Amazon Connect Configuration Report

Sample Customer

As-Built Documentation for project

20 March 2023

Table of Content

1 Report Summary

Amazon Connect is a cloud-based contact center solution that enables contact centers to quickly set up and manage customer interactions.

This document serves as an as-built documentation and a snapshot of the current configuration for Amazon Connect when the report was generated.

The document contains configuration settings of all configuration items that are available through the Amazon Connect API, such as contact flows, prompts, queues, hours of operation, quick connects, routing profiles, agent statuses, security profiles, agent hierarchies, phone numbers, chat widgets, and task templates.

Configuration settings that cannot be retrieved through the Amazon Connect API, will be missing.

Report Info for Amazon Connect	
Report Date	20-Mar-23 8:10:58 PM
Report generated for	Sample Customer
Description	As-Built Documentation for project
Amazon Instance Info	
Amazon Instance	6c4e70ac-7812-4114-98a4-568e7f270f45
Alias	uplinxtest
Status	ACTIVE
Created Time	09-Nov-22 3:49:55 PM
Report Settings	
Report Type	Direct Report
Visual Style	Blu Dark_SmallFont.css
Report Content	All objects
Template HTML	ConnectionReportTemplate.htm
Template Word	Bars_Phones_Green_Blue.doc
Report Tool Info	
Report Tool Version	1.0.2 / 15 March 2023
Report Tool license	Free Beta

2 Instance Info

An Amazon Connect instance is a cloud-based contact center that enables businesses to provide customer service over the phone. It includes a range of features such as automated call routing, call recordings, analytics, and reporting.

Instance attributes include the Kinesis stream, which is used to stream contact center data for real-time analytics, the instance type, which defines the size of the instance and the number of users, and the instance name, which is used for administrative purposes. S3 is a cloud storage service that enables users to store and retrieve data from Amazon AWS Connect instances. S3 is used to store recorded customer interactions, as well as contact center configuration and settings.

Below are the details of this Amazon Connect instance:

Instance Details		
Instance	**Details**	
6c4e70ac-7812-4114-98a4-568e7f270f45	**Info**	
	Instance Id	6c4e70ac-7812-4114-98a4-568e7f270f45
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45
	ServiceRole	arn:aws:iam::300173285737:role/aws-service-role/connect.amazonaws.com/AWSServiceRoleForAmazonConnect_uvmGDV3tlkCYk0VPiVFI
	IdentityManagementType	CONNECT_MANAGED
	CreatedTime	09-Nov-22 3:49:55 PM
	Instance Info	
	Instance Alias	uplinxtest
	Instance Status	ACTIVE
	Status Reason	
	Outbound Calls Enabled	Y
	Inbound Calls Enabled	Y
	Instance Attributes	
	AUTO_RESOLVE_BEST_VOICES	AUTO_RESOLVE_BEST_VOICES

Instance Details	
Instance	**Details**
	CONTACTFLOW_LOGS	CONTACTFLOW_LOGS
	CONTACT_LENS	CONTACT_LENS
	EARLY_MEDIA	EARLY_MEDIA
	ENHANCED_CONTACT_MONITORING	ENHANCED_CONTACT_MONITORING
	FORECASTING_PLANNING_SCHEDULING	FORECASTING_PLANNING_SCHEDULING
	HIGH_VOLUME_OUTBOUND	HIGH_VOLUME_OUTBOUND
	INBOUND_CALLS	INBOUND_CALLS
	MULTI_PARTY_CONFERENCE	MULTI_PARTY_CONFERENCE
	OUTBOUND_CALLS	OUTBOUND_CALLS

== Storage info for CALL_RECORDINGS	
AssociationId	9c0eb9deea586f8620ad328814c6676e02a0792f15270e2dac3f2b75b26f6a59
S3Config for CALL_RECORDINGS	
BucketName	amazon-connect-aba4d8404346
BucketPrefix	connect/uplinxtest/CallRecordings
EncryptionType	KMS
Kinesis for CALL_RECORDINGS	
KinesisFirehoseConfig.FirehoseArn	
KinesisStreamConfig.StreamArn	
KinesisVideoStreamConfig for CALL_RECORDINGS	
EncryptionConfig	
RetentionPeriodHours	
Prefix	
== Storage info for CHAT_TRANSCRIPTS	
AssociationId	7127de8cb5c1e73bbe46357b22f4c02c06701faa2d49c3cc1ef3a87b282c4373
S3Config for CHAT_TRANSCRIPTS	
BucketName	amazon-connect-aba4d8404346
BucketPrefix	connect/uplinxtest/ChatTranscripts
EncryptionType	KMS
Kinesis for CHAT_TRANSCRIPTS	
KinesisFirehoseConfig.FirehoseArn	
KinesisStreamConfig.StreamArn	
KinesisVideoStreamConfig for CHAT_TRANSCRIPTS	
EncryptionConfig	
RetentionPeriodHours	
Prefix	
== Storage info for SCHEDULED_REPORTS	
AssociationId	7c68b55f8c18583212611cdb0dfb9a35e19cdbd010bfd7440da9b5780ade6ac6
S3Config for SCHEDULED_REPORTS	
BucketName	amazon-connect-aba4d8404346
BucketPrefix	connect/uplinxtest/Reports
EncryptionType	KMS
Kinesis for SCHEDULED_REPORTS	
KinesisFirehoseConfig.FirehoseArn	
KinesisStreamConfig.StreamArn	
KinesisVideoStreamConfig for SCHEDULED_REPORTS	
EncryptionConfig	
RetentionPeriodHours	
Prefix	

3 Analytics and Optimization

This chapter contains the 'Analytics and Optimization' configuration within Amazon Connect.

In this section you will find:

- Rules
- Custom Vocabularies
- Evaluation Forms (missing in API)

3.1 Rules

The Rules section provides the necessary configuration to define how Amazon Connect will interact with customer contacts. This includes routing calls, playing announcements, and setting up queues.

Rules provide the ability to set up a variety of customer experiences, such as providing a specific response to customer inquiries, routing calls to a specific department or location, or providing an automated message. Rules can also be used to create sophisticated customer journeys and provide personalized experiences.

The following Rules are configured:

Rules	
Name	**Details**
needshelp	**Info**	
	Name	needshelp
	PublishStatus	PUBLISHED
	Actions	ASSIGN_CONTACT_CATEGORY CREATE_TASK
	Tags	
	Trigger Event Source	Amazon.Connect.Model.RuleTriggerEventSource
	Json	disabled in settings
	Rule Function (Decoded)	$.ContactLens.PostCall.SemanticMatch.Transcript CONTAINS_ANY (sales account manager) Filter by ((AGENT of Type: Partici pantRole) AND) , $.ContactLens.PostCall.SemanticMatch.Transcript CONTAINS_ANY (help problem issue, car exhaust fault, need help) Filter by ((CUSTOMER of Type: ParticipantRole) AND) , OR ({ "Operator": "CONTAINS_ANY", "Operands": ["06085739-918f-46cf-88de-b12272dbd094"], "Comparison Value": "$.ContactLens.PostCall.Agent.AgentId", "Negate": false })
help2	**Info**	
	Name	help2
	PublishStatus	PUBLISHED
	Actions	ASSIGN_CONTACT_CATEGORY CREATE_TASK
	Tags	
	Trigger Event Source	Amazon.Connect.Model.RuleTriggerEventSource
	Json	disabled in settings
	Rule Function (Decoded)	$.ContactLens.PostCall.SemanticMatch.Transcript CONTAINS_ANY (sales account manager, talk to agent) Filter by ((AGENT o f Type: ParticipantRole) AND) , $.ContactLens.PostCall.SemanticMatch.Transcript CONTAINS_ANY (help problem issue, car exhaust fault, need help) Filter by ((CUSTOMER of Type: ParticipantRole) AND) , AND ({ "Operator": "CONTAINS_ANY", "Operands": ["7f460f19-5888-4fc6-86cd-aafaace011dd"], "Compariso nValue": "$.ContactLens.PostCall.Queue.QueueId", "Negate": false }, { "Operator": "CONTAINS_ANY", "Operands": ["06085739-918f-46cf-88de-b12272dbd094"], "ComparisonValue": "$.ContactLens.PostCall.Agent.AgentId", "Negate": false })

3.2 Custom Vocabularies

The Custom Vocabularies feature of Amazon Connect enables customers to extend the natural language understanding capabilities of Amazon Connect.

< No records found >

3.3 Evaluation Forms

Evaluation Forms enable a contact center to measure customer satisfaction with the quality of service provided. Evaluation forms collect customer feedback at the end of a call or chat session, or at a future time point. This feedback can then be used to improve customer service and enhance the customer experience. Evaluation forms can also be used to track performance for individual agents or teams.

Configuration of evaluation forms includes adding, editing, or deleting questions and answers and can be set up for either an agent or a team.

This configuration is currently missing as there is no API function to retrieve this data. It will be added once the Amazon Connect API has added such a function.

4 Routing

This chapter contains the 'Routing' configuration within Amazon Connect. Routing settings allow contact centers to set up and control how incoming calls, chats, and emails are routed within the contact center. This includes setting up contact flows, prompts, queues, hours of operation, and quick connects.

Contact flows are sets of instructions that determine how a customer is handled when they contact the contact center. Prompts are audio files that provide information or instructions to customers. Queues are used to place

customers in line when all agents are busy. Hours of operation control when the contact center is open to customers. Quick connects allow customers to bypass the queue and be routed to a specific agent.

In this section you will find:

- Contact flows
- Prompts
- Queues
- Hours of operation
- Quick connects

4.1 Contact Flows Summary

This section contains a summary of all the configured Contact Flows. See the next section for more details about each Contact Flow.

A Contact Flow is a set of instructions that determine how a customer is handled when they contact the contact center. The graphical editor of the Amazon Connect web interface allows admins to easily configure the flow with actions and its settings.

