

# Amazon Connect Quick Start

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## Introduction

The purpose of this quick start guide is to provide you with an introduction to Amazon Connect, Amazon Web Services cloud-based virtual contact centre offering and how you can test your contact flows with [NorthCode](#). This document includes sample code for Amazon Connect and NorthCode

## Amazon Connect

Amazon Connect is an omnichannel cloud contact centre. You can [set up a contact centre](#) in a few steps, add agents who are located anywhere, and start engaging with your customers.

## NorthCode

NorthCode is the only solution in the market that allows users to test their IVR solutions with BDD test cases. With NorthCode you can traceback each development back to the actual business objective.

## Case Study

Our sample case study will include a sample Amazon Connect contact flow, NorthCodeBanking. In this guide you will complete the following

1. Create an Amazon Connect instance
2. Import NorthCodeBanking contact flow on your Amazon Connect instance
3. Create an account on [NorthCode](#)
4. Integrate your Amazon Connect Instance with NorthCode (optional)
5. Develop BDD test cases on NorthCode
6. Execute your BDD test cases on NorthCode to test NorthCodeBanking on your Amazon Connect instance

## Amazon Connect basic setup

You can deploy a contact centre in just a few steps, onboard agents from anywhere, and begin to engage with your customers.

For more information:

<https://docs.aws.amazon.com/connect/latest/adminguide/what-is-amazon-connect.html>

Please follow the steps in the [official documentation](#) to launch your Amazon Connect instance.

## Integrating Amazon Connect with NorthCode (optional)

For better trackability you can integrate your Amazon Connect instance with NorthCode. This step will allow you to see all Amazon Connect contact flow logs and action on NorthCode while you are executing your BDD scenarios. Please refer to our [integration guide](#) for more details.

## Creating sample banking contact flow

Once you launch your Amazon Connect instance you can use AWS CloudFormation to deploy your sample banking application on your Amazon Connect instance.

Click the [link](#) to launch your banking application stack. Make sure you are in the correct region.

Enter your “InstanceArn” parameter and click “Create stack” button. This CloudFormation stack will create NorthCodeDemo banking application contact flow on your Amazon Connect instance.

CloudFormation > Stacks > Create stack

### Quick create stack

**Template**

Template URL  
https://prod-connect-files.s3.amazonaws.com/amazonconnect/northcodedemo-banking-cf.json

Stack description  
NorthCode Banking Demo

**Stack name**

Stack name  
NorthCode

Stack name can include letters (A-Z and a-z), numbers (0-9), and dashes (-).

**Parameters**

Parameters are defined in your template and allow you to input custom values when you create or update a stack.

InstanceArn  
Amazon Connect Instance ARN, such as arn:aws:connect:us-east-1:YourAccountID:instance/InstanceID. You can find in AWS Console->Amazon Connect-> select your instance  
arn:aws:connect:us-east-1:13456789012:instance/af

**Capabilities and transforms**

**Transforms might require access capabilities**  
A transform might add Identity and Access Management (IAM) resources that could provide entities access to make changes to your AWS account. If a transform adds IAM resources, you must acknowledge their capabilities to create or update them. Ensure that you want to create or update the IAM resources, and that they have the minimum required permissions. In addition, if they have custom names, check that the names are unique within your AWS account. [Learn more](#)

- ☒ I acknowledge that AWS CloudFormation might create IAM resources.
- ☒ I acknowledge that AWS CloudFormation might create IAM resources with custom names.
- ☒ I acknowledge that AWS CloudFormation might require the following capability: CAPABILITY\_AUTO\_EXPAND

Cancel Create change set **Create stack**

Now login to your Amazon Connect instance and make sure you can see the contact flows

