Amazon Connect

The Amazon Connect integration imports recorded voice calls from Amazon Connect into Alchemer Voice. It uses the Contact Lens transcript when one exists, and otherwise Alchemer Voice transcribes the recording itself. The integration is read-only. Access is through an IAM role in your own AWS account, so you control exactly what Alchemer Voice can read and can revoke it at any time.

Set up

Before you begin

- An AWS user who can create IAM roles in the account that hosts your Amazon Connect instance.
- Call recording turned on for the instance, with storage configured in the Amazon Connect console under **Data storage**.
- Optional: Contact Lens conversational analytics, if you want Amazon's transcript instead of the one Alchemer Voice creates.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections**.
2. Under **Call recording**, find **Amazon Connect Voice** and click **Connect**. The **Connecting Amazon Connect** window opens.
3. In the AWS console, go to **IAM > Roles > Create role > Custom trust policy** and paste the trust policy shown in the window. The policy names the Alchemer Voice AWS account and an external ID that is specific to your workspace, so copy it from the window. Add the inline permission policy shown, which is the minimum needed to list your Connect instances.
4. Back in Alchemer Voice, enter the new **Role ARN**, choose the **Region** of your instance, and click **Next**.
5. Choose your **Instance** from the list and click **Next**.
6. In AWS, replace the role's inline permission policy with the one shown in the window. It is scoped to the instance you chose and its recording storage. Then click **Connect**.

Permissions

Connecting and disconnecting Amazon Connect requires the **Manage connections** permission. See Roles and permissions.

If you need help, contact Alchemer Support.

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