The following Contact Flows are configured:

Contact Flows Summary			
Name	State	Type	Description
Sample disconnect flow	Published	CONTACT_FLOW	Enables customer to transfer to another flow after the agent has disconnected.
Sample interruptible queue flow with callback	Published	CUSTOMER_QUEUE	Plays looping audio and offers a callback to the customer every thirty seconds
Sample secure input with agent	Published	QUEUE_TRANSFER	Puts agent on hold, enabling the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.
Default customer queue	Published	CUSTOMER_QUEUE	Default audio played when a customer is waiting in queue.
Default customer whisper	Published	CUSTOMER_WHISPER	Default whisper played to the customer
Sample inbound flow (first contact experience)	Published	CONTACT_FLOW	First contact experience
Sample Lambda integration	Published	CONTACT_FLOW	Invokes a lambda function to determine information about the user.
Default agent transfer	Published	AGENT_TRANSFER	Default flow to transfer to an agent.
Sample recording behavior	Published	CONTACT_FLOW	Sample flow to enable recording behavior
Default queue transfer	Published	QUEUE_TRANSFER	Default flow used to transfer to a queue.
Flows Test 2	Published	CONTACT_FLOW	Copy from Flows
Flows	Published	CONTACT_FLOW	Test with flow icons
Default outbound	Published	OUTBOUND_WHISPER	Default flow for outbound calls.
Sample queue configurations flow	Published	CONTACT_FLOW	Puts a customer in queue and gives them the option to be first in queue, last in queue or to be called back.
Sample queue customer	Published	CONTACT_FLOW	Places the customer in a queue.
Default customer hold	Published	CUSTOMER_HOLD	Default audio the customer hears while on hold.
Sample AB test	Published	CONTACT_FLOW	Performs A/B call distribution
Default agent hold	Published	AGENT_HOLD	Audio played for the agent when on hold
Sample note for screenpop	Published	CONTACT_FLOW	Screenpop is a Contact control pannel feature that allows loading a web page optionally with parameters based on attributes. Refer to the screenpop documentation for more information.
Terminate & Test //mytest	Published	CONTACT_FLOW	
Sample secure input with no agent	Published	CONTACT_FLOW	Enables the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.
Default agent whisper	Published	AGENT_WHISPER	Default whisper played to the agent.

4.2 Contact Flows Details

A Contact Flow defines the customer experience with a contact center from start to finish. Contact Flows can be used to create prompts, set up contact transfers, set up recording behavior, set up queued callback, invoke Lambda functions, encrypt customer input, track events in flows, and use contact attributes.

All contact flows are gathered through the Amazon Connect API and written as JSON files into the folder 'callflows' of the report folder.

The generated diagrams of the Contact Flows are saved as SVG images in the folder 'contactflows' of the generated report.

In this chapter each Contact Flow contains two subchapters:

- Detailed configuration settings

- Diagram of each Contact Flow

4.2.1 Sample disconnect flow

Enables customer to transfer to another flow after the agent has disconnected.

4.2.1.1 Details

Contact Flows	
Name	**Details**
Sample disconnect flow	**Info**	
	Name	Sample disconnect flow
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details	
	Description	Enables customer to transfer to another flow after the agent has disconnected.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Sample disconnect flow
	Description	Enables customer to transfer to another flow after the agent has disconnected.
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.1.2 Diagram

Sample disconnect flow / 20 Mar 2023
Enables customer to transfer to another flow after the agent has disconnected.
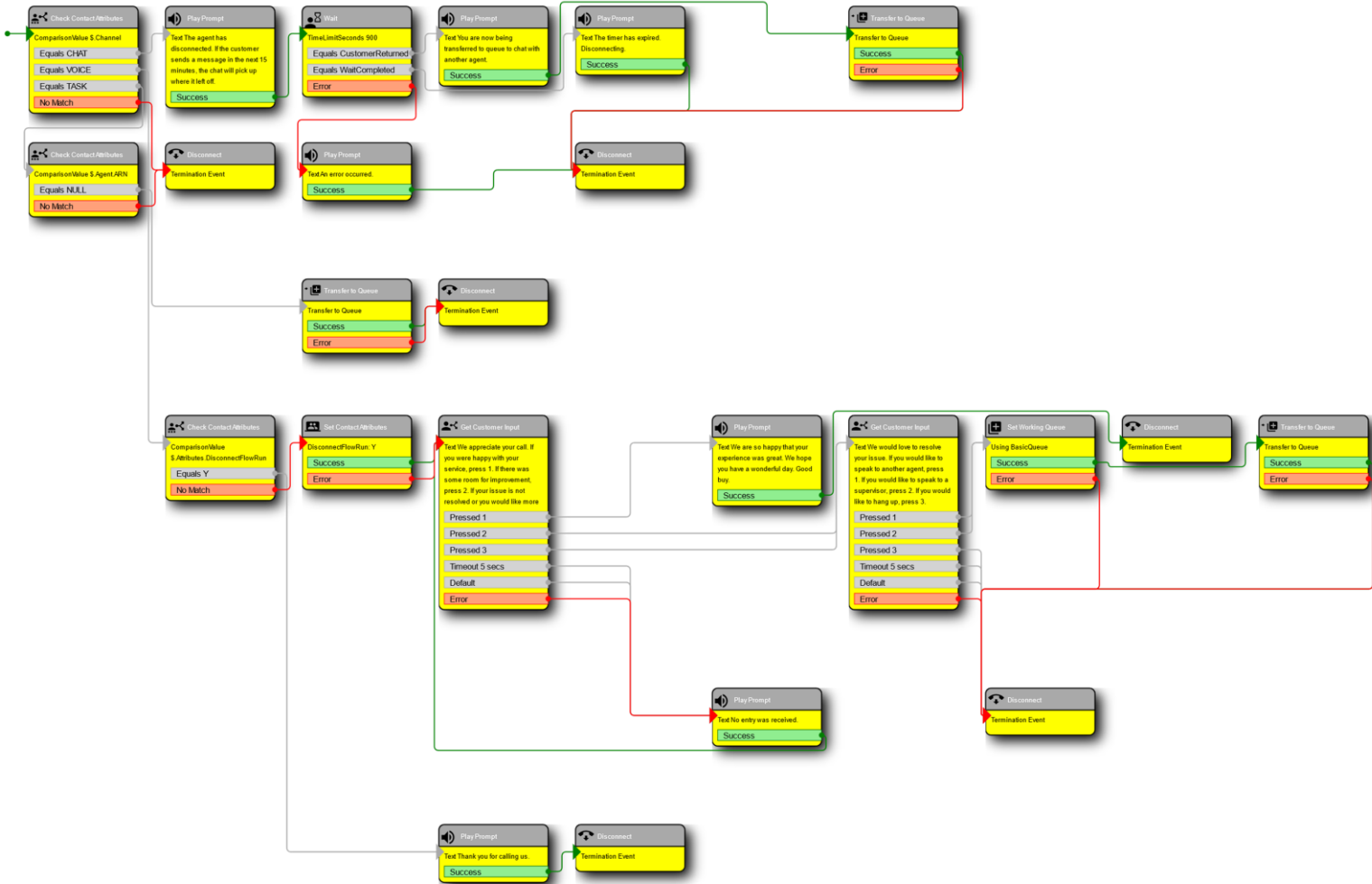
4.2.2 Sample interruptible queue flow with callback

Plays looping audio and offers a callback to the customer every thirty seconds

4.2.2.1 Details

Contact Flows	
Name	**Details**
Sample interruptible queue flow with callback	<table><tr><td colspan="2">**Info**</td></tr><tr><td>Name</td><td>Sample interruptible queue flow with callback</td></tr><tr><td>State (summary)</td><td>Published</td></tr><tr><td>Type</td><td>CUSTOMER_QUEUE</td></tr><tr><td colspan="2">**Contact Flow Details**</td></tr><tr><td>Description</td><td>Plays looping audio and offers a callback to the customer every thirty seconds</td></tr><tr><td>State (Detail)</td><td>ACTIVE</td></tr><tr><td>Tags</td><td></td></tr><tr><td colspan="2">**Contact Flow Diagram**</td></tr><tr><td>Name</td><td>Sample interruptible queue flow with callback</td></tr><tr><td>Description</td><td>Plays looping audio and offers a callback to the customer every thirty seconds</td></tr><tr><td>State</td><td></td></tr><tr><td>Type</td><td>CUSTOMER_QUEUE</td></tr><tr><td>JSON of Contact Flow</td><td>not included</td></tr></table>

4.2.2.2 Diagram

Sample interruptible queue flow with callback / 20 Mar 2023

Plays looping audio and offers a callback to the customer every thirty seconds
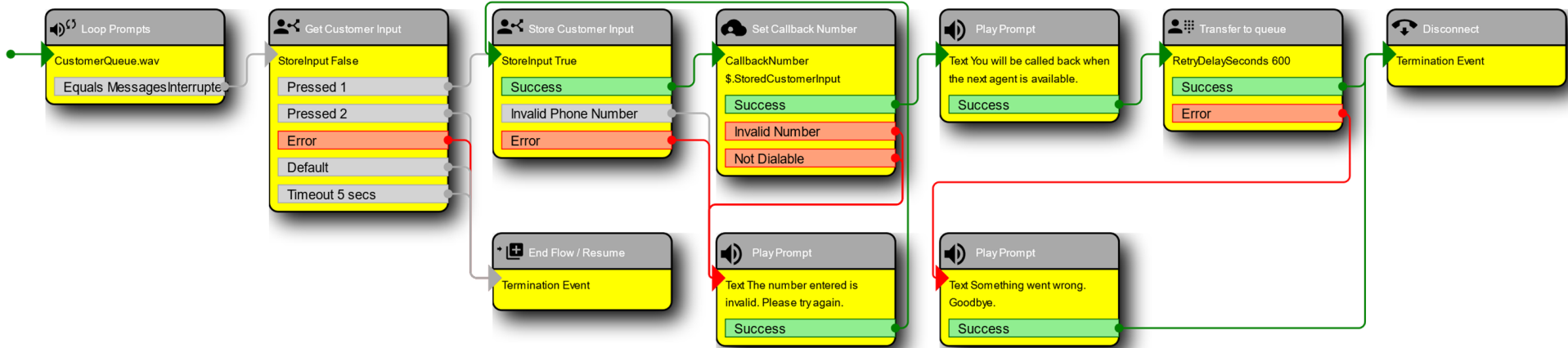
4.2.3 Sample secure input with agent

Puts agent on hold, enabling the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.

