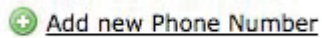
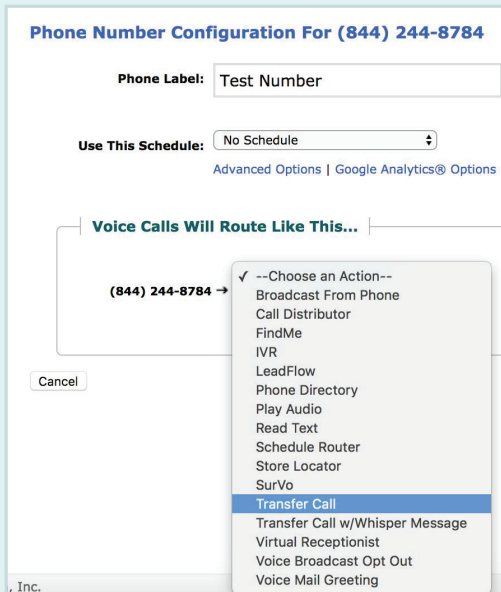


Step 1: DialogTech Portal

1. Log into the DialogTech portal at secure.dialogtech.com/login.php
2. Add a phone number under “Call Routing -> Phone Routing” by clicking the button in the bottom left corner of the page.



3. If you already have an Amazon Connect phone number, then Under “Call Routing -> Phone Routing” route the DialogTech call tracking phone number to your Amazon Connect phone number. **(Otherwise, come back to this step after you’ve set up your Amazon Connect Number.)**



Phone Number Configuration For (844) 244-8784

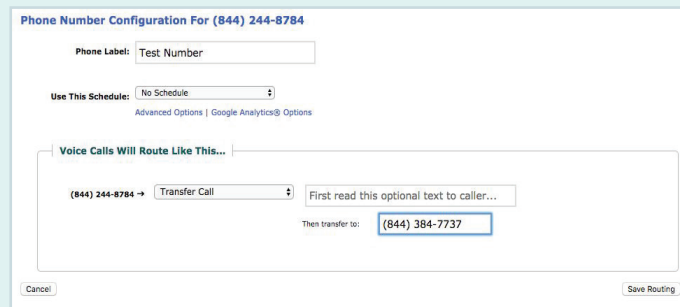
Phone Label: Test Number

Use This Schedule: No Schedule

Voice Calls Will Route Like This...

(844) 244-8784 →

- Choose an Action--
- Broadcast From Phone
- Call Distributor
- FindMe
- IVR
- LeadFlow
- Phone Directory
- Play Audio
- Read Text
- Schedule Router
- Store Locator
- SurVo
- Transfer Call**
- Transfer Call w/Whisper Message
- Virtual Receptionist
- Voice Broadcast Opt Out
- Voice Mail Greeting



Phone Number Configuration For (844) 244-8784

Phone Label: Test Number

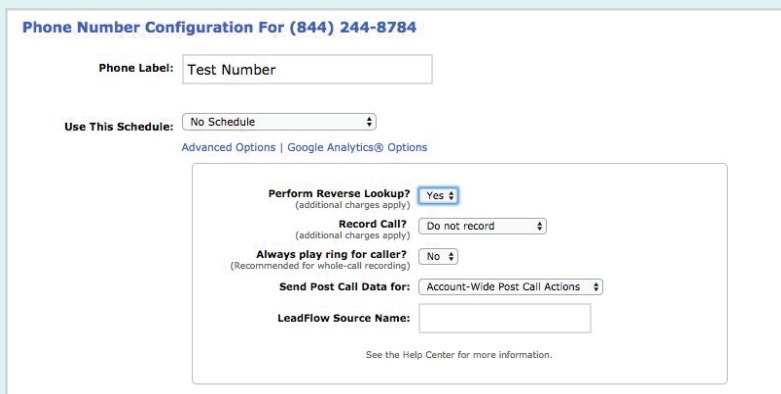
Use This Schedule: No Schedule

Voice Calls Will Route Like This...

(844) 244-8784 → Transfer Call First read this optional text to caller...

