

Using Amazon Connect without the bottle neck of humans



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CTO
ThingCo

Who am I?

- CTO & Co-founder of ThingCo, using next generation telematics and IoT to use driving data to help consumers understand the value of their data, while making them safer drivers, and helping them if they have an accident
- First employee at insurethebox, a "Black box" car insurance company that used telematics in all end to end operations, selling over 800,000 insurance policies, collecting 4 billion miles of driving data, and insuring 60% of all 17 year old drivers in the UK.
- Designed and built the world's first, award winning, telematics counter fraud platform





Longer wait
times

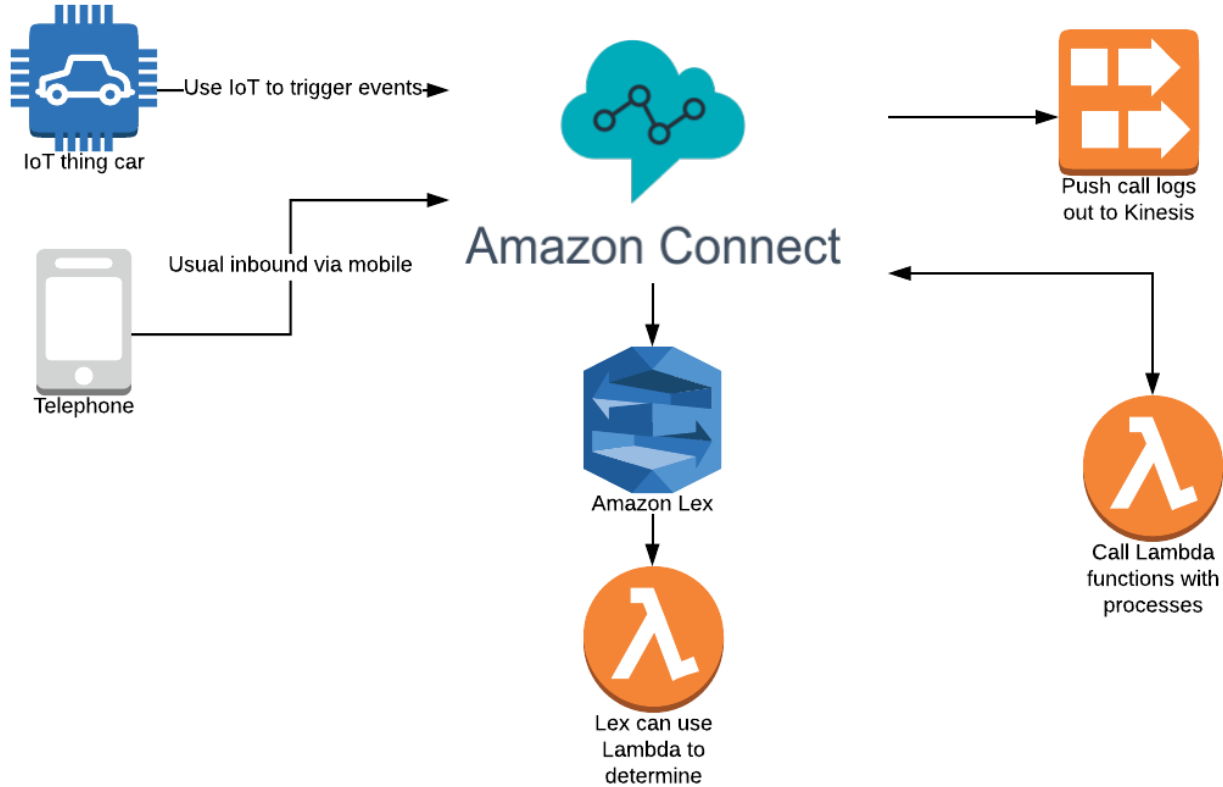
Number of
employees

What is Amazon Connect?