4.2.3.1 Details

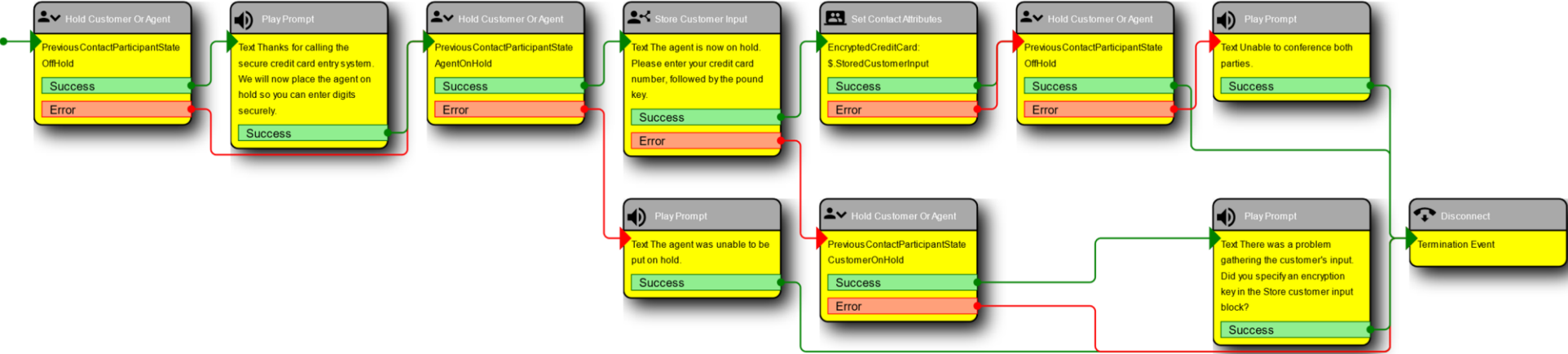| Contact Flows	
Name	**Details**
Sample secure input with agent	**Info**
	Name	Sample secure input with agent
	State (summary)	Published
	Type	QUEUE_TRANSFER
	Contact Flow Details	
	Description	Puts agent on hold, enabling the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Sample secure input with agent
	Description	Puts agent on hold, enabling the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.
	State	
	Type	QUEUE_TRANSFER
	JSON of Contact Flow	not included

4.2.3.2 Diagram

Sample secure input with agent / 20 Mar 2023

Puts agent on hold, enabling the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.

4.2.4 Default customer queue

Default audio played when a customer is waiting in queue.

4.2.4.1 Details

Contact Flows	
Name	**Details**
Default customer queue	**Info**	
	Name	Default customer queue
	State (summary)	Published
	Type	CUSTOMER_QUEUE
	Contact Flow Details	
	Description	Default audio played when a customer is waiting in queue.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Default customer queue
	Description	Default audio played when a customer is waiting in queue.
	State	
	Type	CUSTOMER_QUEUE
	JSON of Contact Flow	not included

4.2.4.2 Diagram

Default customer queue / 20 Mar 2023

Default audio played when a customer is waiting in queue.
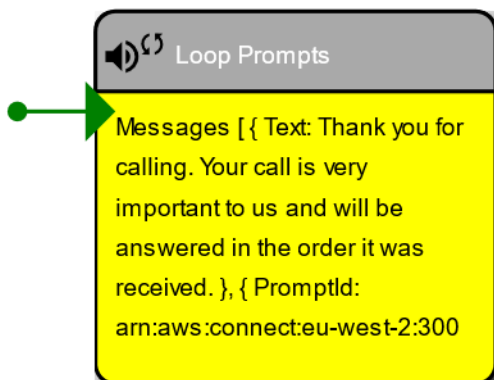
4.2.5 Default customer whisper

Default whisper played to the customer

4.2.5.1 Details

Contact Flows	
Name	**Details**
Default customer whisper	**Info**	
	Name	Default customer whisper
	State (summary)	Published
	Type	CUSTOMER_WHISPER

Contact Flows

Name	Details	
	Contact Flow Details	
	Description	Default whisper played to the customer
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Default customer whisper
	Description	Default whisper played to the customer
	State	
	Type	CUSTOMER_WHISPER
	JSON of Contact Flow	not included

4.2.5.2 Diagram

Default customer whisper / 20 Mar 2023

Default whisper played to the customer
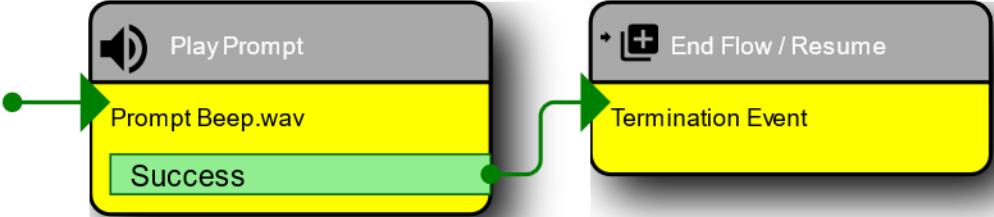
4.2.6 Sample inbound flow (first contact experience)

First contact experience

4.2.6.1 Details

Contact Flows	
Name	**Details**
Sample inbound flow (first contact experience)	**Info**	
	Name	Sample inbound flow (first contact experience)
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details	
	Description	First contact experience
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Sample inbound flow (first contact experience)
	Description	First contact experience
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.6.2 Diagram

Sample inbound flow (first contact experience) / 20 Mar 2023
First contact experience

4.2.7 Sample Lambda integration

Invokes a lambda function to determine information about the user.

4.2.7.1 Details

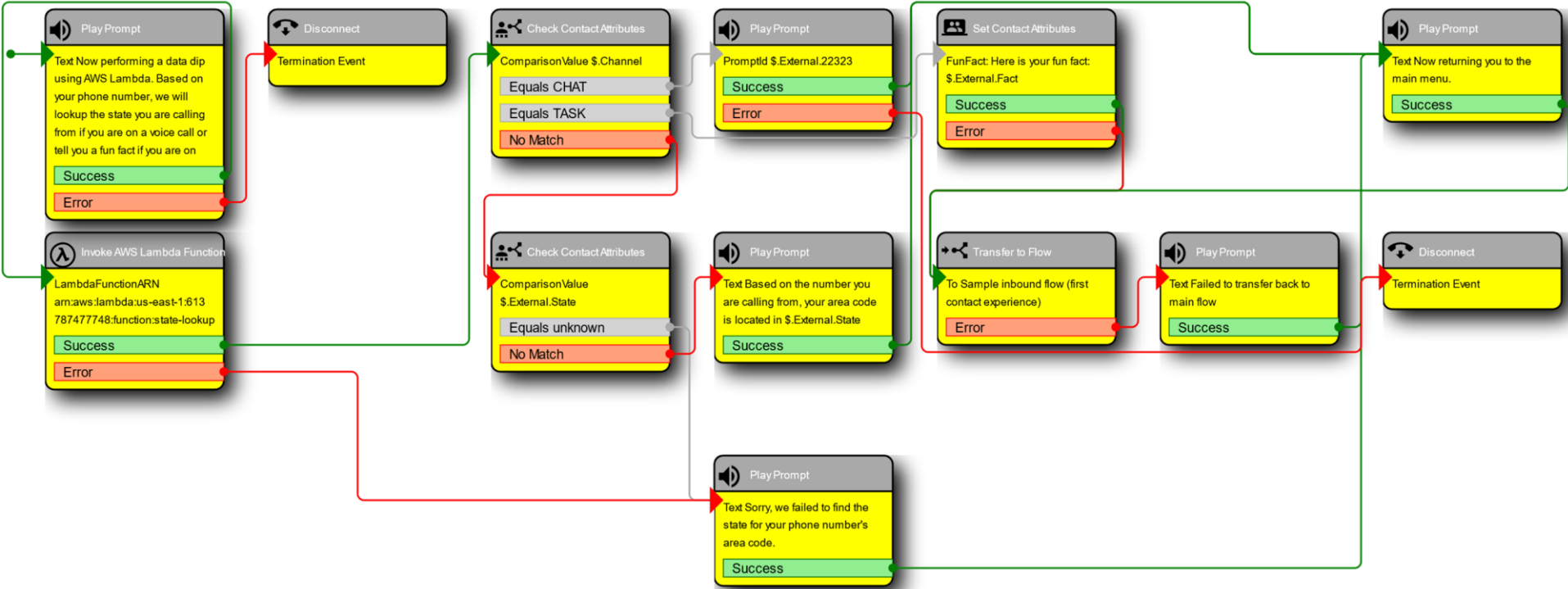| Contact Flows	
Name	**Details**
Sample Lambda integration	<table><tr><td colspan="2">**Info**</td></tr><tr><td>Name</td><td>Sample Lambda integration</td></tr><tr><td>State (summary)</td><td>Published</td></tr><tr><td>Type</td><td>CONTACT_FLOW</td></tr><tr><td colspan="2">**Contact Flow Details**</td></tr><tr><td>Description</td><td>Invokes a lambda function to determine information about the user.</td></tr><tr><td>State (Detail)</td><td>ACTIVE</td></tr><tr><td>Tags</td><td></td></tr><tr><td colspan="2">**Contact Flow Diagram**</td></tr><tr><td>Name</td><td>Sample Lambda integration</td></tr><tr><td>Description</td><td>Invokes a lambda function to determine information about the user.</td></tr><tr><td>State</td><td></td></tr><tr><td>Type</td><td>CONTACT_FLOW</td></tr><tr><td>JSON of Contact Flow</td><td>not included</td></tr></table>

4.2.7.2 Diagram

Sample Lambda integration / 20 Mar 2023

Invokes a lambda function to determine information about the user.

