

Amazon Connect Global Resiliency Dashboard User Guide

17-Nov-2022

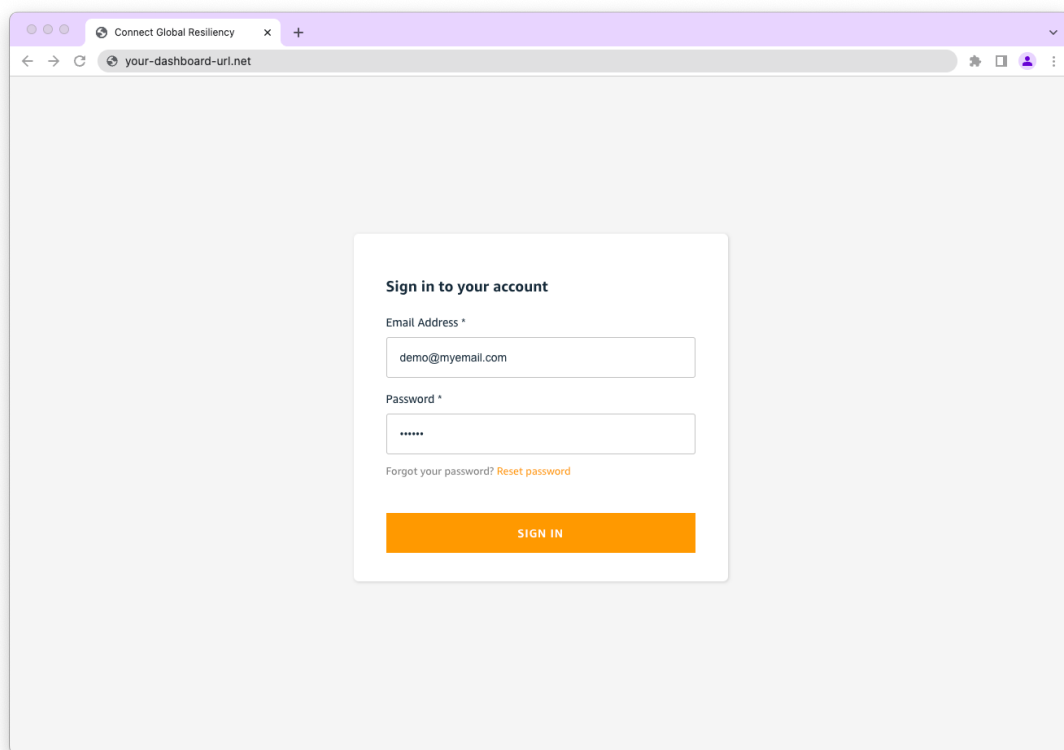
Introduction

This user guide walks through the screens in the default version of the Amazon Connect Global Resiliency Dashboard. If you have customized the dashboard, the screens and flows detailed here may be different.

Logging in

Before you can log in you will need your Administrator to provide you with access. When they do you should receive an email with a temporary password. You will need to change this on your first log in.

You will need to be supplied with two separate logins and website addresses for the two different regions that your Amazon Connect instances are set up in. It is important that have you access to both so that you can manage your traffic distribution groups in a failover situation.