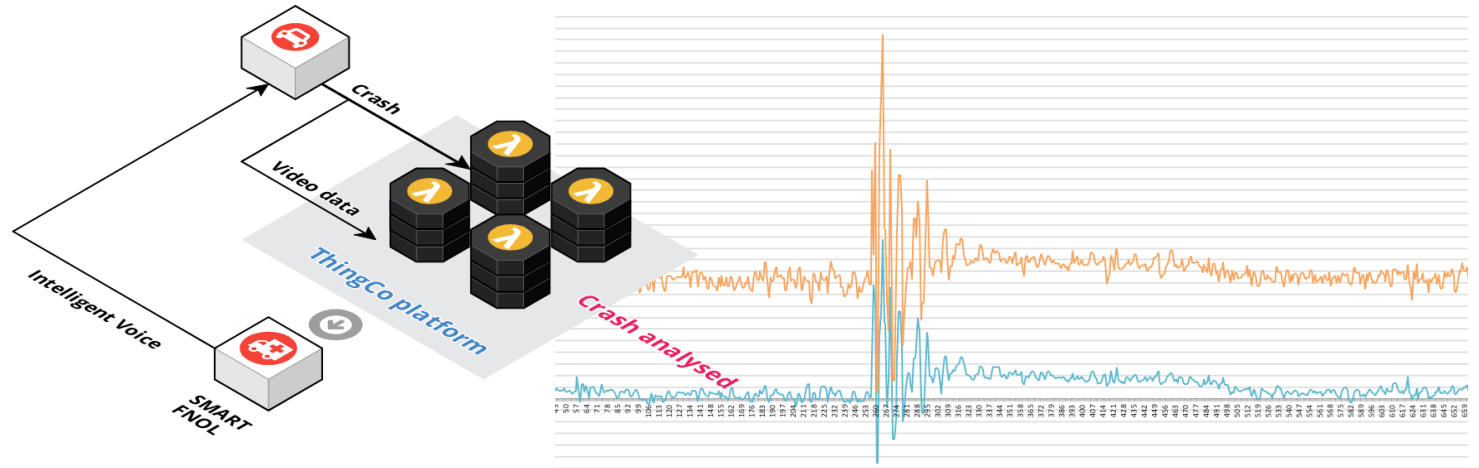
- Self service call centre solution
- Scalable and elastic to meet demand
- Pay by the call, not the agent / month
- Plugs into Alexa technology (LEX)
- Easy to get started

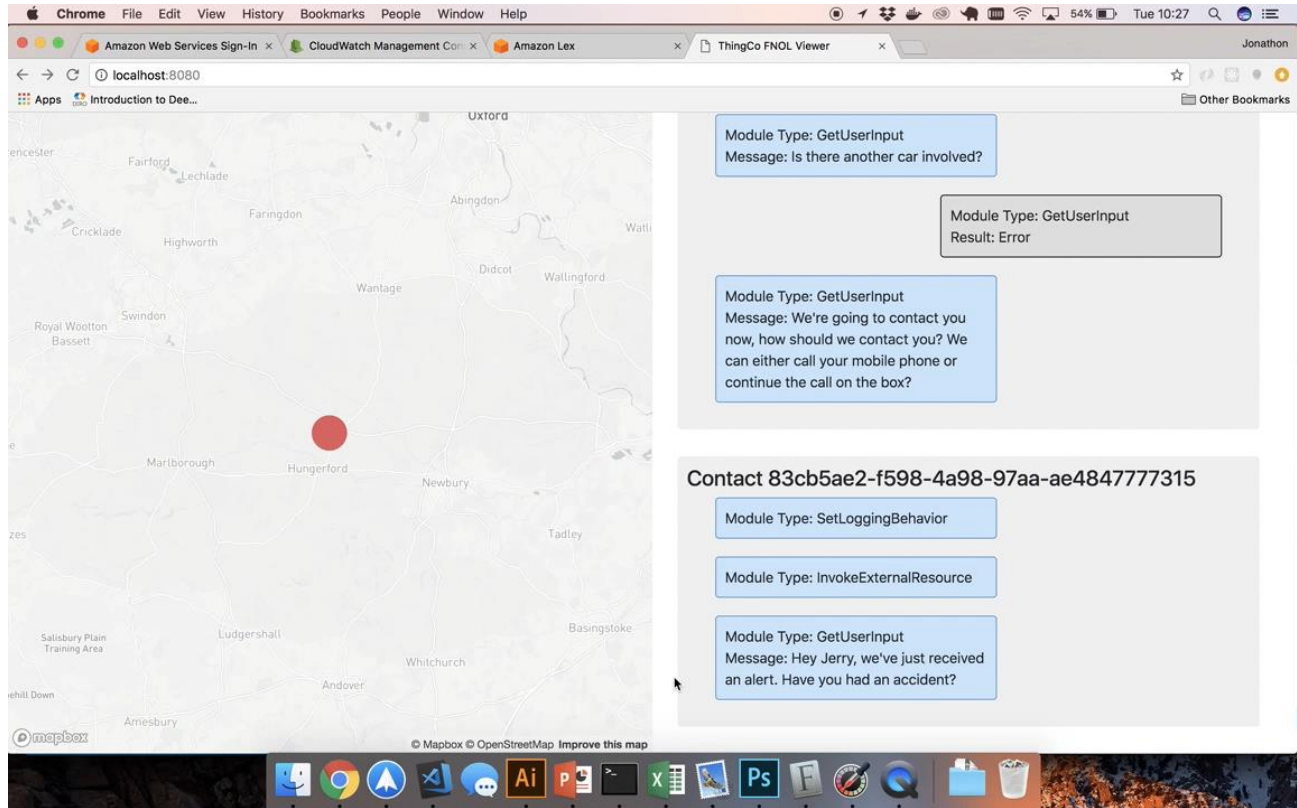


Amazon Connect



How is ThingCo using it?