4.2.8 Default agent transfer

Default flow to transfer to an agent.

4.2.8.1 Details

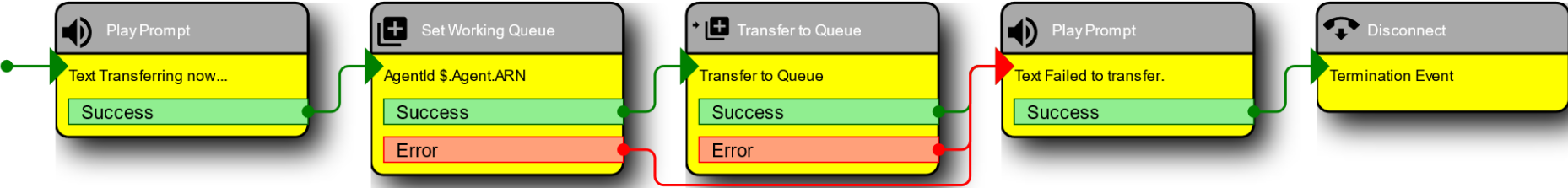| Contact Flows	
Name	**Details**
Default agent transfer	<table><tr><td colspan="2">Info</td></tr><tr><td>Name</td><td>Default agent transfer</td></tr><tr><td>State (summary)</td><td>Published</td></tr><tr><td>Type</td><td>AGENT_TRANSFER</td></tr><tr><td colspan="2">Contact Flow Details</td></tr><tr><td>Description</td><td>Default flow to transfer to an agent.</td></tr><tr><td>State (Detail)</td><td>ACTIVE</td></tr><tr><td>Tags</td><td></td></tr><tr><td colspan="2">Contact Flow Diagram</td></tr><tr><td>Name</td><td>Default agent transfer</td></tr><tr><td>Description</td><td>Default flow to transfer to an agent.</td></tr><tr><td>State</td><td></td></tr><tr><td>Type</td><td>AGENT_TRANSFER</td></tr><tr><td>JSON of Contact Flow</td><td>not included</td></tr></table>

4.2.8.2 Diagram

Default agent transfer / 20 Mar 2023

Default flow to transfer to an agent.

4.2.9 Sample recording behavior

Sample flow to enable recording behavior

4.2.9.1 Details

Contact Flows	
Name	**Details**
Sample recording behavior	**Info**	
	Name	Sample recording behavior
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details	
	Description	Sample flow to enable recording behavior
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Sample recording behavior
	Description	Sample flow to enable recording behavior
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.9.2 Diagram

Sample recording behavior / 20 Mar 2023
Sample flow to enable recording behavior
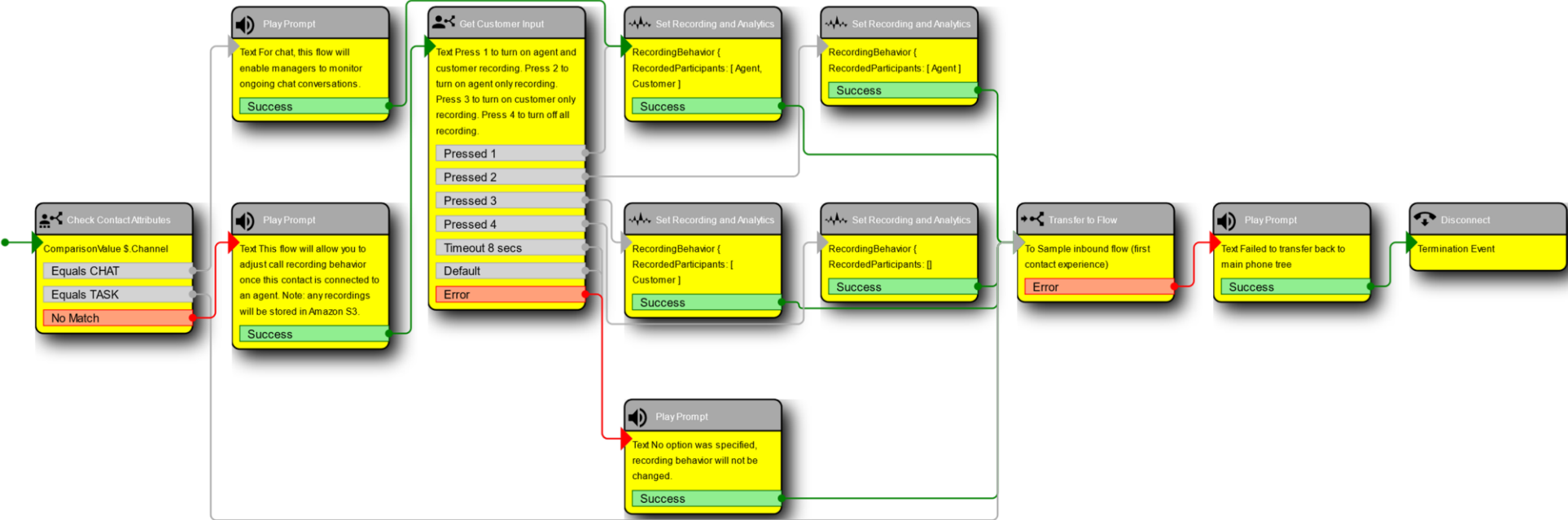
4.2.10 Default queue transfer

Default flow used to transfer to a queue.

4.2.10.1 Details

Contact Flows	
Name	**Details**
Default queue transfer	**Info**
	Name	Default queue transfer
	State (summary)	Published
	Type	QUEUE_TRANSFER
	Contact Flow Details	
	Description	Default flow used to transfer to a queue.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Default queue transfer
	Description	Default flow used to transfer to a queue.
	State	
	Type	QUEUE_TRANSFER
	JSON of Contact Flow	not included

4.2.10.2 Diagram

Default queue transfer / 20 Mar 2023

Default flow used to transfer to a queue.
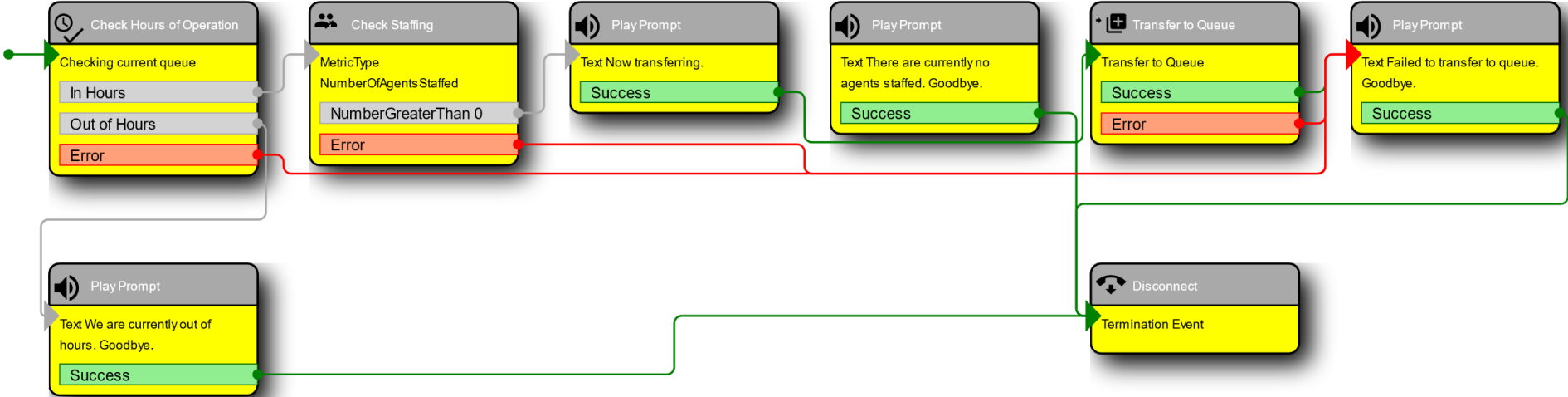
4.2.11 Flows Test 2

Copy from Flows

4.2.11.1 Details

Contact Flows	
Name	**Details**
Flows Test 2	**Info**

Name	Flows Test 2	
State (summary)	Published	
Type	CONTACT_FLOW	
Contact Flow Details		
Description	Copy from Flows	
State (Detail)	ACTIVE	
Tags		
Contact Flow Diagram		
Name	Flows Test 2	
Description	Copy from Flows	
State		
Type	CONTACT_FLOW	
JSON of Contact Flow	not included	

4.2.11.2 Diagram

Flows Test 2 / 20 Mar 2023
Copy from Flows
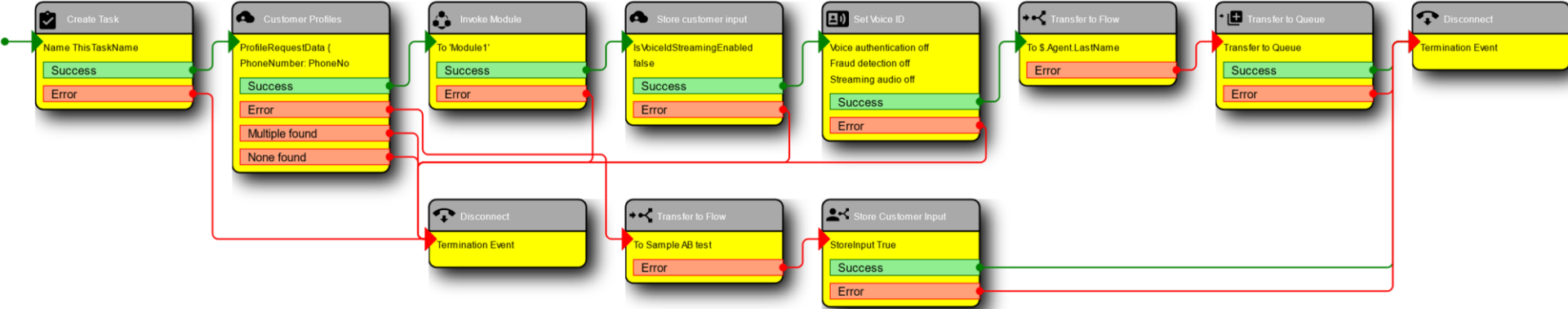
4.2.12 Flows