Amazon Connect Agent application

### Contact Flows and Flow Modules

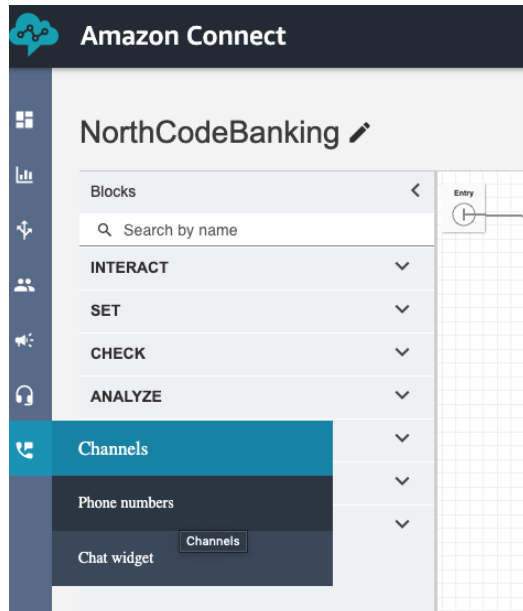
Contact flows Modules

Search by name  
North

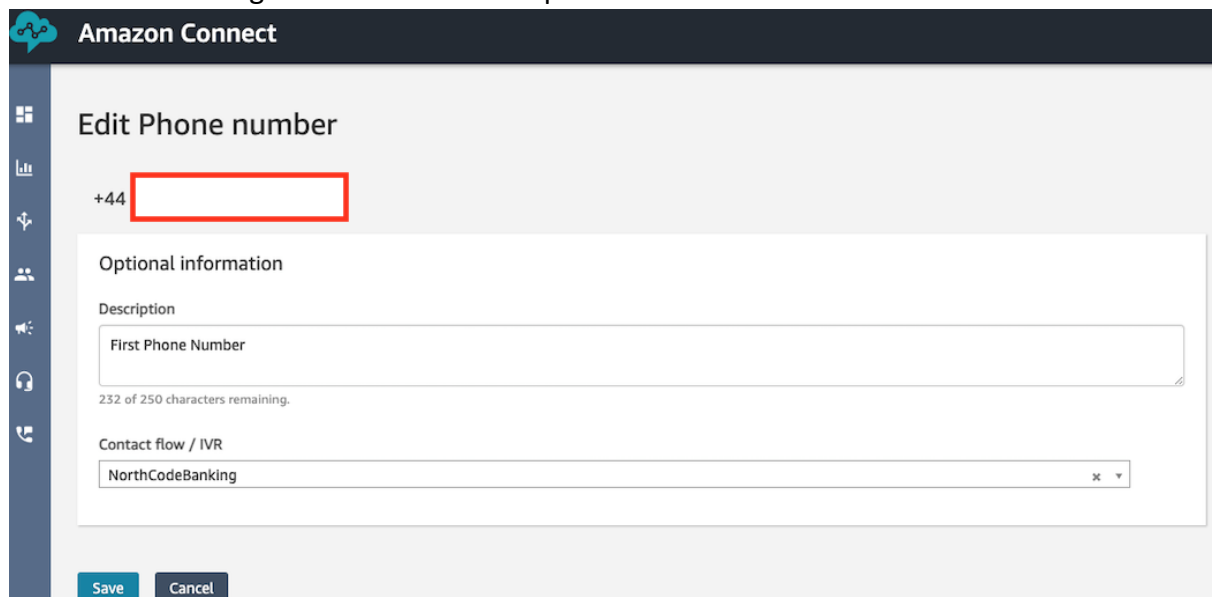
Name	Type	Status	Description
NorthCodeBankingDemo	Contact flow	Published	NorthCode Banking main contact flow
NorthCodeBankingDemoBalance	Contact flow	Published	NorthCode Banking Balance contact flow
NorthCodeBankingDemoLostCard	Contact flow	Published	NorthCode Banking lost card contact flow

Please follow the steps below to complete installation of NorthCodeBankingDemo application.

