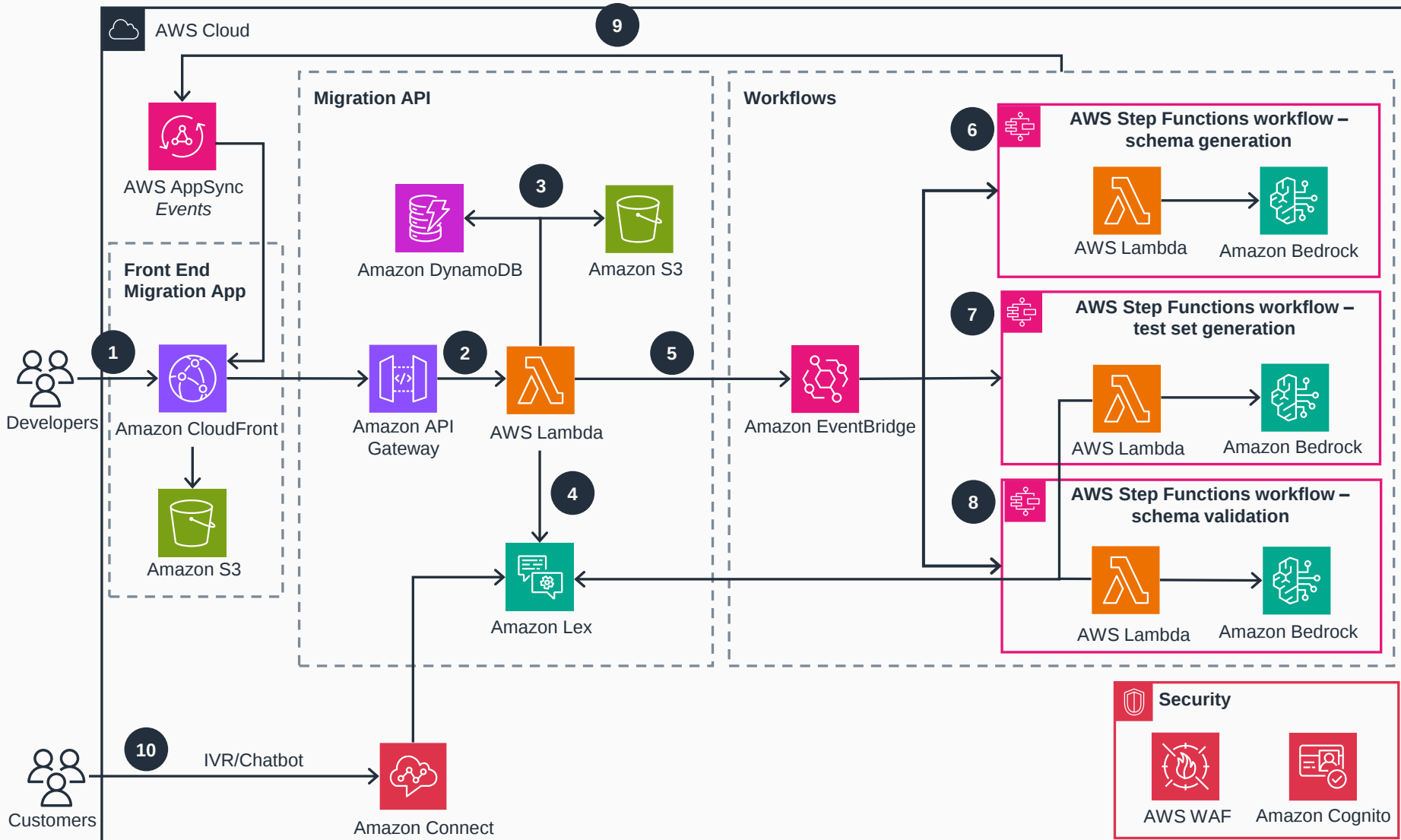


Guidance for IVR Migration to Amazon Connect Using Generative AI on AWS

This architecture diagram shows how to effectively migrate legacy IVR specifications to Amazon Lex and Amazon Connect.



- 1 Access the migration tool's React web application through **Amazon CloudFront**, secured by **Amazon Cognito** and **AWS WAF**.
- 2 Initiate bot creation by uploading source specification files through the web application, which triggers **Amazon API Gateway** and **AWS Lambda**.
- 3 Store migration metadata and configuration settings in **Amazon DynamoDB**. Store migration files and generated bot definitions in **Amazon S3**.
- 4 The migration API creates the bot and bot locale in **Amazon Lex**.
- 5 **AWS Lambda** sends a message to **Amazon EventBridge**, triggering **AWS Step Functions** workflows.
- 6 The schema generation workflow generates the **Amazon Lex** resource definition from the source specification file using **Amazon Bedrock**.
- 7 The test set generation workflow generates the test set from the source specification file using **Amazon Bedrock** and uploads it to **Amazon Lex**.
- 8 The schema validation workflow uses generated schema definitions to validate **Amazon Lex** resource creation. It implements a continuous improvement cycle by incorporating validation error messages and tests execution results to iteratively refine the schema specifications.
- 9 Live status updates are streamed using **AWS AppSync Events** real-time WebSocket connections, providing immediate visibility into each stage of the workflow's progression.
- 10 Access the migrated chatbot and IVR functionality through **Amazon Connect**.