Test with flow icons

4.2.12.1 Details

Contact Flows	
Name	**Details**
Flows	**Info**	
	Name	Flows
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details	
	Description	Test with flow icons
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Flows
	Description	Test with flow icons
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.12.2 Diagram

Flows / 20 Mar 2023
Test with flow icons
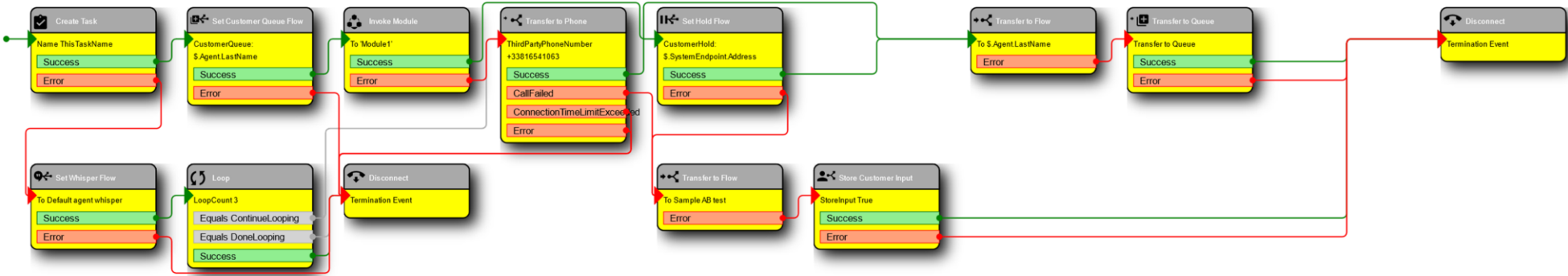
4.2.13 Default outbound

Default flow for outbound calls.

4.2.13.1 Details

Contact Flows	
Name	**Details**
Default outbound	**Info**	
	Name	Default outbound
	State (summary)	Published
	Type	OUTBOUND_WHISPER
	Contact Flow Details	
	Description	Default flow for outbound calls.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Default outbound
	Description	Default flow for outbound calls.
	State	
	Type	OUTBOUND_WHISPER
	JSON of Contact Flow	not included

4.2.13.2 Diagram

Default outbound / 20 Mar 2023

Default flow for outbound calls.
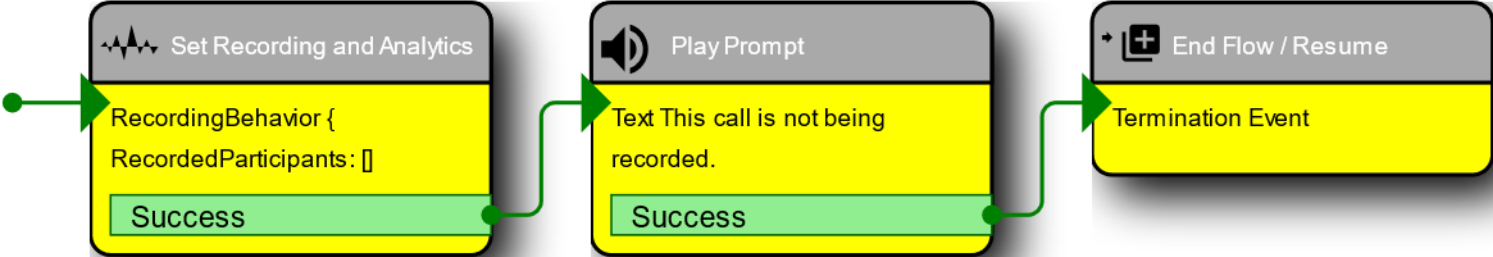
4.2.14 Sample queue configurations flow

Puts a customer in queue and gives them the option to be first in queue, last in queue or to be called back.

4.2.14.1 Details

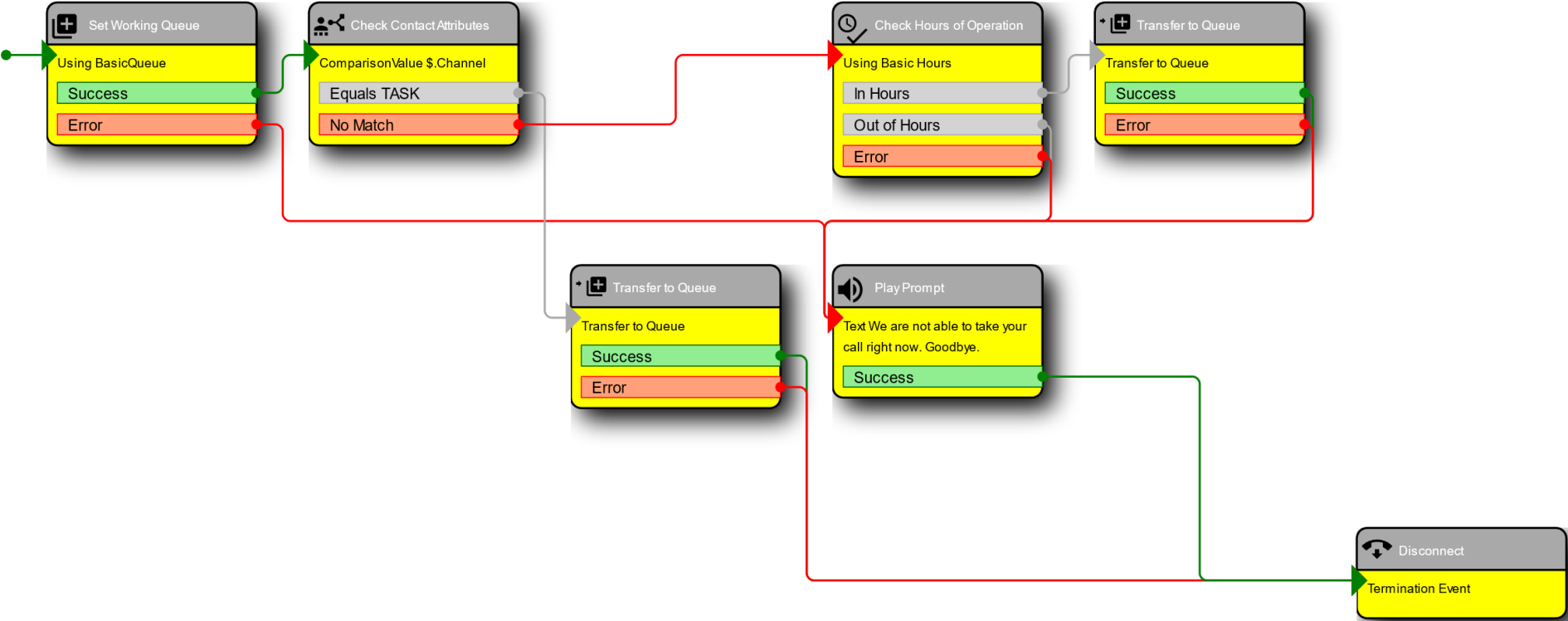| Contact Flows	
Name	**Details**
Sample queue configurations flow	<table><tr><td colspan="2">Info</td></tr><tr><td>Name</td><td>Sample queue configurations flow</td></tr><tr><td>State (summary)</td><td>Published</td></tr><tr><td>Type</td><td>CONTACT_FLOW</td></tr><tr><td colspan="2">Contact Flow Details</td></tr><tr><td>Description</td><td>Puts a customer in queue and gives them the option to be first in queue, last in queue or to be called back.</td></tr><tr><td>State (Detail)</td><td>ACTIVE</td></tr><tr><td>Tags</td><td></td></tr><tr><td colspan="2">Contact Flow Diagram</td></tr><tr><td>Name</td><td>Sample queue configurations flow</td></tr><tr><td>Description</td><td>Puts a customer in queue and gives them the option to be first in queue, last in queue or to be called back.</td></tr><tr><td>State</td><td></td></tr><tr><td>Type</td><td>CONTACT_FLOW</td></tr><tr><td>JSON of Contact Flow</td><td>not included</td></tr></table>

4.2.14.2 Diagram

Sample queue configurations flow / 20 Mar 2023
Puts a customer in queue and gives them the option to be first in queue, last in queue or to be called back.

4.2.15 Sample queue customer

Places the customer in a queue.

4.2.15.1 Details

Contact Flows	
Name	**Details**
Sample queue customer	**Info**
	Name	Sample queue customer
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details
	Description	Places the customer in a queue.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram
	Name	Sample queue customer
	Description	Places the customer in a queue.
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.15.2 Diagram

Sample queue customer / 20 Mar 2023

Places the customer in a queue.

4.2.16 Default customer hold

Default audio the customer hears while on hold.

