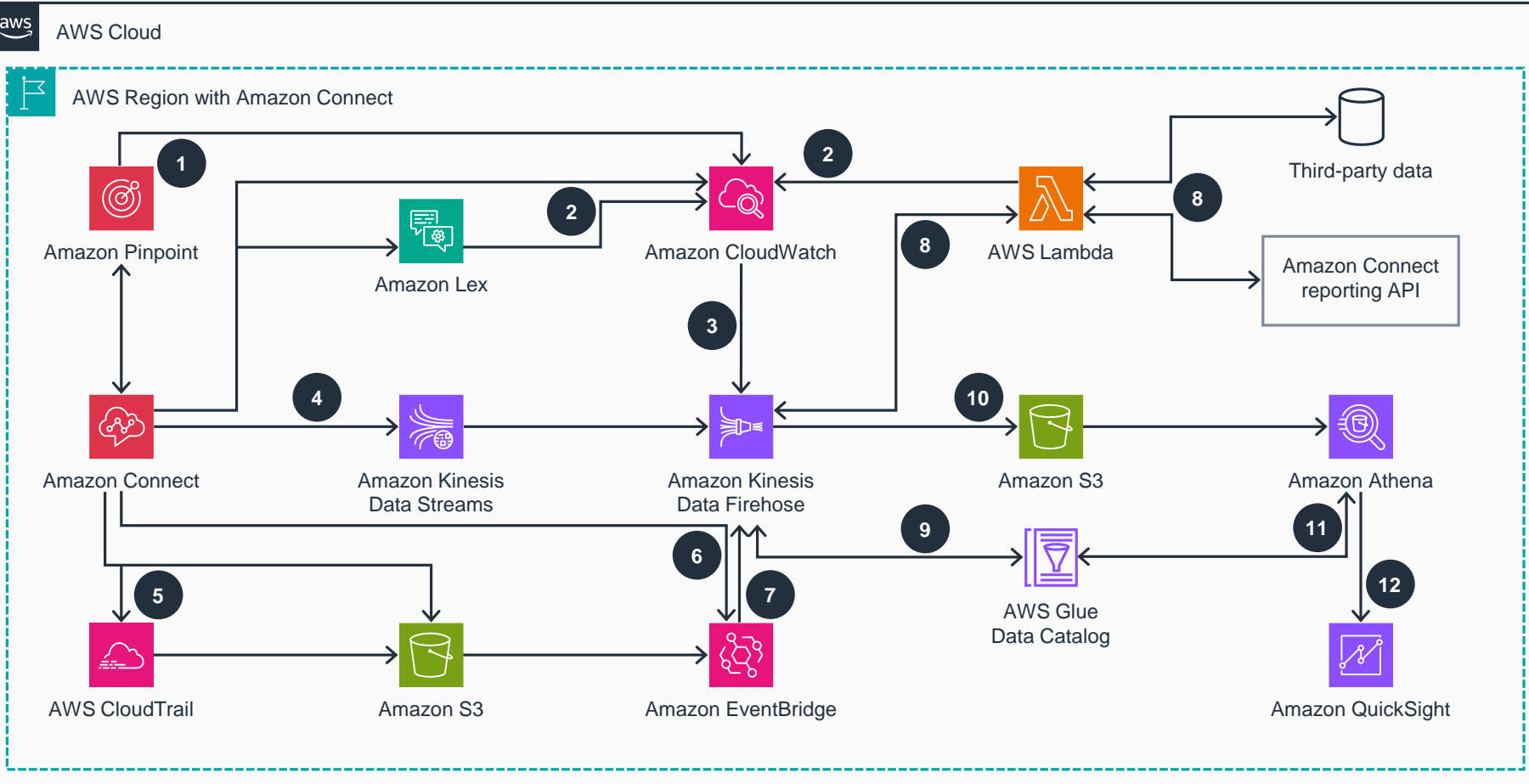


Guidance for Visualizing Historical Analytics on Amazon QuickSight

This architecture diagram shows how to stream Amazon Connect data and use Amazon Connect reporting APIs to build a historical reporting and analytics solution through Amazon QuickSight.



- 1 Amazon Pinpoint writes logs to Amazon CloudWatch for the Amazon Connect outbound campaign journey.
- 2 CloudWatch captures Amazon Connect flow implementation logs, Amazon Lex conversation logs, and AWS Lambda implementation logs to monitor the health and operations of AWS resources.
- 3 The CloudWatch subscription filter forwards the logs to Amazon Kinesis Data Firehose.
- 4 Amazon Connect streams the contact record, agent event stream, and Amazon Connect Contact Lens real-time segments through Amazon Kinesis Data Streams.
- 5 Amazon Connect writes chat transcripts, Amazon Connect Contact Lens files, exported reports, chat attachments, call recordings, and evaluation files to Amazon Simple Storage Service (Amazon S3). AWS CloudTrail captures the audit trail and forwards it to Amazon S3.
- 6 Amazon Connect streams contact events, case events, and Voice ID events through Amazon EventBridge.
- 7 EventBridge forwards the events to Kinesis Data Firehose.
- 8 Lambda captures third-party data and Amazon Connect reporting API data, transforms the data as needed, then forwards it to Kinesis Data Firehose.
- 9 Kinesis Data Firehose refers to AWS Glue Data Catalog tables that are unique to incoming individual data sources. It then converts the incoming data streams to parquet format.
- 10 Kinesis Data Firehose forwards the converted parquet files to Amazon S3.
- 11 Amazon Athena uses Data Catalog to store and retrieve table metadata for the parquet file stored in Amazon S3. Athena then creates a table with views that normalize complex data sources and structures, such as flow logs, Amazon Pinpoint events, and Amazon Connect files and reporting API data.
- 12 Amazon QuickSight refers to the Athena table and view to create dashboards for visualizing data.