1. Navigate to your “Phone numbers”



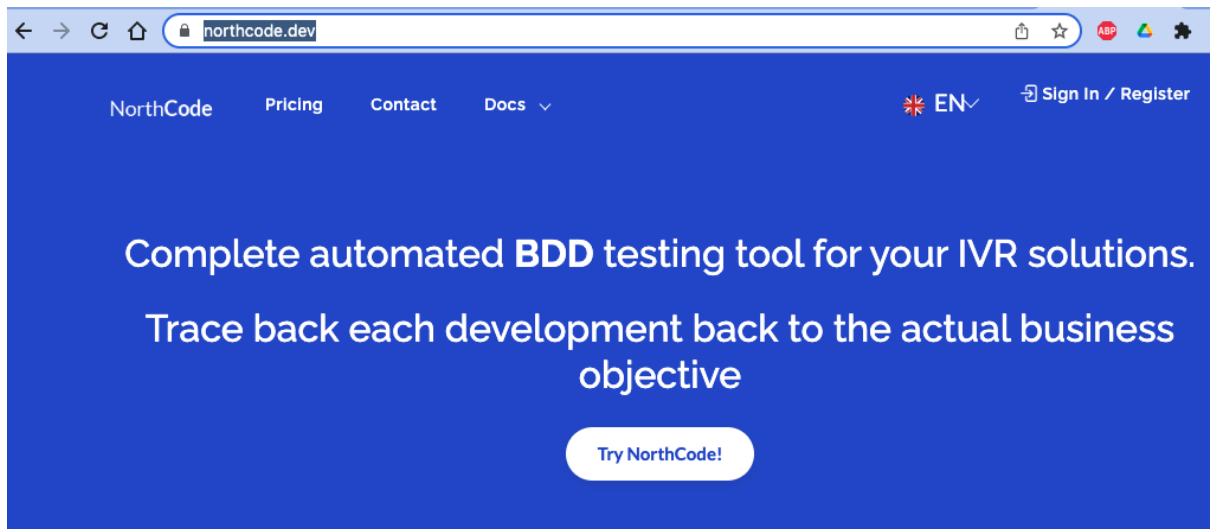
2. “Claim a number” if you already do not have any phone numbers
3. Click the number you want to use for this contact flow and attach “NorthCodeBanking” contact flow to this phone number and click “Save” button



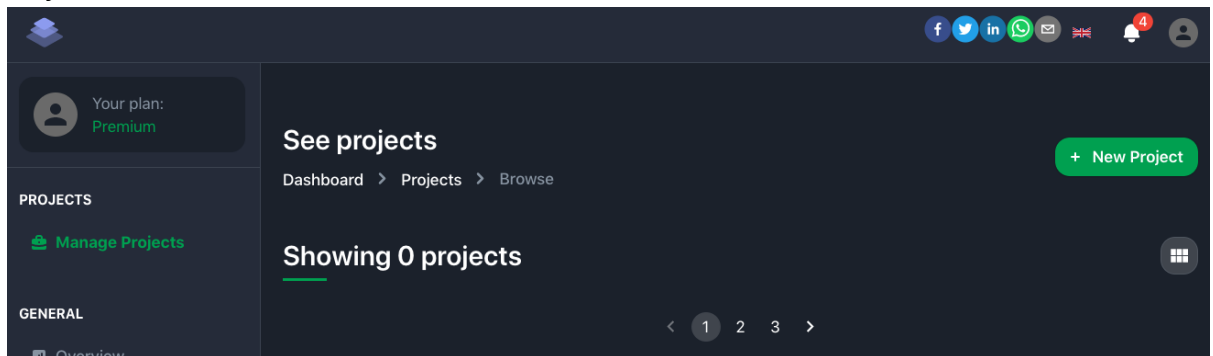
4. You can now call the number you picked any test “NorthCodeBanking” on your phone

## Testing your contact flow with NorthCode

1. Please go to <https://northcode.dev/> and click “Sign in/ Register” link. Please create an account if you do not have one already.