4.2.16.1 Details

Contact Flows	
Name	**Details**
Default customer hold	**Info**	
	Name	Default customer hold
	State (summary)	Published
	Type	CUSTOMER_HOLD
	Contact Flow Details	
	Description	Default audio the customer hears while on hold.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Default customer hold
	Description	Default audio the customer hears while on hold.
	State	
	Type	CUSTOMER_HOLD
	JSON of Contact Flow	not included

4.2.16.2 Diagram

Default customer hold / 20 Mar 2023

Default audio the customer hears while on hold.
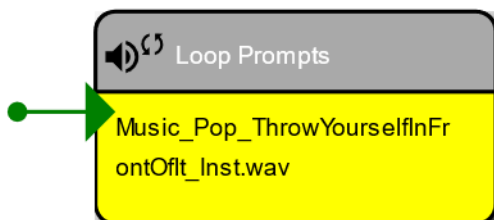
### 4.2.17 Sample AB test

Performs A/B call distribution

4.2.17.1 Details

Contact Flows	
Name	**Details**
Sample AB test	**Info**	
	Name	Sample AB test
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details	
	Description	Performs A/B call distribution
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Sample AB test

Contact Flows		
Name	**Details**	
	Description	Performs A/B call distribution
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.17.2 Diagram

Sample AB test / 20 Mar 2023
Performs A/B call distribution
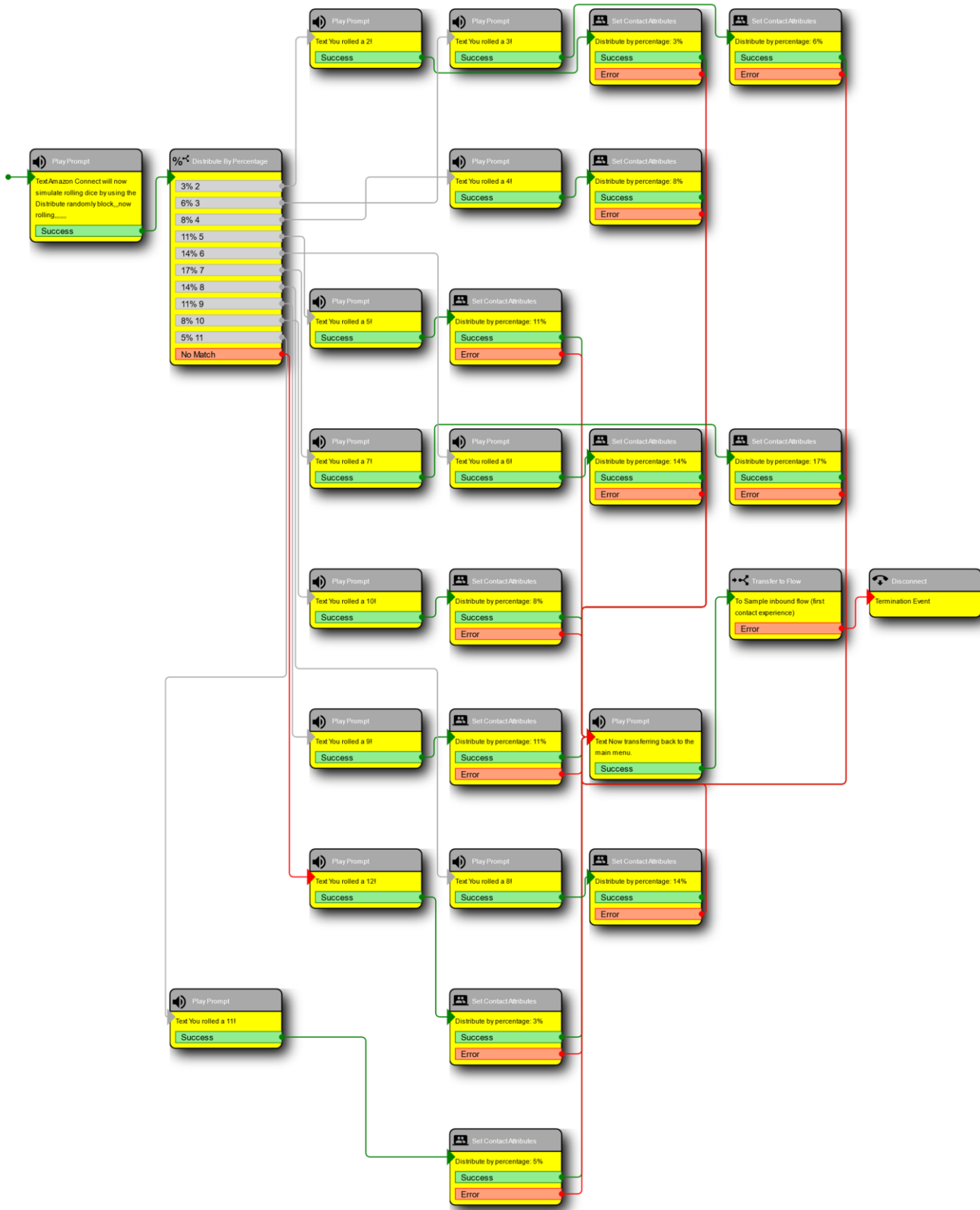
4.2.18 Default agent hold

Audio played for the agent when on hold

4.2.18.1 Details

Contact Flows	
Name	**Details**
Default agent hold	**Info**	
	Name	Default agent hold
	State (summary)	Published
	Type	AGENT_HOLD
	Contact Flow Details	
	Description	Audio played for the agent when on hold
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Default agent hold
	Description	Audio played for the agent when on hold
	State	
	Type	AGENT_HOLD
	JSON of Contact Flow	not included

4.2.18.2 Diagram

Default agent hold / 20 Mar 2023

Audio played for the agent when on hold
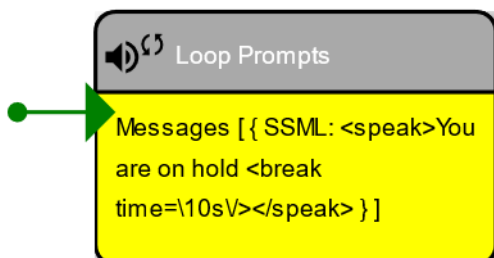
4.2.19 Sample note for screenpop

Screenpop is a Contact control pannel feature that allows loading a web page optionally with parameters based on attributes. Refer to the screenpop documentation for more information.

4.2.19.1 Details

Contact Flows	
Name	**Details**
Sample note for screenpop	**Info**	
	Name	Sample note for screenpop
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details	
	Description	Screenpop is a Contact control pannel feature that allows loading a web page optionally with parameters based on attributes. Refer to the screenpop documentation for more information.

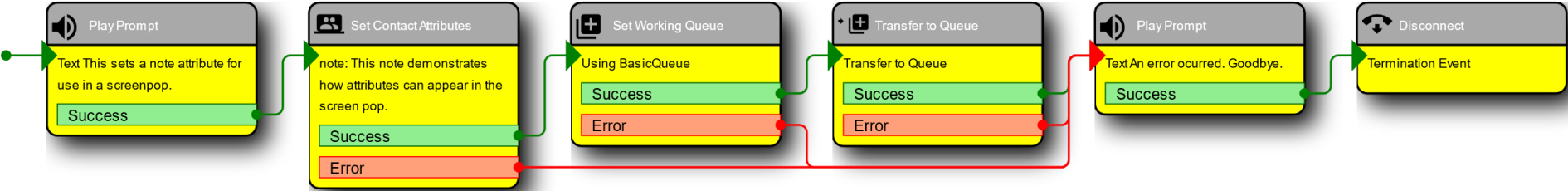| Contact Flows	
Name	**Details**
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Sample note for screenpop
	Description	Screenpop is a Contact control pannel feature that allows loading a web page optionally with parameters based on attributes. Refer to the screenpop documentation for more information.
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.19.2 Diagram

Sample note for screenpop / 20 Mar 2023

Screenpop is a Contact control pannel feature that allows loading a web page optionally with parameters based on attributes. Refer to the screenpop documentation for more information.

4.2.20 Sample secure input with no agent

Enables the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.

4.2.20.1 Details

Contact Flows	
Name	**Details**
Sample secure input with no agent	

	Info	
	Name	Sample secure input with no agent
	State (summary)	Published
	Type	CONTACT_FLOW
	Contact Flow Details	
	Description	Enables the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Diagram	
	Name	Sample secure input with no agent
	Description	Enables the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.
	State	
	Type	CONTACT_FLOW
	JSON of Contact Flow	not included

4.2.20.2 Diagram

Sample secure input with no agent / 20 Mar 2023

Enables the customer to enter digits in private. In a real world implementation, enabling encryption is likely preferred.
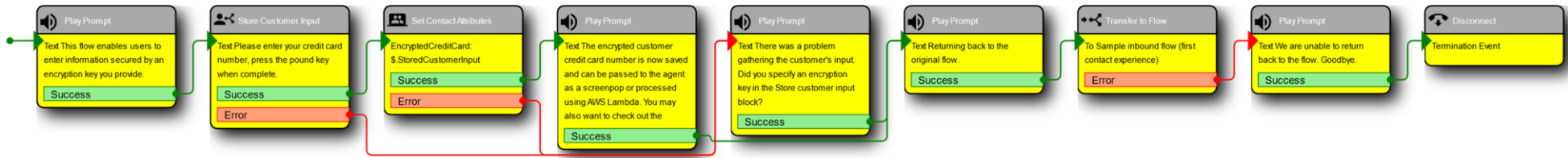
4.2.21 Default agent whisper

Default whisper played to the agent.

