PRESOLVED CODEPLOY

Product Version 1.0

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P3Fusion
Policies Processes Procedures

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1. Introduction

1.1 Product Overview

Presolved CoDeploy is a revolutionary product that simplifies the management and deployment of changes within Amazon Connect. It streamlines the process by packaging updates from one Amazon Connect environment and deploying them to another, ensuring seamless and accurate transfers across AWS accounts.

1.2 Key Features

Guided Deployment Process: Presolved CoDeploy provides a guided deployment process to ensure smooth and error-free deployments. Our intuitive interface will walk you through each step, making the process seamless and hassle-free.

Time-saving and Error Reduction: Presolved CoDeploy significantly reduces the time and human errors associated with manual updates. By automating the process, businesses can trust Presolved CoDeploy to handle Amazon Connect changes with precision and efficiency, freeing up valuable time for strategic goals.

Swift Disaster Recovery: In the event of an emergency, Presolved CoDeploy enables swift and seamless recovery. It can quickly deploy updates from the main operational environment to a backup environment, minimizing downtime and ensuring business continuity.

Ideal for Organizations of All Sizes: Presolved CoDeploy caters to businesses of all sizes, from startups with a single Amazon Connect instance to multinational corporations with multiple instances. It simplifies Amazon Connect change management, automates processes, and enables precise deployment.

2. Getting Started

2.1 System Requirements

Presolved CoDeploy has the following system requirements:

- Supported Operating Systems: Windows, macOS, Linux
- Internet connection
- Supported Browsers: Google Chrome, Mozilla Firefox, Safari

2.2 Installation and Setup

Instructions to install and set up Presolved CoDeploy:

1. P3Fusion will provide you with a cloud formation link to deploy the application.

2. Click on the provided "link" to launch the cloud formation template in your account.

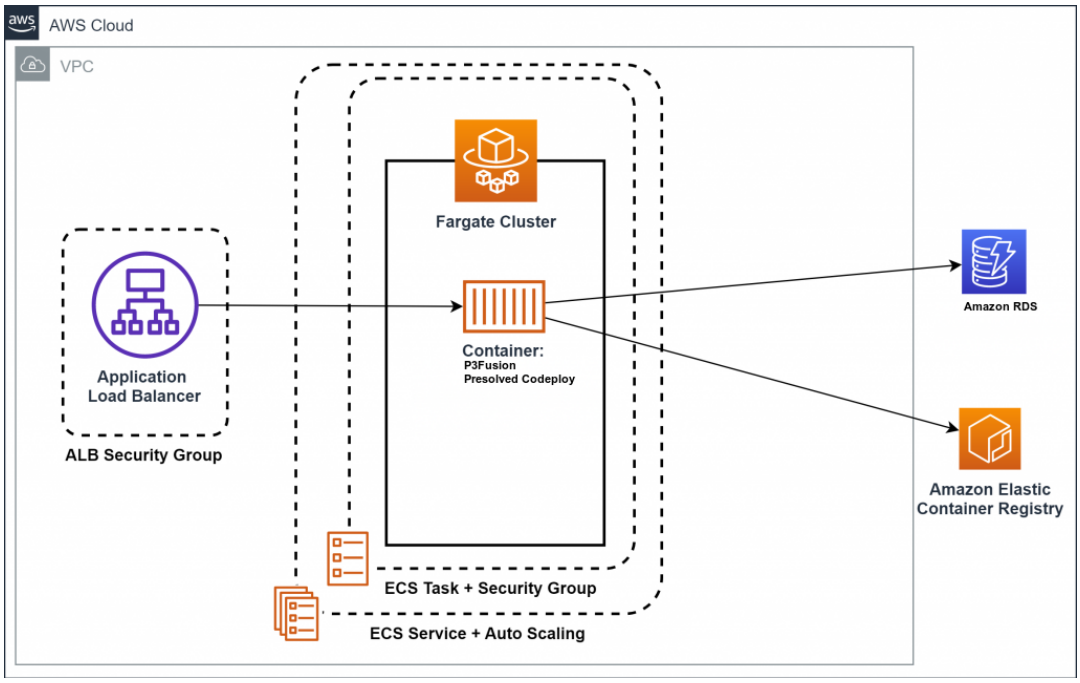
3. During the setup process, provide your admin email and execute the cloud formation script.

4. After the execution is complete, the admin user will receive an email containing a launch URL and a temporary password.

5. Once you have logged in, you will need to onboard the accounts that has your Amazon Connect instances. Provide the necessary information to establish a connection with your Amazon Connect environments.

6. Once the connection is successfully established, you are now ready to start using Presolved CoDeploy.

3.Infrastructure Components:



a. AWS Fargate: AWS Fargate is a serverless compute engine for containers. It allows you to run containers without managing the underlying infrastructure. You can define your containerized applications, their resource requirements, and networking configurations using the Fargate service.

b. Amazon Elastic Container Registry (ECR):All the code has been containerized and will be available in ECR a fully-managed container registry service provided by AWS. It allows you to store, manage, and deploy Docker container images. You can push your container images to ECR and use them to run containers in AWS Fargate.

c. Multi-zone Architecture with Application Load Balancer (ALB): The multi-zone architecture ensures high availability and fault tolerance by distributing application traffic across multiple availability zones (AZs). The Application Load Balancer (ALB) serves as the entry point for incoming requests and routes them to the appropriate containers running in Fargate across different AZs.

d. Cognito Login: Login for the tool will be maintained in AWS Cognito. AWS Cognito is a managed service that provides user authentication, authorization, and user management for your applications. It allows you to add user sign-up, sign-in, and access control to your applications easily. Cognito can be integrated with ALB to enable secure and user-friendly login functionality for your application.

e. AWS Relational Database Service (RDS): RDS is a managed database service that simplifies the administration of relational databases. You can choose a database engine (e.g., MySQL, PostgreSQL, etc.) and provision a fully managed database instance using RDS. Your application running in Fargate can connect to the RDS instance for persistent data storage.