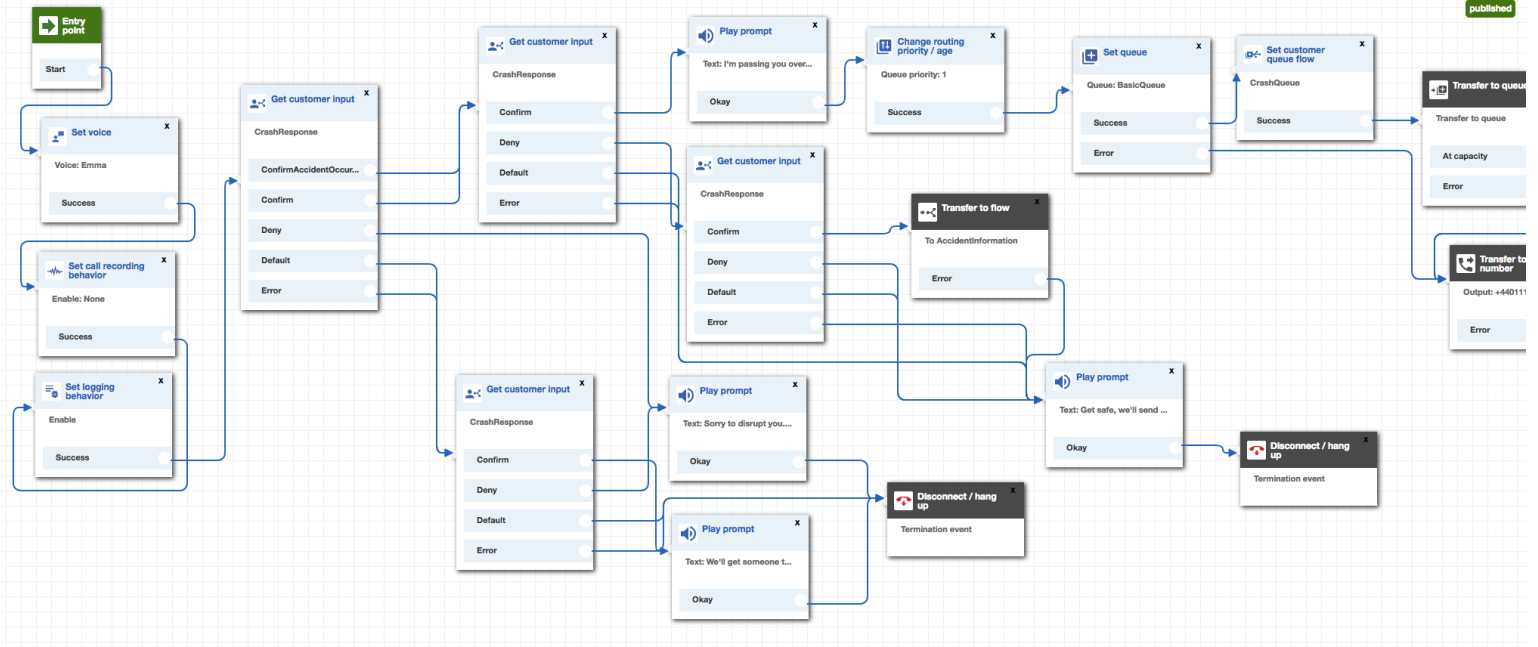




The screenshot shows a Chrome browser window with the following tabs: Amazon Web Services Sign-in, CloudWatch Management Console, Amazon Lex, and ThingCo FNOL Viewer. The address bar shows localhost:8080. The main content area is split into two sections:

- Map Section:** A map of the Hungerford area in England, with a red dot indicating a location. The map includes labels for various towns and landmarks like Fairford, Lechlade, Faringdon, Abingdon, Didcot, Wallingford, Wantage, Hungerford, Newbury, Tadley, Basingstoke, Ludgershall, and Andover.
- Chat/Log Section:** A series of messages and actions:
 - Module Type: GetUserInput
Message: Is there another car involved?
 - Module Type: GetUserInput
Result: Error
 - Module Type: GetUserInput
Message: We're going to contact you now, how should we contact you? We can either call your mobile phone or continue the call on the box?
 - Contact 83cb5ae2-f598-4a98-97aa-ae4847777315**
 - Module Type: SetLoggingBehavior
 - Module Type: InvokeExternalResource
 - Module Type: GetUserInput
Message: Hey Jerry, we've just received an alert. Have you had an accident?

The browser's taskbar at the bottom shows various application icons including Chrome, VS Code, Teams, Adobe Illustrator (Ai), PowerPoint (P), Excel (X), Photoshop (Ps), and File Explorer.



Let's build something

- How to set up an Amazon Connect service
- Creating an inbound flow
- Connecting it to Lambda and Lex
- Creating an outbound call based on an event
- Handling logs & metrics



Amazon Connect