Then transfer to: (844) 384-7737

4. Select “Advanced Options” and enable “Reverse Lookup” for your phone number.



Phone Number Configuration For (844) 244-8784

Phone Label: Test Number

Use This Schedule: No Schedule

Advanced Options | Google Analytics® Options

Perform Reverse Lookup? Yes

Record Call? Do not record

Always play ring for caller? No

Send Post Call Data for: Account-Wide Post Call Actions

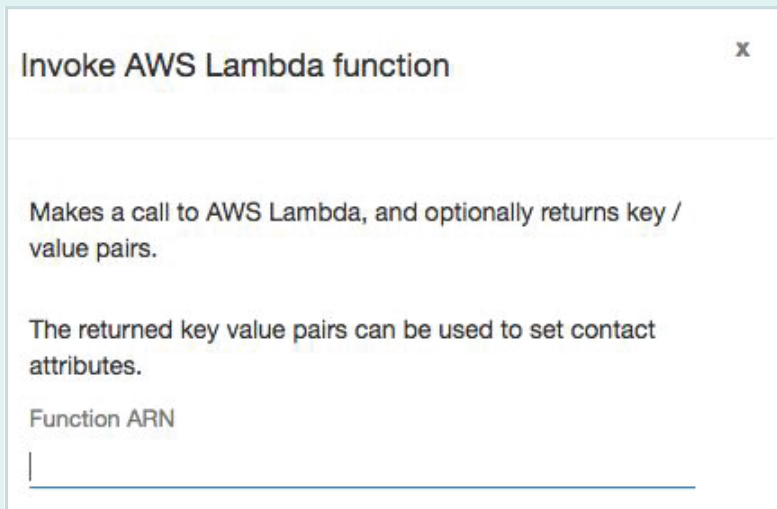
LeadFlow Source Name:

5. Generate access keys and copy them for later use at secure.dialogtech.com/key-manager.



Step 2: Amazon Connect GUI

1. Select/login to the connect instance you would like to integrate with DialogTech.
2. Acquire phone number, if you have not done so already.
3. Create new contact flow.
4. Route your Amazon Connect phone number to the new contact flow.
5. Add the "Invoke AWS Lambda Function" step to the contact flow.
6. Copy the ARN from the Lambda function and paste into "Function ARN" field.



7. Add an audio prompt step with the “Text to speech” option including any DialogTech values you would like to read back to the caller. At the very least, include “\$.External.city” in the “Enter text” field for testing purposes. A full list of available DialogTech fields is listed below. Fields will only be populated if applicable to your DialogTech set-up.

Play prompt x

Plays audio.

Prompts can be an audio file, stored in the prompt library, or text-to-speech, which can optionally be specified in a flow via a contact attribute.

Prompt

Select from the prompt library

Text to speech (Ad hoc)

[Learn more about Amazon Connect's TTS capabilities](#)

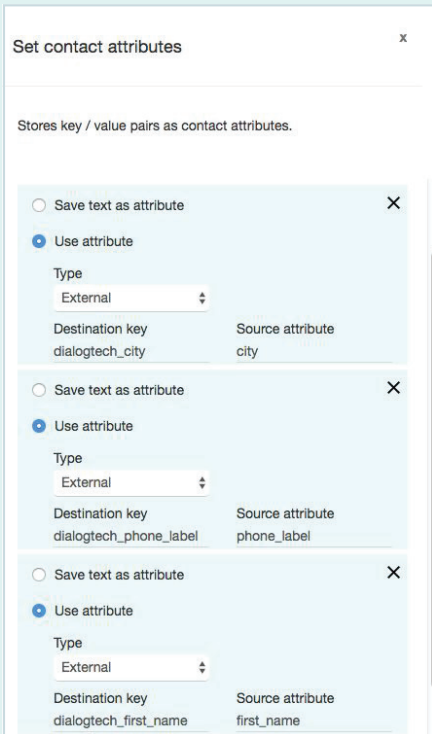
Enter text

It seems you're calling from \$.External.city

Available DialogTech Fields in Amazon Connect

- \$.External.date_added
- \$.External.sid
- \$.External.call_type
- \$.External.dnis
- \$.External.ani
- \$.External.last_name
- \$.External.first_name
- \$.External.street_address
- \$.External.city
- \$.External.state
- \$.External.zipcode
- \$.External.phone_label
- \$.External.url_tag
- \$.External.search_term
- \$.External.google_client_id
- \$.External.gclid
- \$.External.pool_name
- \$.External.keyword
- \$.External.match_type
- \$.External.network
- \$.External.device
- \$.External.device_model
- \$.External.creative
- \$.External.placement
- \$.External.target
- \$.External.param1
- \$.External.param2
- \$.External.random
- \$.External.ace_id
- \$.External.ad_position
- \$.External.product_target_id
- \$.External.ad_type