2. Login to your account on NorthCode and click “Manage Projects” then click “New Project”



3. Please follow the steps and create your project. You must put your Amazon Connect phone number you picked in “Number to call” field

**Create New Project**

Dashboard > Projects

**Project details**  
Let's define the project

Project Name \*  
Balance Inquiries

Number to call \*  
+44

Tags

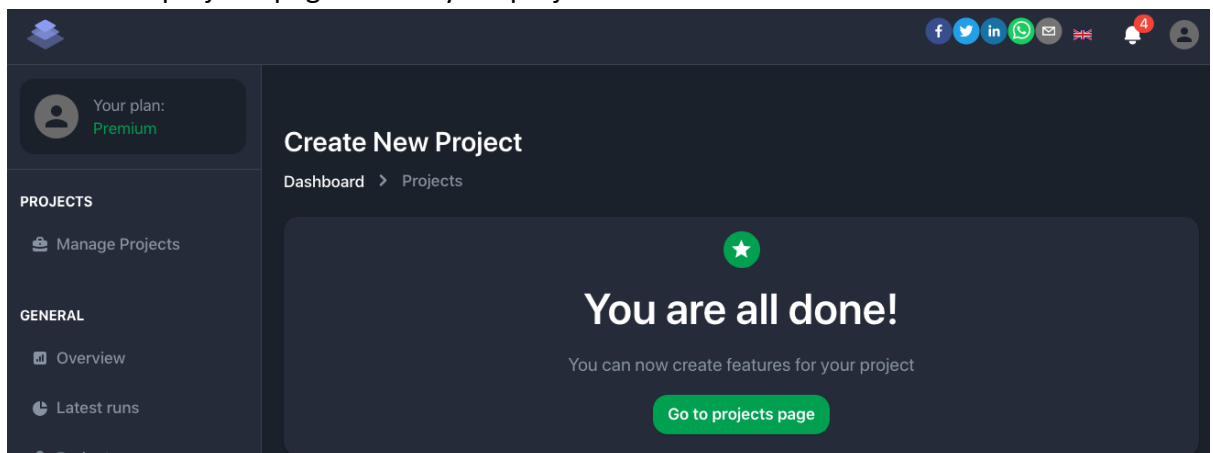
Credit Cards

Start Date  
01/06/2023

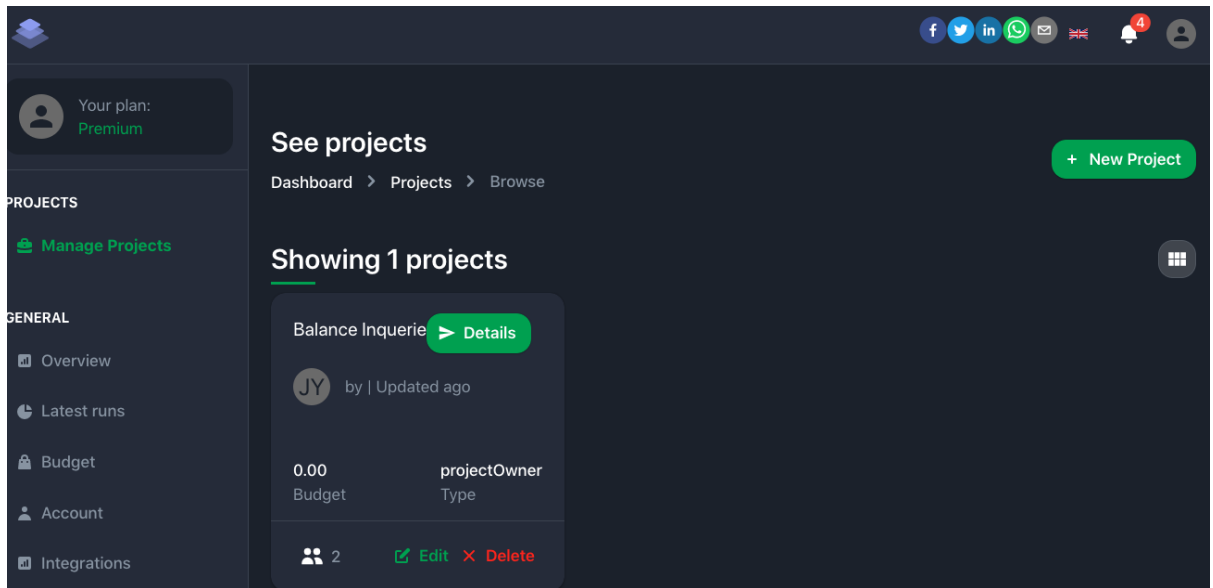
End Date  
01/06/2023

Previous Next

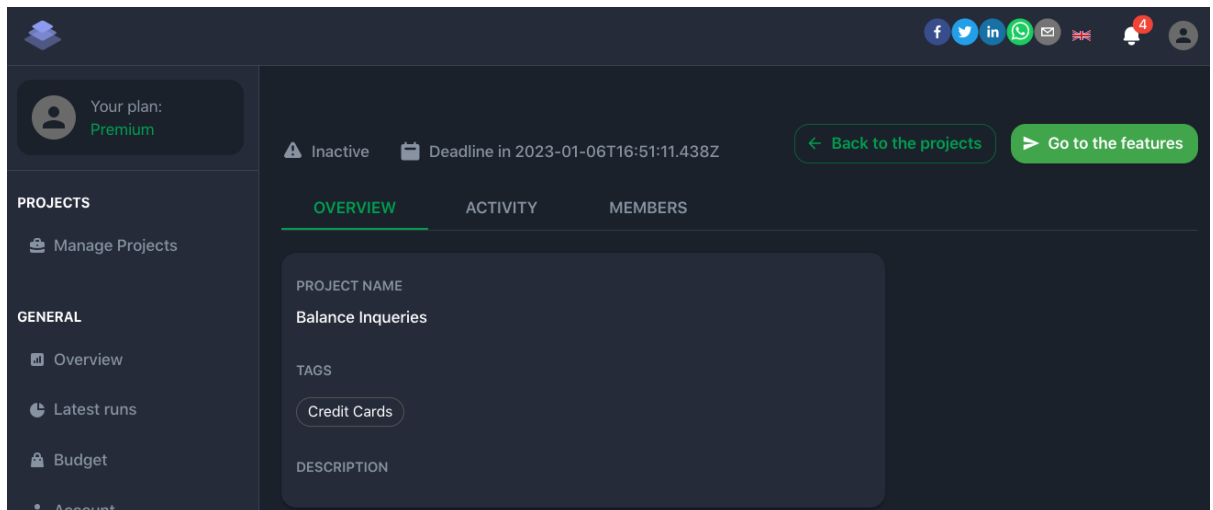
- Click "Go to projects page" to see your project



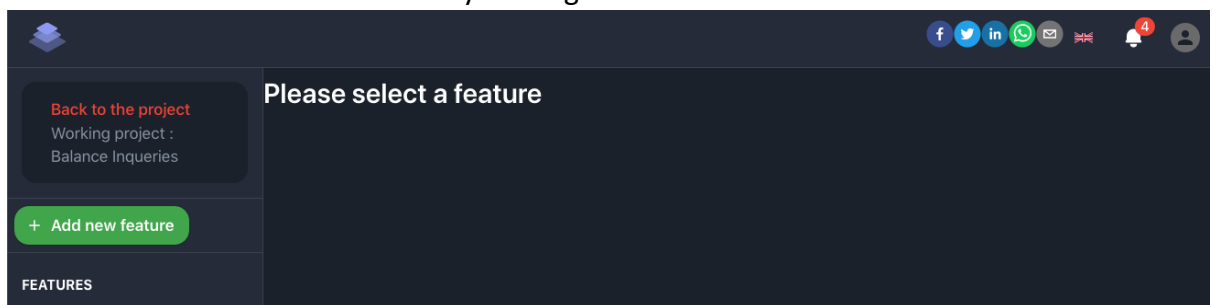
- Please click "Details" button on your project



