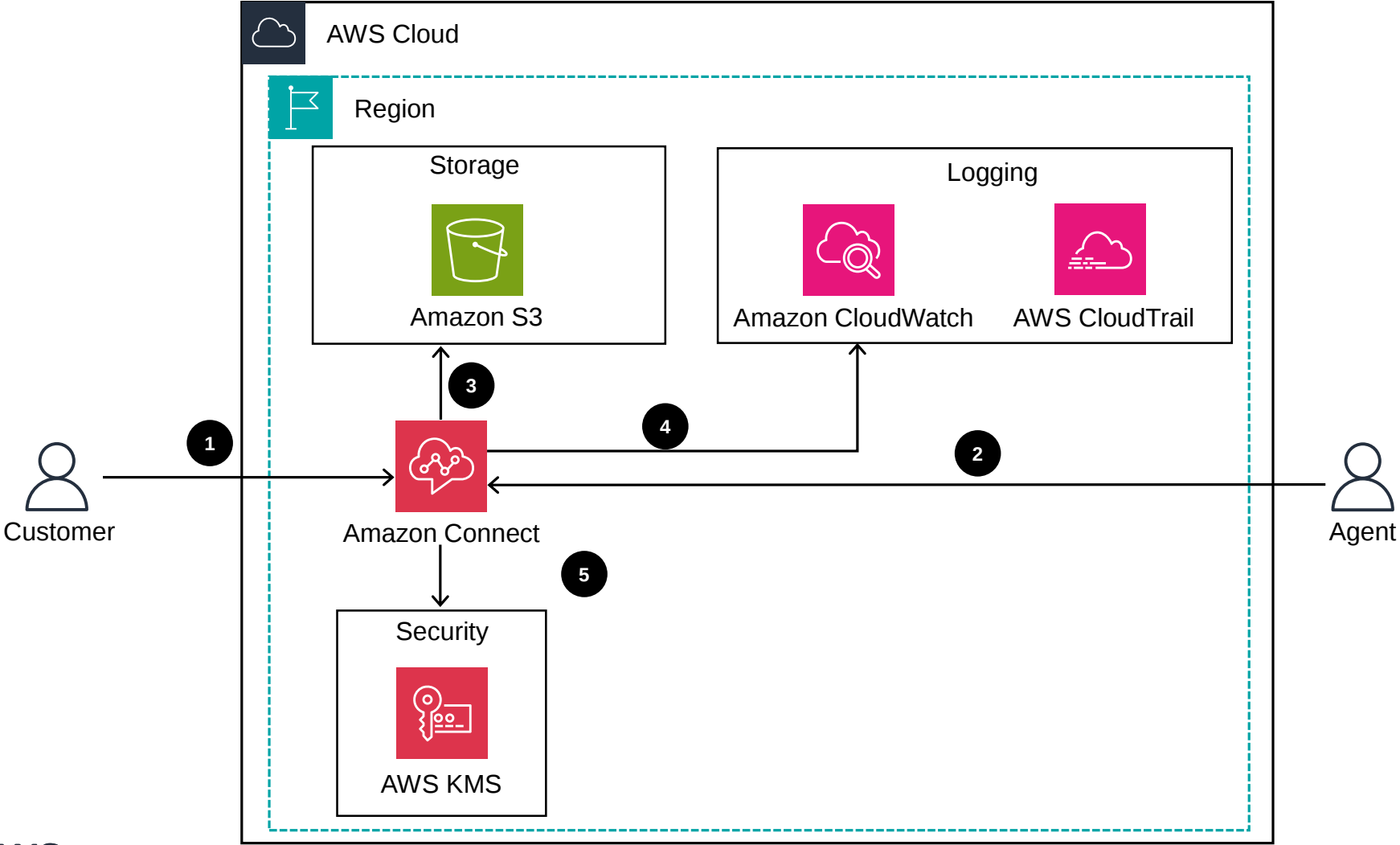


Guidance for Deploying Amazon Connect with Infrastructure as Code on AWS

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.



- 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.

