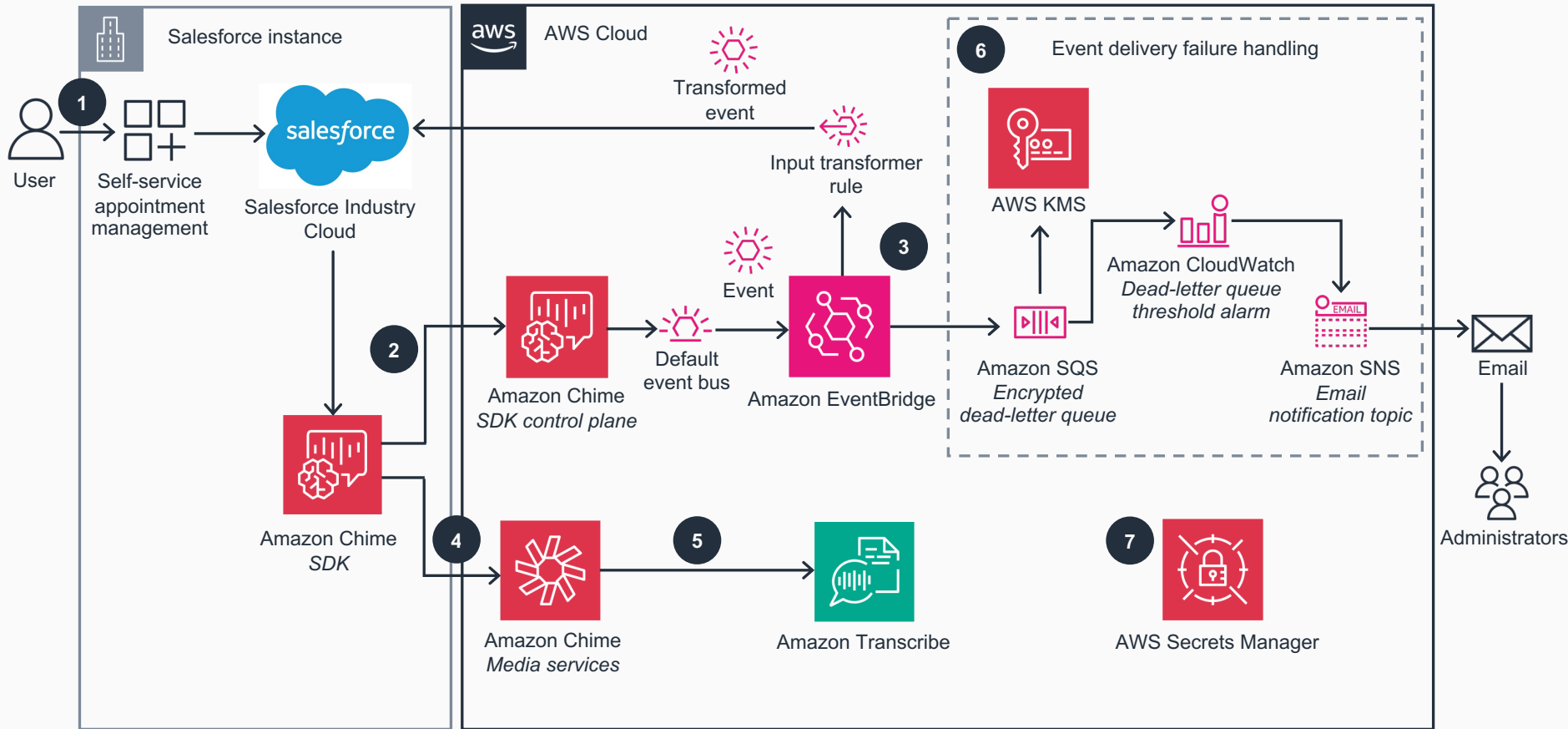


Guidance for Configuring Virtual Calls on Salesforce Using Amazon Chime

This architecture diagram integrates virtual calls with Amazon Chime to offer video conferencing for clients using one of several industry cloud solutions from Salesforce.



- 1 A consumer requests appointments through their Salesforce Industry Cloud Application.
- 2 Events from the **Amazon Chime Software Development Kit (SDK)** move the default event bus from the **Amazon Chime SDK** control plane and deliver them into **Amazon EventBridge**.
- 3 An **EventBridge** rule filters **Amazon Chime** events, and a predefined input transformer rule modifies the event and creates a Salesforce platform event.
- 4 During an active session through a Salesforce-connected app, **Amazon Chime SDK** communicates to the **Amazon Chime** media services endpoint to receive transcription requests.
- 5 **Amazon Transcribe** receives and processes transcription requests.
- 6 For event delivery failure handling:
 - An **Amazon Simple Queue Service (Amazon SQS)** queue serves as a dead-letter queue.
 - **AWS Key Management Service (AWS KMS)** encrypts all messages stored in the **Amazon SQS** queue.
 - An **Amazon CloudWatch** alarm monitors the **Amazon SQS** queue depth and alerts when the configured threshold is exceeded.
 - An **Amazon Simple Notification Service (Amazon SNS)** topic sends email notifications to interested parties when the **CloudWatch** alarm is triggered.
- 7 An **AWS Secrets Manager** secret securely stores Salesforce credentials and connection secrets.