6. Please click “Go to the features” button



7. We can now create a new feature by clicking “Add new feature”



8. NorthCode will load your Gherkin with a some sample BDD scenarios. Please put BDD scenarios below and click “Save” button

*Feature: Balance Transactions*  
*I want to know my balance*  
*So I can control my spending*

*Scenario: Welcome message*  
*Given I'm logged on the telephone banking*  
*When I call NorhtCodeBanking*



*Then I hear "Thank you for calling North Code banking today\*"*

*Scenario: Hear Balance*

*Given I'm logged on the telephone banking*

*When I call NorhtCodeBanking*

*Then I hear "Thank you for calling North Code banking today\*"*

*Then I press "2"*

*Then I hear "Please press one for current balance or press two for balance as of last statement"*

*Then I press "1"*

*Then I hear "Your balance is 30000"*

9. You should see your BDD scenarios are created

The screenshot displays a web application for BDD. On the left, a sidebar contains a 'Back to the project' button, the 'Working project : Balance Inquiries', and an 'Add new feature' button. Below this is a 'FEATURES' section with a list: 'Balance Transactions' (expanded), 'Welcome message', and 'Hear Balance'. The main area is titled 'Feature : Balance Transactions' and includes 'Save', 'Delete', and 'Run all scenarios' buttons. A 'Provider' dropdown is set to 'Please select'. A language selector is set to 'English'. The feature description is 'I want to know my balance So I can control my spending'. Two scenarios are listed: 'Welcome message' and 'Hear Balance'. The 'Hear Balance' scenario includes a comment '# some coments here' and steps: 'Given I'm logged on the telephone banking', 'When I call NorhtCodeBanking', 'Then I press "2"', 'Then I hear "Please press one for current balance or press two for balance as of last statement"', 'Then I press "1"', and 'Then I hear "Your balance is 30000"'. At the bottom, there is a section for 'Scenario execution logs'.

10. Please select "Provider" as "Amazon Connect" and run your "Welcome message" scenario simply by clicking the "Run" button. You can see your execution logs and Amazon Connect flow contact logs. You will see our "Welcome message" scenario will be successful as expected and heard strings match. You can also see Amazon Connect contact flow logs in detail.

[Back to the project](#)  
 Working project :  
 Balance Inquiries

[Save](#)
[Delete](#)
[Run all scenarios](#)

## Feature : Balance Transactions

Provider : Please select

[+ Add new feature](#)

**FEATURES**  
 Balance Transactions
 

- [Welcome message](#)
[Run](#)
- [Hear Balance](#)
[Run](#)

English

**Feature:** Balance Transactions

I want to know my balance

So I can control my spendings

**Scenario:** Welcome message

**Given** I'm logged on the telephone banking

**When** I call NorhtCodeBanking

**Then** I hear "Thank you for calling North Code banking today"

**Scenario:** Hear Balance

# some coments here

**Given** I'm logged on the telephone banking

**When** I call NorhtCodeBanking

**Then** I press "2"

**Then** I hear "Please press one for current balance or press two for balance"

**Then** I press "1"

**Then** I hear "Your balance is 30000"

Scenario execution logs

- 5:16:50 PM STARTING STARTING SCENARIO EXECUTION
- 5:16:50 PM SCENARIO: "WELCOME MESSAGE" STARTING THE NEW CALL TO +44114392096
- 5:17:19 PM EXPECTED "THANK YOU FOR CALLING NORTH CODE BANKING TODAY " HEARD "

SetLoggingBehavior

PlayPrompt
 

```

{
  "ContactId": "e670687a",
  "ContactFlowId": "arn:",
  "ContactFlowName": "Nc",
  "ContactFlowModuleType": "Nc",
  "Timestamp": "2023-01-",
  "Parameters": {
    "TextToSpeechType": "TextToSpeech",
    "SpeakingStyle": "Normal",
    "Text": "Thank you for calling North Code banking today",
    "Voice": "Joanna",
    "GlobalEngine": "Standard"
  }
}

```

GetUserInput

PlayPrompt