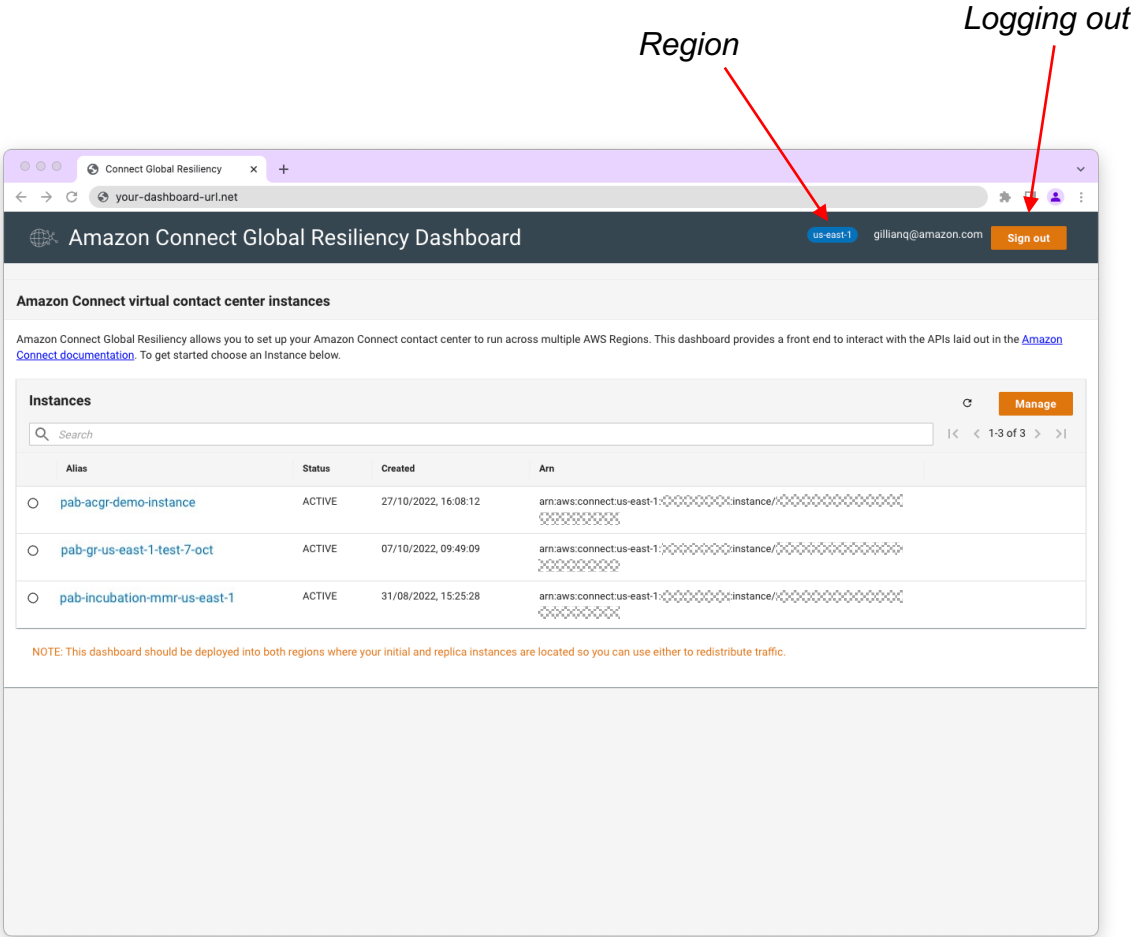
The screenshot shows a web browser window with the title "Connect Global Resiliency" and a single tab. The address bar displays "your-dashboard-url.net". The main content area is a light gray rectangle. Centered within this area is a white rectangular login form. The form has the heading "Sign in to your account" in bold. Below the heading are two input fields: "Email Address *" containing the text "demo@myemail.com" and "Password *" containing six asterisks. Under the password field is a link that reads "Forgot your password? [Reset password](#)". At the bottom of the form is a solid orange button with the text "SIGN IN" in white capital letters.

Dashboard walkthrough

In the top right corner of each screen you will see the region (e.g. us-east-1) you are currently accessing. If you don't see the instances you expect, check you are in the correct region.

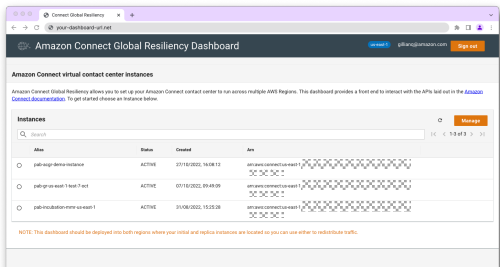
You can **Sign out** of the dashboard from any screen.

As we walk through the screens, we will be looking at how functionality differs depending on whether you are viewing a source instance or the replica instance.