4.2.21.1 Details

Contact Flows	
Name	**Details**
Default agent whisper	**Info**
	Name
	State (summary)
	Type
	Contact Flow Details
	Description
	State (Detail)
	Tags
	Contact Flow Diagram
	Name
	Description
	State
	Type
	JSON of Contact Flow

Info	
Name	Default agent whisper
State (summary)	Published
Type	AGENT_WHISPER
Contact Flow Details	
Description	Default whisper played to the agent.
State (Detail)	ACTIVE
Tags	
Contact Flow Diagram	
Name	Default agent whisper
Description	Default whisper played to the agent.
State	
Type	AGENT_WHISPER
JSON of Contact Flow	not included

4.2.21.2 Diagram

Default agent whisper / 20 Mar 2023

Default whisper played to the agent.
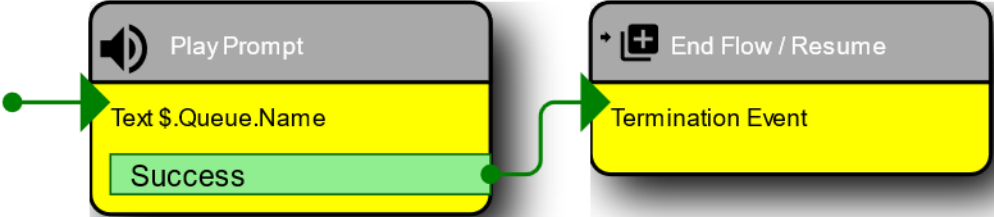
4.3 Contact Flow Modules Summary

Contact Flow Modules can be used as a re-usable component in one or several Contact Flows to create common functions.

Contact Flow Modules can be used in any flow that is type Inbound flow. It cannot be used for contact flows of type Customer queue, Customer hold, Customer whisper, Outbound whisper, Agent hold, Agent whisper, Transfer to agent, Transfer to queue.

Benefits of using Contact Flow Modules are:

- Simplify managing common functionality across flows.
- Makes it more efficient to maintain flows.
- Helps separate flow designer responsibilities.

The following Contact Flow Modules are configured:

Contact Flow Modules Summary			
Name	State	Type	Description
Module1	Published	Module	A simple Module to get queue metrics

4.4 Contact Flow Modules Details

Contact Flow Modules can be used as a re-usable component in one or several Contact Flows to create common functions.

In this chapter each Contact Flow Module contains two subchapters:

- Detailed configuration settings
- Diagram of each Contact Flow Module

4.4.1 Module1

A simple Module to get queue metrics

4.4.1.1 Details

Contact Flow Module	
Name	Details
Module1	**Info**
	Name	Module1
	State (summary)	Published
	Type	Module
	Contact Flow Module Details
	Description	A simple Module to get queue metrics
	State (Detail)	ACTIVE
	Tags	
	Contact Flow Module Diagram
	Name	Module1
	Description	A simple Module to get queue metrics
	JSON of Contact Flow Module	not included

4.4.1.2 Diagram

Module1 / 20 Mar 2023

A simple Module to get queue metrics
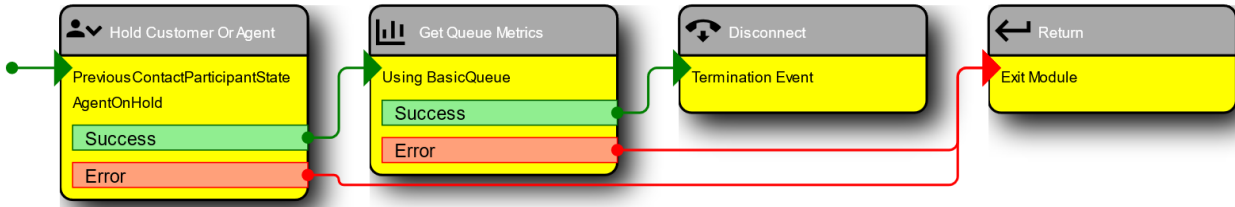
4.5 Prompts

Prompts are audio files that can be played to customers through Amazon Connect during a contact flow. They are used to provide important information to the customer or to guide the customer through the flow. Prompts can be configured within the Amazon Connect contact flow configuration. When configuring a Prompts configuration entry, users can specify the type of prompt, the language of the prompt, the text of the prompt, and the audio file associated with the prompt.

When creating a contact flow, users must specify which Prompts will be played at each step of the flow. This is done by adding a Prompts configuration entry to the contact flow. When setting up a Prompts configuration entry, users must specify which prompt they want to play, the order in which the prompts should be played, and the actions that should occur after the prompt is played.

The following Prompts are configured:

Prompts		
Name	ID	Arn
CustomerQueue.wav	02d90da6-2818-41b6-a8fd-4b583f870ef1	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/prompt/02d90da6-2818-41b6-a8fd-4b583f870ef1
Music_Jazz_MyTimetoFly_Inst.wav	236cbc95-197f-47c4-96d7-be4c5d22af01	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/prompt/236cbc95-197f-47c4-96d7-be4c5d22af01
Music_Pop_ThisAndThatIsLife_Inst.wav	4e291f14-9ca5-47ff-8303-614c17876eeb	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/prompt/4e291f14-9ca5-47ff-8303-614c17876eeb
Music_Pop_ThrowYourselfInFrontOfIt_Inst.wav	65fb5bd0-a181-4def-b129-f3e43eb2bbaa	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/prompt/65fb5bd0-a181-4def-b129-f3e43eb2bbaa
CustomerHold.wav	93ded080-44ef-491a-87c2-2f56bfabd2c8	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/prompt/93ded080-44ef-491a-87c2-2f56bfabd2c8
Beep.wav	9981c331-2d65-4be5-80ae-53ef7b0411bf	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/prompt/9981c331-2d65-4be5-80ae-53ef7b0411bf
Music_Rock_EverywhereTheSunShines_Inst.wav	a67e2f96-179a-409e-baf7-c793413256bb	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/prompt/a67e2f96-179a-409e-baf7-c793413256bb

4.6 Queues

This chapter contains the configured Queues for customer contact.

Queues are used to place customers in line when all agents are busy. Configuration of queues includes setting up queue settings, such as queue size and wait time, as well as setting up routing rules. Queues are connected to contact flows, as they determine how customer contacts are routed to agents. Queues are connected to agents, as they determine how customer contacts are routed to agents.

When configuring a queue, admins can define the queue size, which is the maximum number of customer contacts that can wait in the queue, and the wait time, which is the maximum number of seconds customers can wait in the queue before they are routed elsewhere. Queues can also be configured with routing rules, which define how customer contacts are routed to agents. Routing rules include things such as priority, skill-based routing, and round robin routing.

The following Queues are configured:

Queues		
Name	**Details**	
BasicQueue	**Queue Basic Info**	
	Name	BasicQueue
	QueueType	STANDARD
	Queue Details	
	Status	ENABLED
	MaxContacts	0
	Outbound Caller Config Info	
	OutboundCallerIdName	UPLINX Test
	Outbound Caller ID	+18773235268
	Outbound Flow	
	Hours Of Operation	
	Description	Always open hours
	Hours Of Operation	THURSDAY:: 0:0 - 0:0 SUNDAY:: 0:0 - 0:0 FRIDAY:: 0:0 - 0:0 WEDNESDAY:: 0:0 - 0:0 MONDAY:: 0:0 - 0:0 TUESDAY:: 0:0 - 0:0 SATURDAY:: 0:0 - 0:0
	Queue Quick Connects	

4.7 Hours of Operations

By configuring Hours of Operation, administrators can ensure that calls are only accepted when agents are available to handle them, and that calls are rejected when agents are not available. Hours of Operation can be configured for daily schedules or multiple schedules to cover different days or times.

When setting up daily schedules, administrators can specify when calls should be accepted or rejected, and can also configure different schedules for different days of the week. When a customer calls during the defined Hours of Operation, the call will be accepted and routed to the appropriate queue. From there, the call will be handled by an available agent. When a customer calls outside of the defined Hours of Operation, the call will be rejected and the customer will be given an appropriate message. The message can be configured through the Amazon Connect contact flow. Depending on the message, customers may be given the option to leave a voicemail or message, or may be given an option to call again during business hours.

The Hours of Operation configuration also affects the availability of agents in the queues. Agents will not be able to log in to Amazon Connect when calls are not being accepted, and will automatically be logged out when the Hours of Operation end. This ensures that agents are only available when customers are calling, and helps keep wait times to a minimum.

The following Hours of Operations are configured:

Hours of Operations		
Name	**Details**	
Basic Hours	**Basic Info**	
	Name	Basic Hours
	Id	41e70210-25b1-43c4-9ab3-8de95fb6cbf0
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/operating-hours/41e70210-25b1-43c4-9ab3-8de95fb6cbf0
	Details	
	Description	Always open hours
	Hours Of Operation	THURSDAY:: 0:0 - 0:0 SUNDAY:: 0:0 - 0:0 FRIDAY:: 0:0 - 0:0 WEDNESDAY:: 0:0 - 0:0 MONDAY:: 0:0 - 0:0 TUESDAY:: 0:0 - 0:0 SATURDAY:: 0:0 - 0:0

4.8 Quick Connects

Quick Connects is a feature in Amazon Connect that enables a customer to connect with an agent more quickly. It allows customers to route their calls directly to the correct queue when they dial in, eliminating the need for them to manually select their queue. This in turn leads to a faster customer experience and better customer satisfaction.

When configuring Quick Connects, there are several options that can be set. The first is the 'Call Type', which defines the type of call that will be routed to the queue. Alternatively, it can be set to 'Direct', which is a standard incoming call, or 'IVR', which routes customers who dial in to an IVR system before they are routed to the queue. The second option is the 'Phone Number', which is the phone number that customers can dial in to be routed to the correct queue. The third option is the 'Queue', which is the queue that customers will be routed to when they dial in. Finally, the fourth option is the 'Timeout', which defines how long the caller will wait before they are routed to the queue.

The following Quick Connects are configured:

< No records found >

5 Users

This chapter contains the 'Users' configuration within Amazon Connect. User management includes configuring routing profiles, agent statuses, security profiles and agent hierarchies. Routing profiles allow contact centers to set up and control how incoming calls, chats, and emails are routed to specific users. Agent statuses provide an easy way to monitor the availability of agents. Security profiles define the access rights of users. Agent hierarchies allow contact centers to define the reporting structure of users.