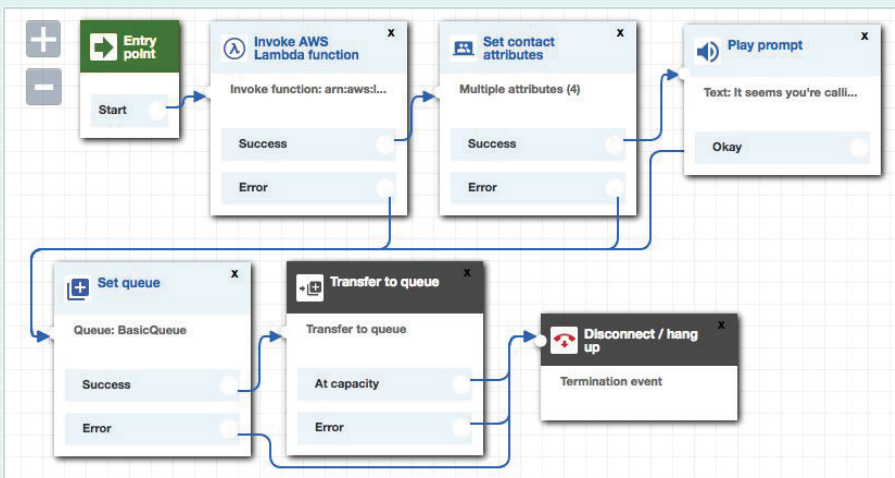
8. Next add a “Set contact attributes” step to the contact flow. Add an attribute by selecting “Use Attribute” and select “External” in the drop down. For “Destination key,” enter a field name for the attribute such as “dialogtech_city” and then enter “city” under Source Attribute. You can repeat the process to add many DialogTech fields to contact record reporting (see example below).



9. Finish building the contact flow by adding a queue, if desired.

10. Connect contact flow steps to mirror the sample contact flow shown below.

11. Save and publish your contact flow.

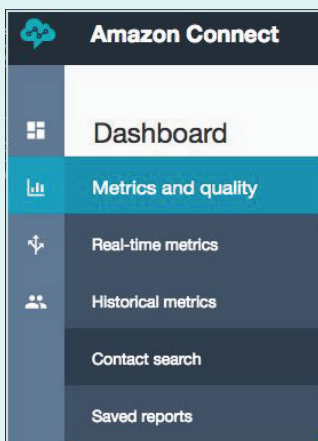


Step 3: Make a test call

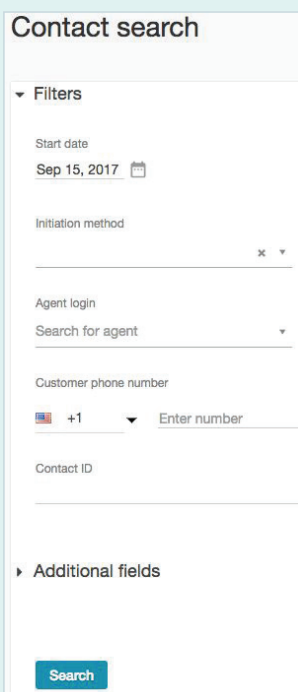
1. Call your DialogTech number and verify that it connects to your Amazon Connect contact flow and reads the prompt(s) you created. You should hear the appropriate city announced based on the number you're calling from.

Step 4: View Contact search report in Amazon Connect

1. Within the Amazon Connect dashboard, select the "Contact search" tab.



2. Click the "Search" button at the bottom of the screen to view today's call records.

A screenshot of the Amazon Connect "Contact search" interface. The title "Contact search" is at the top. Below it is a "Filters" section with a dropdown arrow. The filters include: "Start date" with a calendar icon and "Sep 15, 2017" selected; "Initiation method" with a dropdown arrow and an "x" icon; "Agent login" with a dropdown arrow and "Search for agent" selected; "Customer phone number" with a country code dropdown set to "+1" and an "Enter number" field; and "Contact ID" with an empty text field. At the bottom, there is an "Additional fields" section with a right-pointing arrow and a blue "Search" button.

3. Click on the Contact ID of your test call at the bottom of the screen when the results appear.

Contact ID	Initiation Timestamp	Phone number
0937cc0a-b712-47e5-b64b-1831f45419b5	9/15/17 4:30 PM	+1 844-384-7737

4. At the bottom of the page you can view the attributes from DialogTech for the caller.

Attributes	
dialogtech_city :	Chicago
dialogtech_first_name :	Kevin
dialogtech_phone_label :	PPC Landing Page
dialogtech_last_name :	Wilson