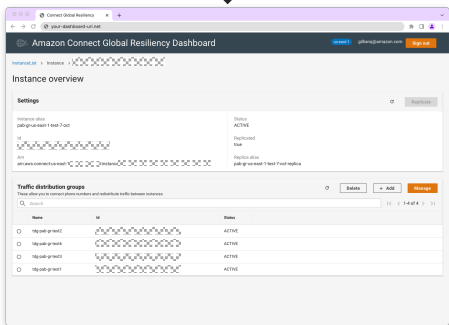


Dashboard walkthrough

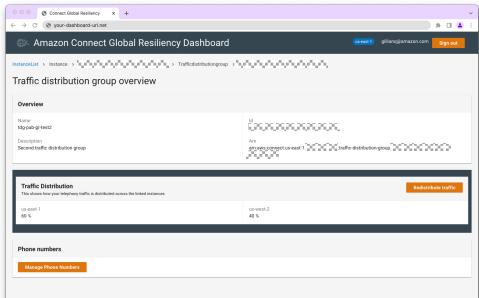
The standard flow through the dashboard is shown below. More details on each screen is given on the subsequent pages.



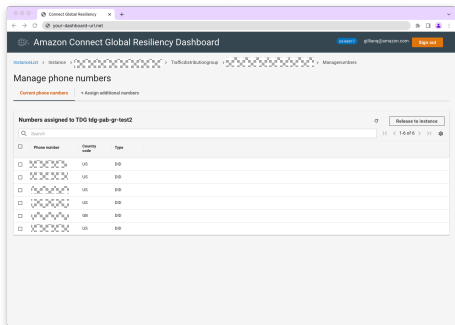
Instance list



Instance details



Traffic distribution group (TDG) details



Manage TDG phone numbers

Amazon Connect instance list

The first screen you will be directed to, once you log in, contains a list of your instances in the region the dashboard is running in.

You can select one of these instances to either make changes related to Global Resiliency or to view existing configuration by selecting it in the table and clicking **Manage**.

View or edit instance configuration

The screenshot shows the Amazon Connect Global Resiliency Dashboard. At the top, there's a header with the dashboard title, a region selector set to 'us-east-1', a user profile 'gillianq@amazon.com', and a 'Sign out' button. Below the header, a section titled 'Amazon Connect virtual contact center instances' provides introductory text and a link to the 'Amazon Connect documentation'. The main content area is titled 'Instances' and features a search bar, a table of instances, and a 'Manage' button. The table has columns for 'Alias', 'Status', 'Created', and 'Arn'. Three instances are listed, all with a status of 'ACTIVE'. The third instance, 'pab-incubation-mmr-us-east-1', is highlighted with a red circle and an arrow pointing to it from the text 'Select instance here'. Another red arrow points from the 'Manage' button to the text 'View or edit instance configuration'. A red arrow also points from the 'Manage' button to a tip box.

Alias	Status	Created	Arn
pab-acgr-demo-instance	ACTIVE	27/10/2022, 16:08:12	arn:aws:connect:us-east-1:123456789012:instance/pab-acgr-demo-instance
pab-gr-us-east-1-test-7-oct	ACTIVE	07/10/2022, 09:49:09	arn:aws:connect:us-east-1:123456789012:instance/pab-gr-us-east-1-test-7-oct
pab-incubation-mmr-us-east-1	ACTIVE	31/08/2022, 15:25:28	arn:aws:connect:us-east-1:123456789012:instance/pab-incubation-mmr-us-east-1

NOTE: This dashboard should be deployed into both regions where your initial and replica instances are located so you can use either to redistribute traffic.

Select instance here

Tip: You can also click on the Instance alias to directly manage the instance configuration

Instance overview

Once you have selected an instance you will be able to view more details. If your instance is not currently replicated you can choose to replicate it by clicking on the **Replicate** button. Once it has been replicated it will be empty, and you will need to log into the AWS Console to finish setting it up.

If your instance is already part of a linked pair you will see details indicating the name of the linked instance. Note that, if there is an outage, the dashboard may not be able to determine the replication status, or details of the linked instance, and in that case Replicated will be listed as “unable to determine”.

The screens below show the view of the source instance and its replica instance.

