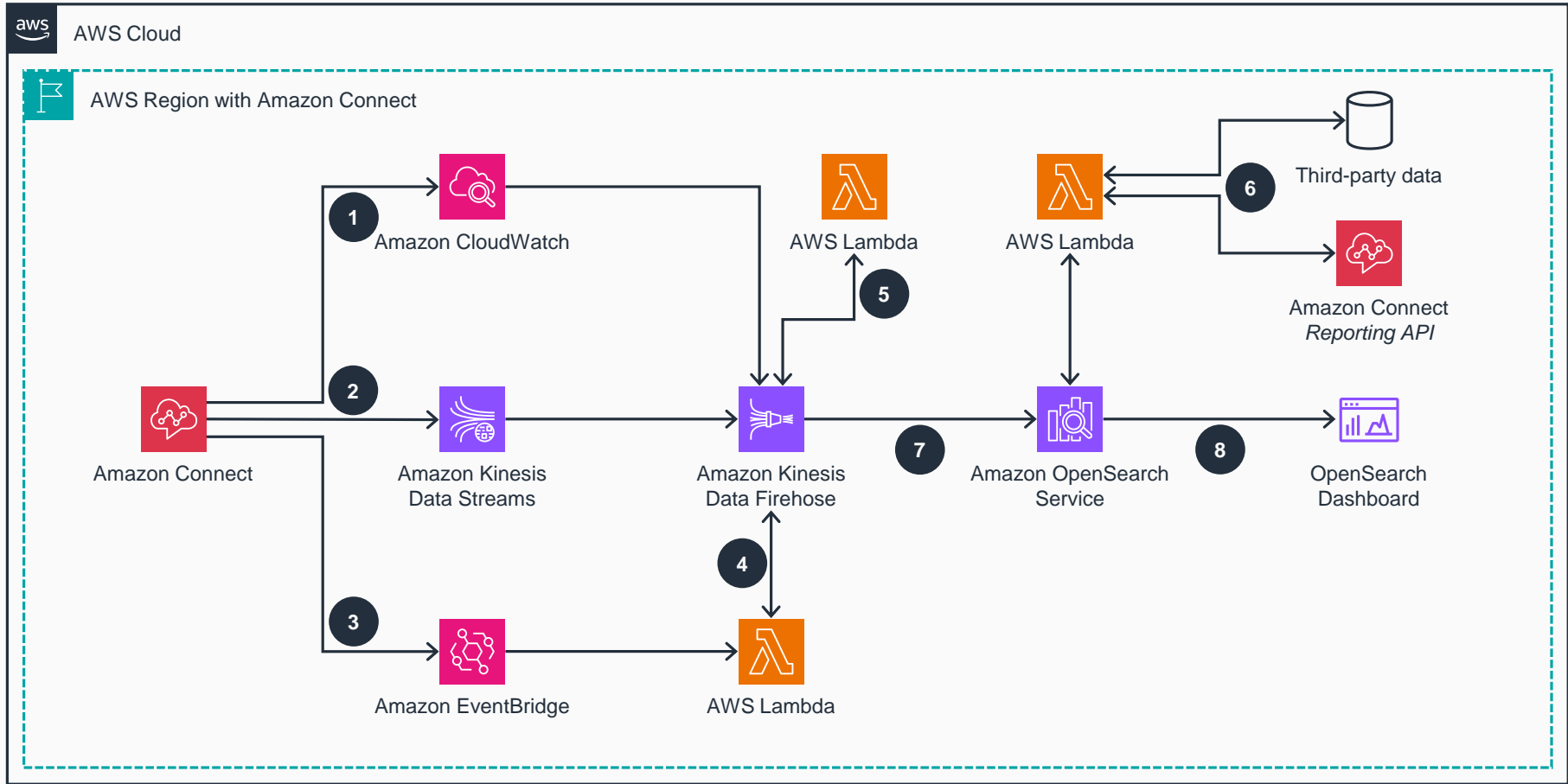


Guidance for Amazon Connect Real-Time Analytics with Amazon OpenSearch Service

This architecture diagram shows how to stream Amazon Connect contact center metrics, segments, events, and cases for real-time analytics.



- 1 **Amazon CloudWatch** receives **Amazon Connect** instance metrics and uses a subscription filter to forward the metrics to **Amazon Kinesis Data Firehose**.
- 2 **Amazon Connect** streams an **Amazon Connect agent event stream** and **Amazon Connect Contact Lens** real-time segments through **Amazon Kinesis Data Streams**.
- 3 **Amazon Connect** streams **Amazon Connect contact event streams**, **Amazon Connect case event streams**, and voice ID events through **Amazon EventBridge**.
- 4 **EventBridge** forwards the events to **Kinesis Data Firehose** using **AWS Lambda**.
- 5 **Kinesis Data Firehose** invokes a **Lambda** function for data normalization and transformation.
- 6 **Lambda** runs on cron schedule to capture third-party data and **Amazon Connect** reporting API data. It transforms the data as needed, then calls **Amazon OpenSearch Service** to forward logs to the OpenSearch index specific to the data source.
- 7 **Kinesis Data Firehose** directly ingests data to **OpenSearch Service** and into the OpenSearch index specific to the data source.
- 8 The **OpenSearch Dashboard** is configured to visualize the **Amazon Connect** index data present in **OpenSearch Service**.