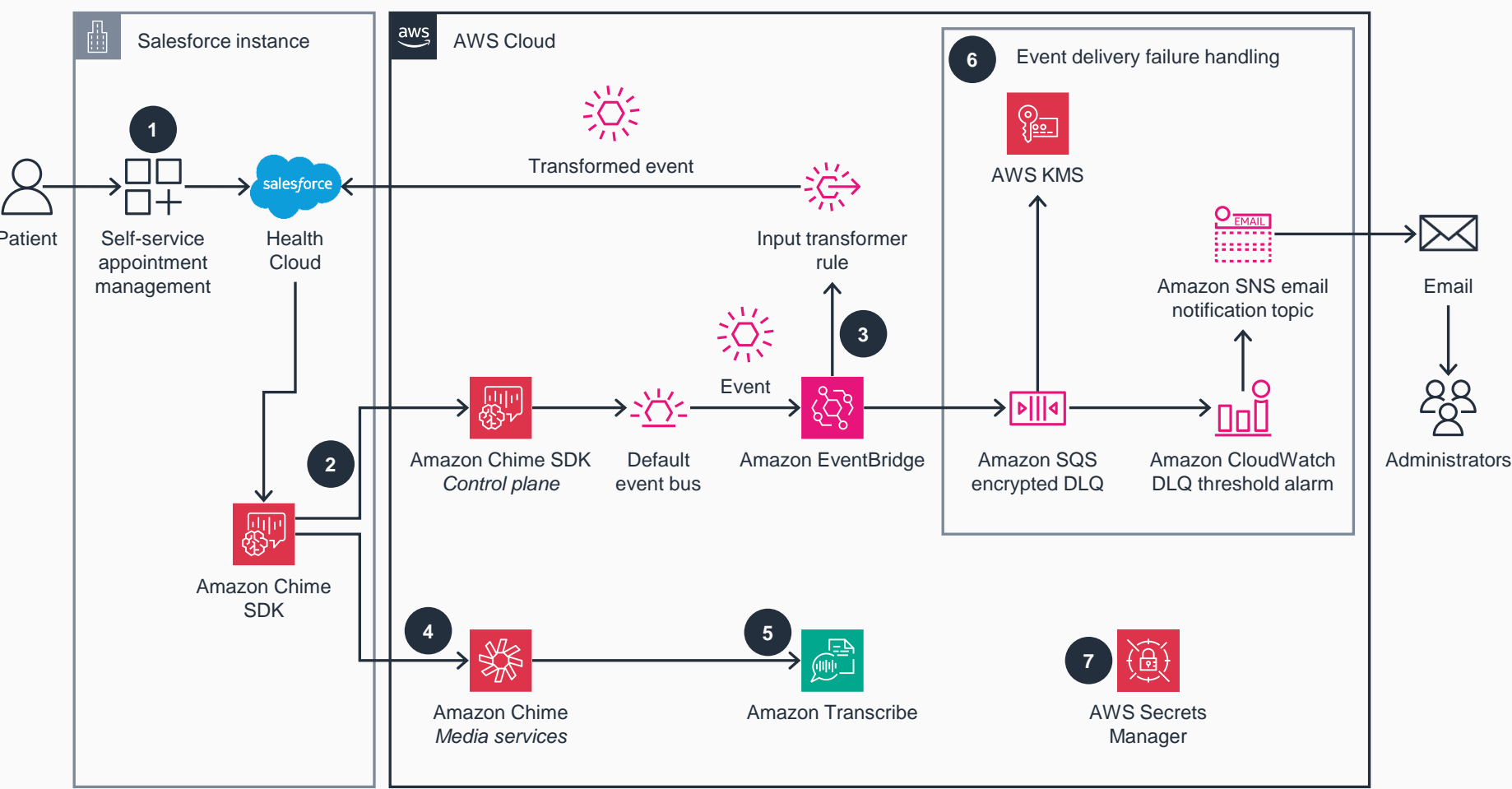


Guidance for Configuring Virtual Care on Salesforce Using Amazon Chime

This architecture diagram shows how to implement Salesforce Virtual Care, which integrates Amazon Chime with Salesforce Health Cloud so that you can offer video conferencing with real-time audio transcription to patients or members.



- 1 A patient requests an appointment through their healthcare provider's self-service application.
- 2 Events from **Amazon Chime SDK** move over the default event bus from the **Amazon Chime SDK** control plane to **Amazon EventBridge**.
- 3 An **EventBridge** rule that filters aws.chime events and a predefined input transformer rule modify the event and create a platform event in Health Cloud.
- 4 During an active appointment session through a Salesforce-connected app, **Amazon Chime SDK** communicates to the **Amazon Chime** media services endpoint to receive transcription requests.
- 5 **Amazon Transcribe** or **Amazon Transcribe Medical** receives and processes the transcription requests.
- 6 For event delivery-failure handling:
 - An **Amazon Simple Queue Service (Amazon SQS)** queue serves as a dead-letter queue (DLQ).
 - **AWS Key Management Service (AWS KMS)** encrypts all messages stored in the **Amazon SQS** DLQ.
 - An **Amazon CloudWatch** alarm monitors the **Amazon SQS** DLQ depth and invokes an alert when the configured threshold is exceeded.
 - An **Amazon Simple Notification Service (Amazon SNS)** topic sends email notifications to interested parties when the **CloudWatch** alarm is invoked.
- 7 **AWS Secrets Manager** securely stores Salesforce credentials and connection secrets.