The image displays two screenshots of the Amazon Connect Global Resiliency Dashboard. The top screenshot shows the 'Instance overview' for a source instance in the 'us-east-1' region. It includes a 'Settings' section with fields for 'Instance alias' (pab-gr-us-east-1-test-7-oct), 'Id', and 'Arn'. A 'Replicate' button is visible in the top right. The bottom screenshot shows the 'Instance overview' for a replica instance in the 'us-west-2' region. It includes a 'Settings' section with fields for 'Instance alias' (pab-gr-us-east-1-test-7-oct-replica), 'Id', and 'Arn'. A 'Replica' badge is present next to the 'Instance alias'. Below the settings is a 'Traffic distribution groups' section with a table listing groups and their status. Red arrows point from text labels to specific UI elements: 'Replicate instance' points to the 'Replicate' button in the top screenshot; 'Replica instance name' points to the 'Instance alias' in the bottom screenshot; 'Replica badge' points to the 'Replica' badge in the bottom screenshot; and 'Source instance name' points to the 'Replicated from' field in the bottom screenshot.

Replicate instance

Replica instance name

Replica badge

Source instance name

Below the instance details you will find a list of your traffic distribution groups (TDG). To add a new TDG choose **Add**, and to remove one select it and choose **Delete**. You cannot delete a TDG that still has phone numbers attached. To adjust the traffic distribution or manage phone numbers select the TDG and click **Manage**.

TDGs can only be created on the source instance, and so the **Add** and **Delete** buttons are disabled on the replica instance. Ensure to create and add phone numbers to your TDGs in advance of a failover situation.

Traffic distribution group section

Delete TDG

Add TDG

View or adjust TDG

Select TDG

Tip: You can also click on the TDG name to directly manage the TDG configuration

Buttons disabled on replica (and messaging indicating why)

The screenshot displays the Amazon Connect Global Resiliency Dashboard. The top section shows the 'Instance overview' for 'pab-gr-us-east-1-test-7-oct'. Below this, the 'Traffic distribution groups' section lists four TDGs: 'tdg-pab-gr-test2', 'tdg-pab-gr-test6', 'tdg-pab-gr-test3', and 'tdg-pab-gr-test1', all with status 'ACTIVE'. On the source instance, the 'Delete', '+ Add', and 'Manage' buttons are active. On the replica instance, these buttons are disabled, and a note states: 'NOTE: Traffic distribution groups can only be added in the region of the instance that was originally replicated.'

Traffic distribution group overview

On the traffic distribution group (TDG) overview screen you can view details of the TDG. You can also change the traffic distribution between your linked instances by selecting **Redistribute traffic**. This is key for failover when you will want to move all of your traffic from one instance to another, but you can also choose to partially distribute traffic between them.

