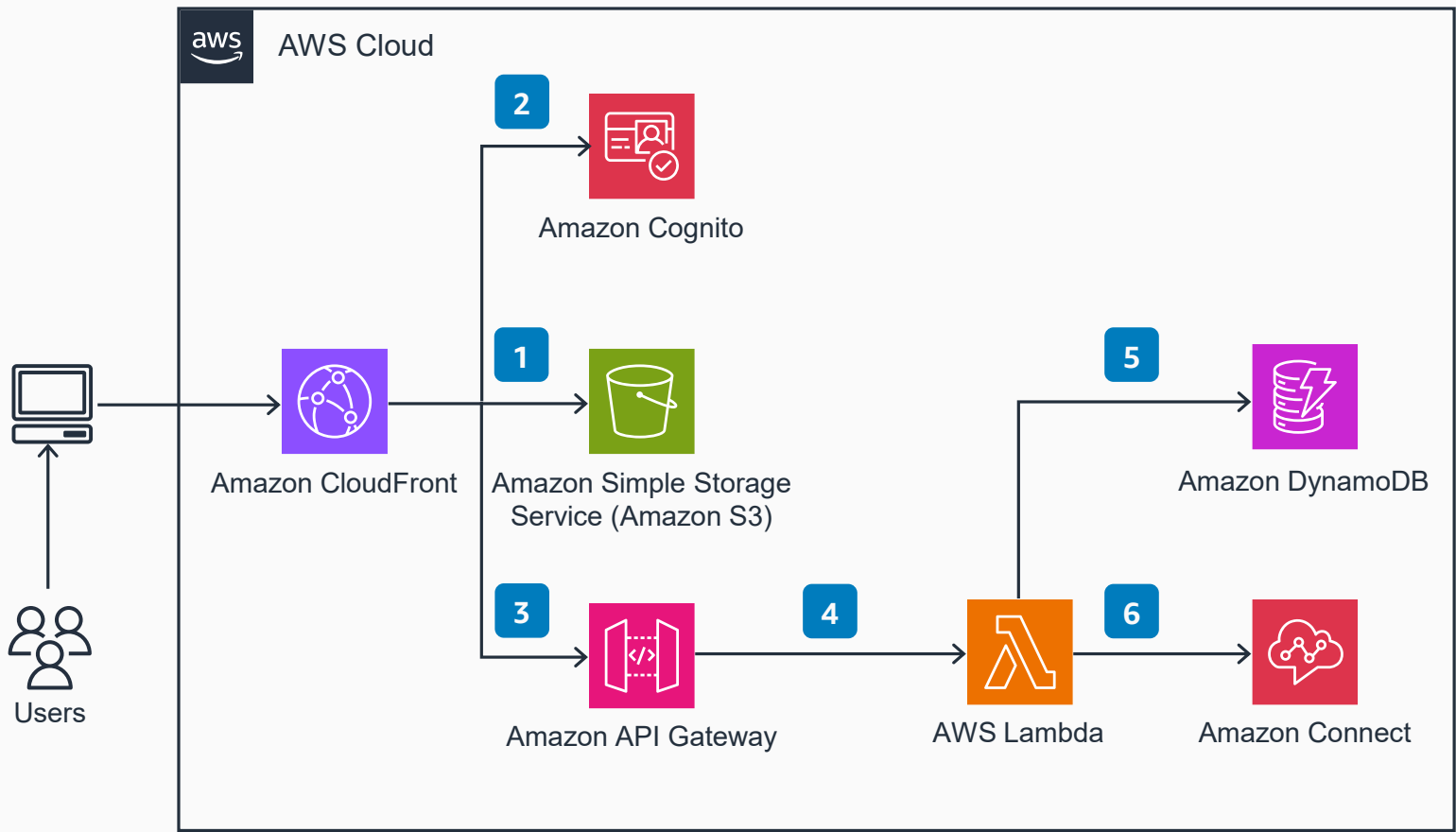


Guidance for Contact Surveys for Amazon Connect

This architecture diagram shows how to analyze customer satisfaction scores using a modern web application built on AWS. You can integrate this Guidance with your Amazon Connect instance to configure, manage, and visualize the results of post-contact surveys stemming from your contact center.



- 1 The web application (built with React) is hosted in an **Amazon Simple Storage Service (Amazon S3)** bucket, and is served through **Amazon CloudFront**.
- 2 Users (contact center administrators, managers) authenticate using **Amazon Cognito**. A token is generated. It will secure the REST calls to **Amazon API Gateway**.
- 3 As the users interact with the web application, API calls are made to **API Gateway**, reflecting the operations in the application (such as creating, editing, or visualizing the result of a survey).
- 4 **API Gateway** invokes an **AWS Lambda** function to read and write data in **Amazon DynamoDB**.
- 5 The configuration data (surveys' definition) and the user data (surveys' results) are stored in **DynamoDB**. This data is read and written through a set of **Lambda** functions.
- 6 Using a pre-configured flow module in **Amazon Connect**, users define which survey will be offered to customers. Using a **Lambda** function, the configuration of the required survey is retrieved and offered to the caller.