



AWS
re:Invent

EUC324

Add a video help desk to a website with the Amazon Chime SDK

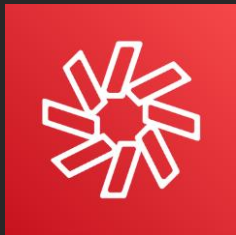
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Introduction

Introducing Amazon Chime SDK

Embed proven real-time communication capabilities in your apps



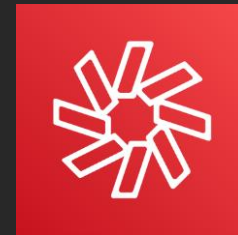
JavaScript Client SDK

Embed in client-side application to initiate, control & terminate media sessions.



AWS SDK

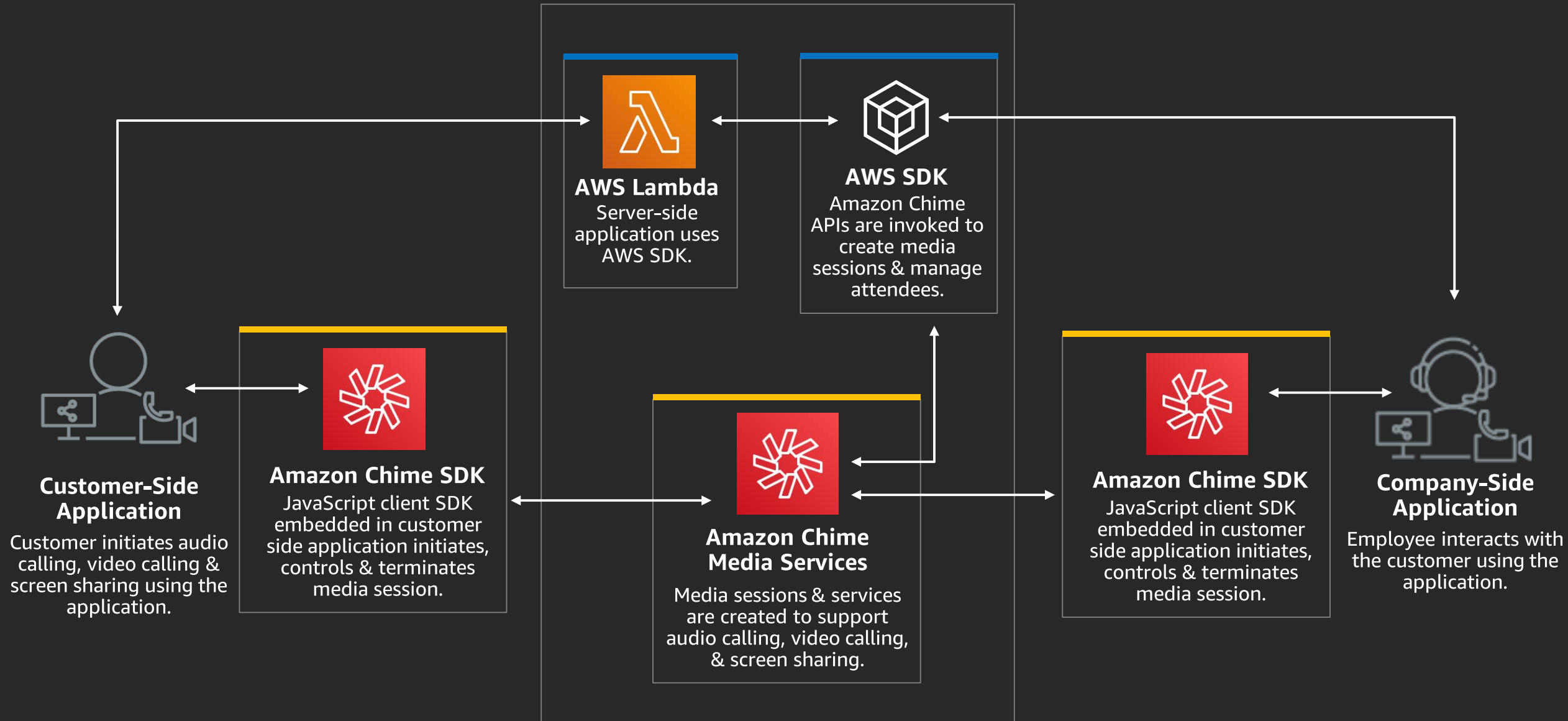
Use Chime APIs in server-side application to create & manage media resources.



Media Services

Media sessions & services to support audio calling, video calling & screen sharing.

How it works



Key Concepts – Amazon Chime SDK

- **Meeting**
 - An ephemeral resource identified by a unique MeetingId
- **Media service group**
 - The group of media services that hosts an active meeting
- **Media placement**
 - A set of regionalized URLs that represents a media service group
- **Attendee**
 - A meeting participant that is identified by a unique AttendeeId
- **Join token**
 - A unique token assigned to each attendee. Attendees use the join token to authenticate with the media service group.

Key Concepts – Your Application

- **Server application**
 - Manages meeting and attendee resources, and serves those resources to the client application. The server application is created in the AWS account and must have access to the IAM role mentioned previously.
- **Client application**
 - Receives meeting and attendee information from the server application, and uses that information to make media connections.

Key Operations – chime:CreateMeeting

- **In:**
 - **MediaRegion:** Region to host the media service group in (e.g., us-east-1, etc.)
- **Out:**
 - **Meeting ID:** Identifier for meeting
 - **Media Placement:** URLs for the media service group hosting the call

Key Operations – chime:CreateAttendee

- **In:**
 - Meeting ID: Identifier for meeting to place attendee in
- **Out:**
 - Attendee ID: Identifier for meeting
 - Join Token: Secret token for client application to use to authenticate

Video Help Desk

We will use the AWS SDK for Chime and the Amazon Chime SDK for JavaScript to add a real-time video help desk to an example website, connecting users in need of assistance to remote support agents.

Video Help Desk

- Access AWS account (provided)
- Set up AWS Cloud9 environment
- Clone the Video Help Desk project from GitHub
- Deploy serverless stack from AWS Cloud9
- Make changes
- Redeploy serverless stack

Let's Build

References

- This project:
 - <https://github.com/aws/amazon-chime-sdk-js/tree/master/demos/supportdesk>
- Amazon Chime SDK for JavaScript repo:
 - <https://github.com/aws/amazon-chime-sdk-js>
- How-to video:
 - <https://www.youtube.com/watch?v=xAEaCzYLt4>
- Developer guide:
 - <https://docs.aws.amazon.com/chime/latest/dg/meetings-sdk.html>
- API reference:
 - https://docs.aws.amazon.com/chime/latest/APIReference/API_CreateMeeting.html
 - https://docs.aws.amazon.com/chime/latest/APIReference/API_CreateAttendee.html

Thank you!



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