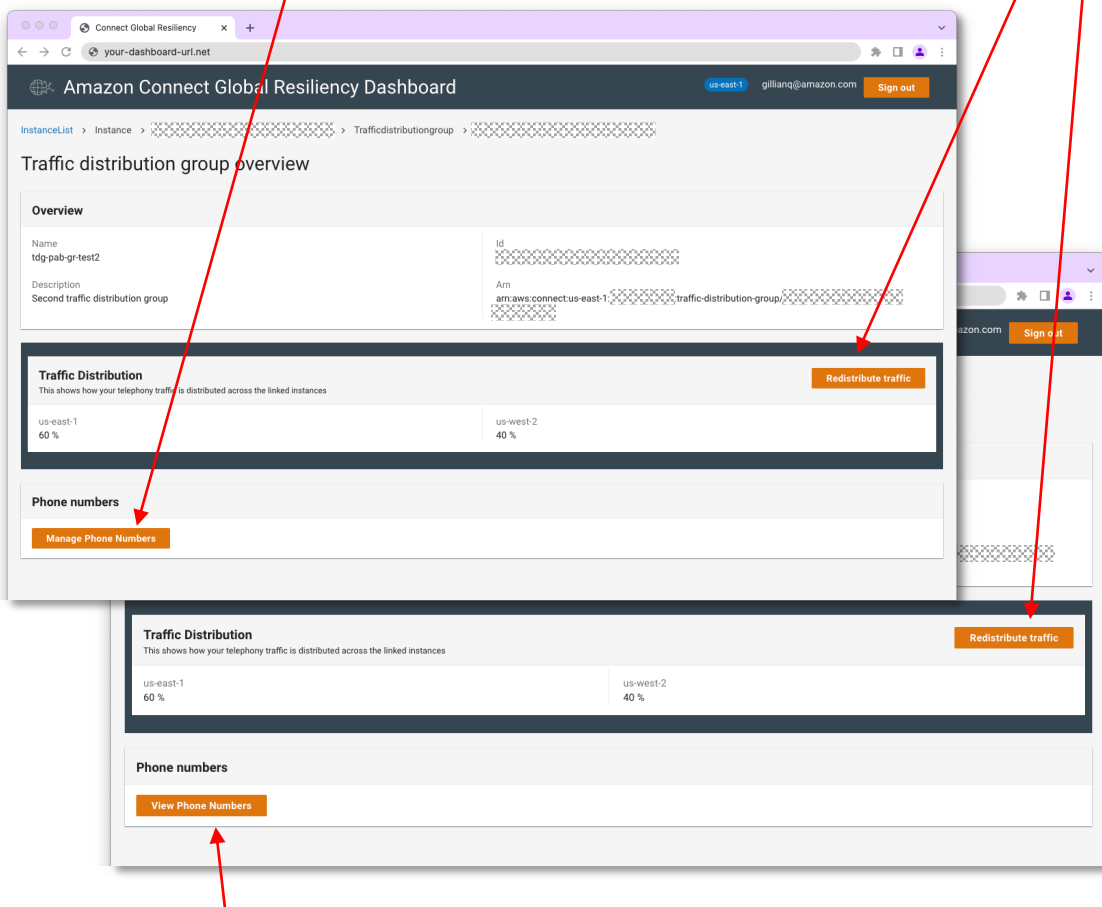
You can change the traffic distribution from both the source and replica instances.

At the bottom of the screen you can click **Manage phone numbers** to assign or release numbers. This is only available from the source instance. On the replica instance you can click to **View phone numbers**, but you will not be able to change them.

Tip: You can bookmark this page for quicker access to manage specific traffic distribution groups.

View, assign or release phone numbers (only source instance)

Redistributing traffic available on both



View phone numbers (replica instance)

Manage phone numbers

On the manage phone numbers page you can view the phone numbers currently assigned to your TDG under **Current phone numbers**, and the phone numbers currently assigned to your instance (and not attached to *any* TDG) under **Assign additional numbers**.

To assign numbers to your TDG you should navigate to the **Assign additional numbers** tab, select the numbers you want to reassign and then click **Reassign to TDG**. This will make the phone number available on your replica instance, but you will have to manually attach it to a contact flow through the standard Amazon Connect console. If you want to claim brand new numbers, you should do that through the standard Amazon Connect console, at which point they will appear in the **Assign additional numbers** tab and be available to assign to the TDG from this dashboard.

You can release or assign number numbers in groups of 25 at a time. If you have a very large amount to reassign consider doing it programmatically instead of through the dashboard. When you choose **Release to Instance** from the **Current phone numbers** tab the phone number is detached from your TDG and reassigned back to your source instance. It will no longer be available in your replica instance.

Remove the number from the TDG and reassign it back to the source instance

Reassign the number from the source instance over to the TDG to make it available in both instances

Numbers assigned to TDG

Phone number	Country code	Type
[REDACTED]	US	DID
[REDACTED]	US	DID
[REDACTED]	US	DID
[REDACTED]	GB	DID
[REDACTED]	US	DID

Numbers assigned to instance (not in any TDG)

Phone number	Country code	Type
[REDACTED]	US	DID
[REDACTED]	US	DID
[REDACTED]	US	DID
[REDACTED]	US	TOLL FREE
[REDACTED]	US	DID
[REDACTED]	US	DID
[REDACTED]	US	DID
[REDACTED]	US	DID
[REDACTED]	US	DID

NOTE: To claim a new phone number to use in your TDG use the standard Amazon Connect console, and then reassign it here.

On the replica instance only the **Current phone numbers** tab will be visible and you will not have the option to reassign numbers.