In this section you will find:

- User management
- Routing profiles
- Agent status
- Security profiles
- Agent hierarchy

5.1 User Management

The configuration of user management in Amazon Connect allows contact centers to configure user settings, such as routing profiles, agent statuses, security profiles, and agent hierarchies. Routing profiles allow contact centers to set up and control how incoming calls, chats, and emails are routed to specific users. Agent statuses provide an easy way to monitor the availability of agents. Security profiles define the access rights of users. Agent hierarchies allow contact centers to define the reporting structure of users.

When configuring an user, contact centers can define the user's routing profile, agent status, security profile, and agent hierarchy. Routing profiles allow contact centers to route incoming calls, chats, and emails to specific users. Agent statuses provide an easy way to monitor the availability of agents. Security profiles define the access rights of users. Agent hierarchies allow contact centers to define the reporting structure of users.

The following users are configured:

Users	
Name	**Details**
mkay	**Info**
	Name	mkay
	Identity Info
	Email	sw@uplinx.com
	Secondary Email	
	First Name	Mike
	Last Name	Kaye
	Mobile	
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/agent/06085739-918f-46cf-88de-b12272dbd094
	Tags	[key2, bestoneever] [sales, 1M]
	Phone Config
	Phone Type	SOFT_PHONE
	Desk Phone Number	
	Auto Accept	N

Users	
Name	**Details**
	After Contact Work Time Limit (secs)	0

	After Contact Work Time Limit (secs)	0
	Member of	
	Routing Profile	Basic Routing Profile
	Security Profiles	Admin
	HierarchyGroup	
	DirectoryUserId	d559d877-e419-4be3-9987-a27ab05303d7

5.2 Routing Profiles

Routing Profiles are used to set up and control how incoming calls, chats, and emails are routed to specific users. They allow contact centers to define the routing rules for each user and the order in which they are applied. The configuration of Routing Profiles includes setting up routing rules and conditions, assigning skills, and setting up routing priority.

Routing rules and conditions specify the criteria that must be met in order for a customer to be routed to a particular user. Skills allow contact centers to associate users with specific tasks. Routing priority determines the order in which users are contacted when multiple users are available.

Configuration options for Routing Profiles include setting the maximum number of conversations for each user, setting up call forwarding rules, and configuring the routing language. Maximum conversation settings allow contact centers to limit the number of conversations a user can handle at one time. Call forwarding rules allow contact centers to forward incoming calls to another user or queue. Lastly, routing language allows contact centers to set up language-based routing rules.

The following Routing Profiles are configured:

Routing Profiles	
Name	**Details**
Basic Routing Profile	**Info**	
	Name	Basic Routing Profile
	Description	A simple routing profile.
	Tags	
	Default Outbound Queue	BasicQueue
	Number Of Associated Queues	1
	Number Of Associated Users	1
	Media Concurrencies	CHAT:2 TASK:1 VOICE:1

5.3 Agent Status

The configuration of Agent Status of Amazon Connect allows contact centers to set the availability of agents. Agent status provides an easy way to monitor the availability of agents and ensure that customer requests are routed to the most suitable agent.

The configuration options of Agent Status include setting up the list of available statuses, such as 'Available', 'Busy', 'Break' or 'Offline'. Contact centers can also define the behavior of each status so that agents are routed to the correct queue or contact flow when they change their status. Additionally, contact centers can set how long an agent can remain in a particular status before they are automatically reset to 'Available'. This ensures that agents do not remain in a particular status for too long and that customer requests are routed to the most suitable agents.

The following Agent Status are configured:

Agent Status			
Status Name	**Description**	**Type**	**Enabled for use in CCP**
OOO	away	CUSTOM	Y
Processing	updating records	CUSTOM	Y
Available	Available state	ROUTABLE	Y
Offline	Offline state	OFFLINE	Y
TestStatus	Desc	CUSTOM	N

5.4 Security Profiles

The configuration of Security Profiles defines the access rights of users.

Security Profiles can be used to control which functions and features a user can access and which actions they can perform. The configuration of Security Profiles includes setting up user groups and assigning access rights to each group. User groups are collections of users with similar roles and responsibilities. Access rights define the actions a user group can perform, such as creating or editing contact flows, viewing contact history, or creating or editing queues. Security profiles also allow contact centers to set up authentication methods.

The following Security Profiles are configured:

Security Profiles		
Name	**Details**	
CallCenterManager	**Info**	
	Name	CallCenterManager
	Description	A call center manager (or call center admin) manages the day-to-day aspects of the call center.
	SecurityProfileName	CallCenterManager
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/security-profile/56807c1c-5bbc-479b-b614-cf0420049e2a
	OrganizationResourceId	6c4e70ac-7812-4114-98a4-568e7f270f45
	Tags	
	TagRestrictedResources	
	AllowedAccessControlTags	
QualityAnalyst	**Info**	
	Name	QualityAnalyst
	Description	A quality analyst works to improve the customer experience and keeps track of live service metrics.
	SecurityProfileName	QualityAnalyst
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/security-profile/b39b6069-7532-4079-985d-3bb3c98b284d
	OrganizationResourceId	6c4e70ac-7812-4114-98a4-568e7f270f45
	Tags	
	TagRestrictedResources	
	AllowedAccessControlTags	
MySecurityProfile1	**Info**	
	Name	MySecurityProfile1
	Description	desc MySecurityProfile1
	SecurityProfileName	MySecurityProfile1
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/security-profile/3a07533a-899b-4d5d-8be9-6d2db49e1b41
	OrganizationResourceId	6c4e70ac-7812-4114-98a4-568e7f270f45
	Tags	
	TagRestrictedResources	
	AllowedAccessControlTags	
Agent	**Info**	
	Name	Agent
	Description	An agent is a user of the system that is focused on customer care and/or sales. Their role is unlikely to be technical.
	SecurityProfileName	Agent
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/security-profile/464f84d2-45ce-46d3-bdd8-aa5a5b9b8233
	OrganizationResourceId	6c4e70ac-7812-4114-98a4-568e7f270f45
	Tags	
	TagRestrictedResources	
	AllowedAccessControlTags	
Admin	**Info**	
	Name	Admin
	Description	An administrator can perform all actions available.
	SecurityProfileName	Admin
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/security-profile/6065f284-d0fc-49de-8563-820272c71ec9
	OrganizationResourceId	6c4e70ac-7812-4114-98a4-568e7f270f45
	Tags	
	TagRestrictedResources	
	AllowedAccessControlTags	

5.5 User Hierarchy Groups

This chapter includes the configuration of User Hierarchy Groups in Amazon Connect. User Hierarchy Groups are a way to organize users into hierarchical structures. They can be used to group users based on their roles, locations, or contact centers. Each user is assigned a LevelId and a HierarchyPath that define the user's position in the hierarchy. The HierarchyPath allows for a more granular user configuration.

The following User Hierarchy Groups are configured:

User Hierarchy Groups		
Name	**Details**	
AgentHierarchy2	**Info**	
	Name	AgentHierarchy2
	LevelId	1
	HierarchyPath LevelOne/LevelTwo/LevelThree/LevelFive	Amazon.Connect.Model.HierarchyGroupSummary////
	Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/agent-group/96f0dd3a-3f09-4712-91fa-1374f9f9cd13
	Tags	

6 Outbound Campaign

< No records found >

7 Channels

This chapter contains the 'Users' configuration within Amazon Connect. User management includes configuring

This chapter contains the Channels configuration. Channels are how customers interact with the contact center, such as phone numbers, chat widgets, and task templates. Configuration of channels includes setting up phone numbers, adding and configuring a chat widget, and creating and managing task templates.

Phone numbers allow customers to call the contact center. Chat widgets allow customers to interact with the contact center via a web page. Task templates are templates that define the structure of tasks within the contact center, such as customer information, notes, and tasks.

In this section you will find:

- Phone numbers
- Chat widget
- Task Templates

7.1 Phone Numbers

Phone Numbers are used to route calls and messages from customers to the contact center. In Amazon Connect, a Phone Number is associated with a Contact Flow and is used to route all incoming calls and messages to the designated Contact Flow.

When configuring a Phone Number, users can specify the Contact Flow that should be associated with it. This will determine the flow of the call or message, including what greeting will be played, which options customers will be presented with, and which queues and agents they will be routed to.

Users can also configure the settings of a Phone Number, such as the caller ID that will be displayed to the customer and the time zone in which the Phone Number is located. This will ensure that the customer will see a familiar caller ID, and that any time-based routing rules will be applied correctly.

The following Phone Numbers are configured:

Phone Numbers		
Name	**Details**	
+18773235268	**Info**	
	Name	+18773235268
	Type	TOLL_FREE
	Country Code	US
	Arn	arn:aws:connect:eu-west-2:300173285737:phone-number/bf479e05-24dc-4285-bee6-cb187889a5d3
	Target Arn	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45

7.2 Task Templates

Amazon Connect Task Templates are used to create contact flows that are used to manage customer interactions. Contact flows are used to define the steps that a customer will take when interacting with an agent. Task Templates provide a way to configure the contact flow quickly and easily.

Task Templates can be used to create a contact flow that includes customer information, queues, and agents. When configuring a Task Template, a user can define the type of customer interaction and the steps that should be taken when the customer interacts with the agent. Additionally, the user can specify the queue that the customer should be assigned to, and the agent that the customer should be assigned to.

Task Templates are configured by entering the configuration entries for each step in the contact flow. These configuration entries include options such as the type of customer interaction to be handled, the queue that the customer should be assigned to, the agent to be assigned to, and the specific action to be taken when the customer interacts with the agent.

Task Templates			
Name	**Description**	**Id**	**Arn**
TaskTemplate1	desc TaskTemplate1	0af6047e-d1ae-4bef-b53a-63a45f2aaf96	arn:aws:connect:eu-west-2:300173285737:instance/6c4e70ac-7812-4114-98a4-568e7f270f45/task-template/0af6047e-d1ae-4bef-b53a-63a45f2aaf96