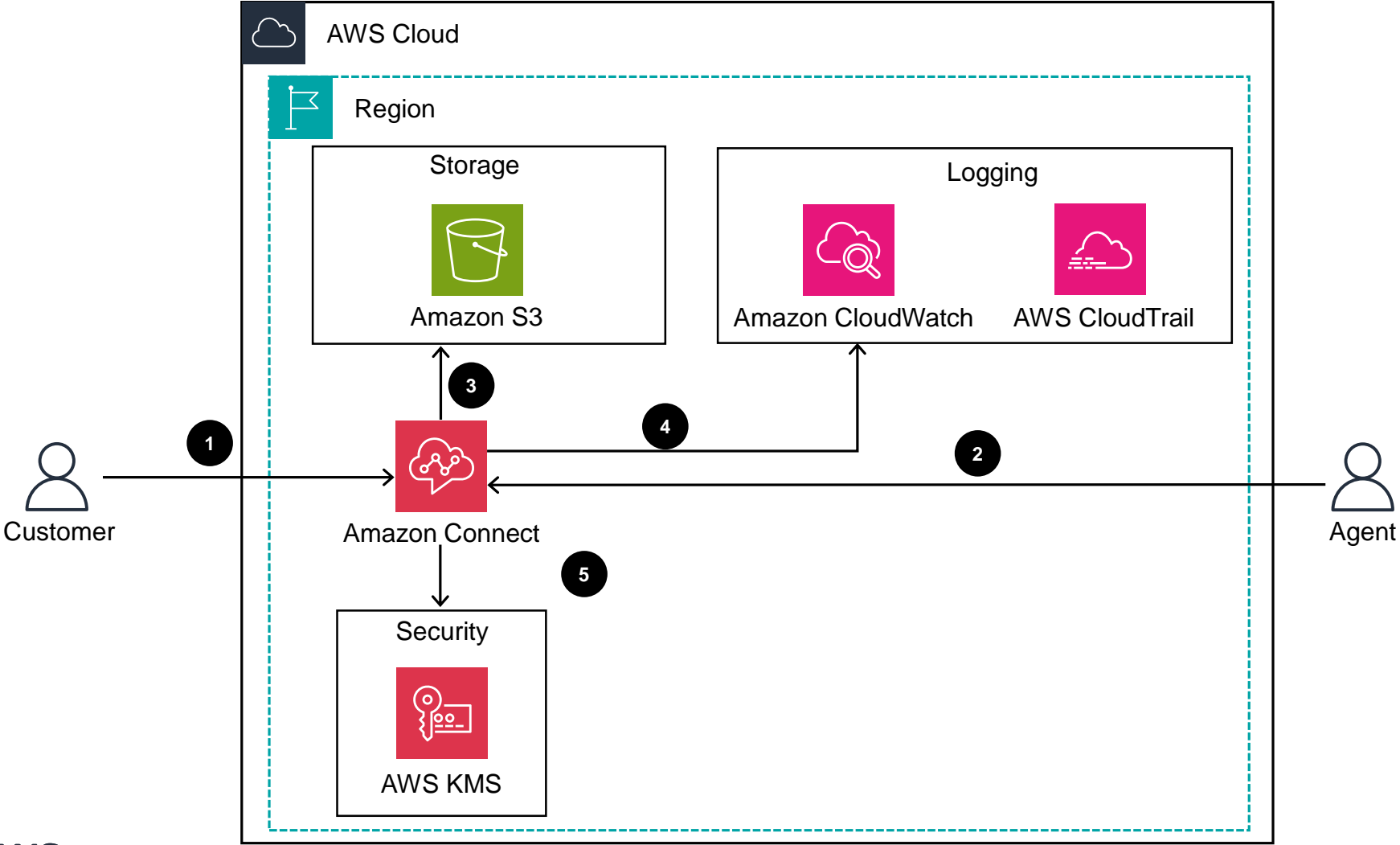# Guidance for Deploying Amazon Connect with Infrastructure as Code on AWS

This architecture diagram demonstrates how to enable an Amazon Connect instance in your account. Once provisioned, Amazon Connect assigns a contact center phone number for customers.

AWS Cloud

Region

Storage

Amazon S3

Logging

Amazon CloudWatch

AWS CloudTrail

Customer

Amazon Connect

Agent

Security

AWS KMS

1. A customer calls the **Amazon Connect** contact center phone number.

2. A contact center agent gets the call on the agent workspace and answers the call.

3. An **Amazon Simple Storage Service (Amazon S3)** bucket stores the call recordings.

4. For management, **Amazon Connect** sends the performance logs to **Amazon CloudWatch** and audit logs to **AWS CloudTrail**.

5. An **AWS Key Management Service (AWS KMS)** key encrypts the data in the **S3** bucket.

AWS Reference Architecture