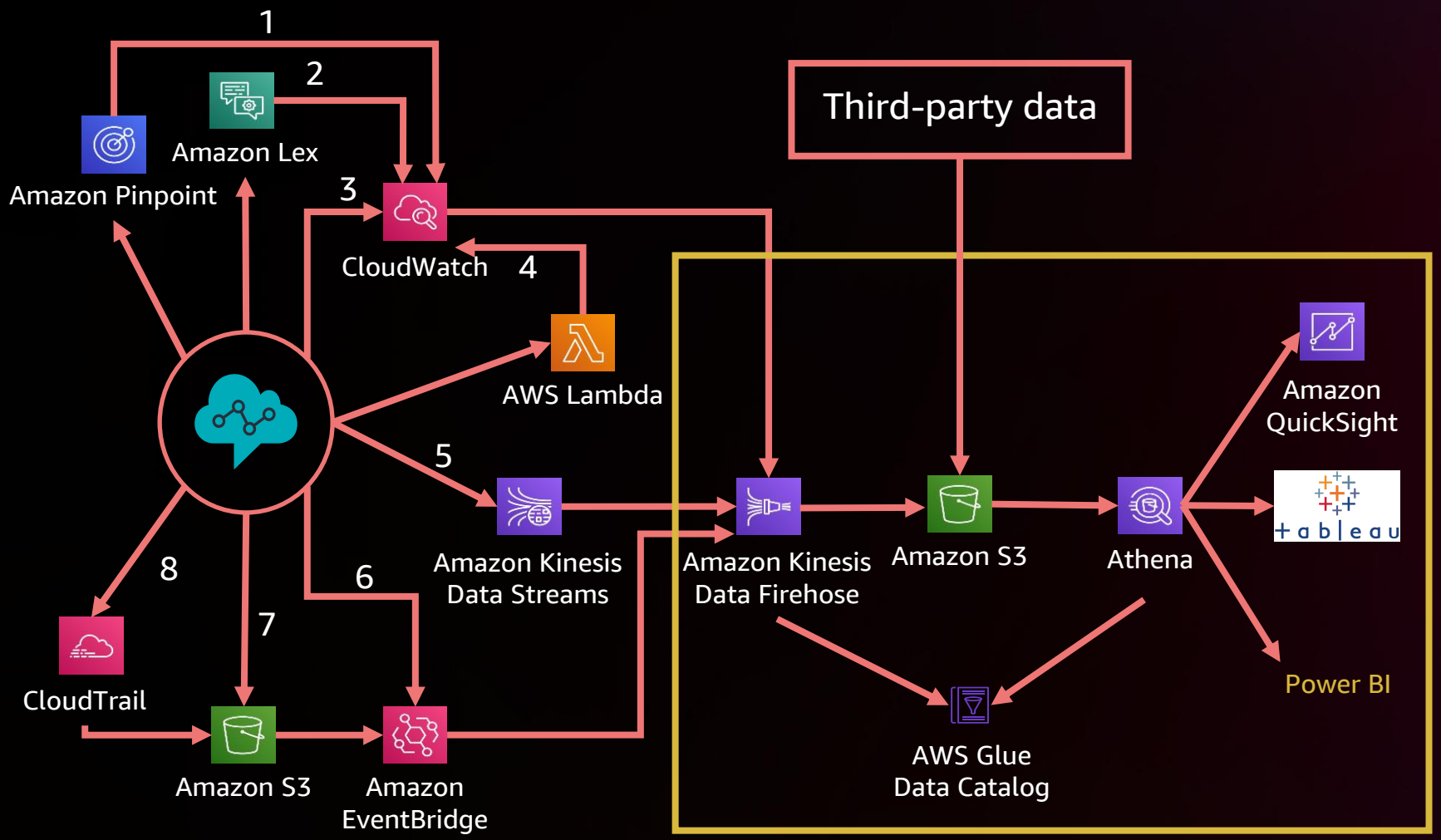
Number of Errors per Event Name

DescribeContactFlow	8
DescribeQueue	73
GetConnectInstanceConfig	1
GetInstanceOnboardingJobStatus	1
ListAssistants	8
ListDomains	10
ListKnowledgeBases	8

Error Incidents List

	eventname	errorcode	requestparameters	timestamp
8de3-c96e1627436a	ListKnowledgeBases	AccessDenied	null	Sep 14, 2022
8d98-4cfb58750d3e	ListDomains	AccessDenied	null	Sep 14, 2022
9e7d-90d5f35ee0ac	ListAssistants	AccessDenied	null	Sep 14, 2022
63f-e28b21143c95	ListDomains	AccessDenied	null	Sep 14, 2022
b441-762856517fac	ListDomains	AccessDenied	null	Sep 14, 2022
d03-9b1399fa7969	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
3b69-b14a5aba4ef7	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
9d6f-805fd9e81d45	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
9e2b-4e424f5c07a8	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
91b6-5f970bf6f2e9	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
c7e-e0d451bd2680	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
9665-788d2829d7a6	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
3786-a5e3366c375a	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
ab00-0b257b1eb6f9	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022
a6e1-b0daab2e3e04	DescribeQueue	TooManyRequestsException	{"InstanceId":"af9ae181-4254-4638-833e-bb3417e5ce32","QueueId":"9fec25a4-...	Oct 13, 2022

Amazon Connect data lake data pipelines



Connect data source

1. Outbound campaign logs
2. Amazon Lex conversation logs
3. Native CloudWatch logs
    a. Contact flow logs
    b. Connect instance metrics
    c. API metrics
4. Lambda execution logs
5. Kinesis
    a. Contact trace record
    b. Agent event stream
    c. Contact Lens real-time
6. Connect events to EventBridge
    a. Contact event stream
    b. Cases event
    c. Voice ID event
7. Native Amazon S3 PUT
    a. Chat transcript
    b. Contact Lens files
    c. Exported reports
    d. Attachments
    e. Call recording
8. CloudTrail
    1. Connect API
    2. Users, routing profile, or queues changes in the UI
    3. Amazon Connect Voice ID

aws
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Thank you!

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