4.Users/Roles to be created to access the environment

IAM user has to be created with right permission to read Amazon connect instances and deploy to target environment. We will provide a script to create a IAM user. You can either use the script or manually create IAM user with below permissions.

Amazon Connect FullAccess
AmazonRDS read write access for the table created for Codeploy
Amazon connect S3 read write access for the S3 bucket created by the tool

5. Using Presolved CoDeploy

Presolved CoDeploy simplifies the management and deployment of changes within Amazon Connect. This section explains the key functionalities of Presolved CoDeploy.

5.1 Packaging Updates

To package updates from one Amazon Connect environment for deployment to another, follow these steps:

1. Launch Presolved CoDeploy.Click on Create option in Operations → Packages

2. Select the source account and source Amazon connect instance from which you want to package updates.

3. Specify the destination environment where you want to deploy the updates.

4. Configure any additional settings or filters as required.

5. Click on the "Create" button to initiate the packaging process.

6. Presolved CoDeploy will analyze the source environment, identify the changes, include the dependencies and package them.

7. You can click on Operations →Packages →List to view the list of packages and contents.

Package Summary: Provides an overview of the package, including the source and destination environments, creation timestamp, and status.

Package Contents: Lists the individual updates included in the package, such as configuration changes, routing settings, or contact flows.

Deployment History: Displays a chronological record of deployment attempts, indicating the status and timestamps of each deployment.

5.2 Deploying Changes

To deploy

Changes from one Amazon Connect environment to another using Presolved CoDeploy, follow these steps:

1. Launch Presolved CoDeploy.

2. Select the Deploy option in Operations →Packages and select the package containing the changes you want to deploy.

3. Specify the destination environment where you want to deploy the changes.

4. Click on the "Deploy " button to initiate the deployment process.

5. Presolved CoDeploy will transfer and apply the changes to the destination environment.

5.3 Disaster Recovery

Presolved CoDeploy enables swift disaster recovery by quickly deploying updates from the main operational environment to a backup environment. To initiate the disaster recovery process, follow these steps:

1. Launch Presolved CoDeploy.

2. Select the operational environment from which you want to recover.

3. Specify the backup environment where you want to deploy the updates.

4. Click on the "Disaster Recovery" button to initiate the process.

5. Presolved CoDeploy will transfer and apply the updates to the backup environment, ensuring business continuity.

5.4 Integration with AWS Code Pipeline

Presolved CoDeploy seamlessly integrates with AWS Code Pipeline to automate the deployment process. To enable integration with AWS Code Pipeline, follow these steps:

1. Launch Presolved CoDeploy.

2. Go to the settings menu and select "Integration."

3. Follow the provided instructions to connect Presolved CoDeploy with your AWS Code Pipeline.

4. Once the integration is established, Presolved CoDeploy will automatically pick up new update packages from AWS Code Pipeline and deploy them to the specified environments.

5.5 Logs: Tracking Package History

Presolved CoDeploy includes a comprehensive logs feature that allows users to track the entire history of packages, from creation to deployment. This feature provides visibility and traceability, enabling users to monitor and analyze the progress of their Amazon Connect updates. By accessing the logs, users can easily identify any issues, review past deployments, and ensure a smooth change management process.

5.5.1 Accessing Package Logs

To access the package logs in Presolved CoDeploy, follow these steps:

1. Launch Presolved CoDeploy.

2. Navigate to the "Logs" section in the left menu.

3. In the logs interface, you will find a list of all the packages that have been created and deployed.

4. Each package entry includes relevant information such as the package name, creation timestamp, source environment, destination environment, and status.

5.5.2 Troubleshooting with Logs

If a package deployment encounters an issue or failure, the logs are an invaluable resource for troubleshooting. By examining the deployment history, error messages, and timestamps, users can pinpoint the cause of the problem and take appropriate actions to resolve it. This helps ensure smooth deployments and minimizes potential disruptions to Amazon Connect operations.

6. Best Practices

- Regularly backup your Amazon Connect environments to ensure swift disaster recovery in case of emergencies.

- Test changes in a staging environment before deploying them to the production environment.

- Keep your Presolved CoDeploy installation up-to-date to benefit from the latest features and improvements.

7. Troubleshooting

If you encounter any issues or have questions regarding Presolved CoDeploy, refer to the Troubleshooting section of the official documentation. If the issue persists, contact our support team codeploysupport@p3fusion.com for assistance.

8. Frequently Asked Questions (FAQ)

Q: Can Presolved CoDeploy handle changes across different AWS accounts?
A: Yes, Presolved CoDeploy can seamlessly transfer updates between Amazon Connect environments in different AWS accounts.

Q: Can I automate the deployment process using Presolved CoDeploy?
A: Yes, Presolved CoDeploy integrates with AWS Code Pipeline to automate the deployment process, ensuring that systems are always up-to-date.

Q: Does Presolved CoDeploy support disaster recovery?
A: Yes, Presolved CoDeploy enables swift and seamless disaster recovery by deploying updates from the main operational environment to a backup environment.

For more frequently asked questions, visit the FAQ section on the Presolved CoDeploy website.

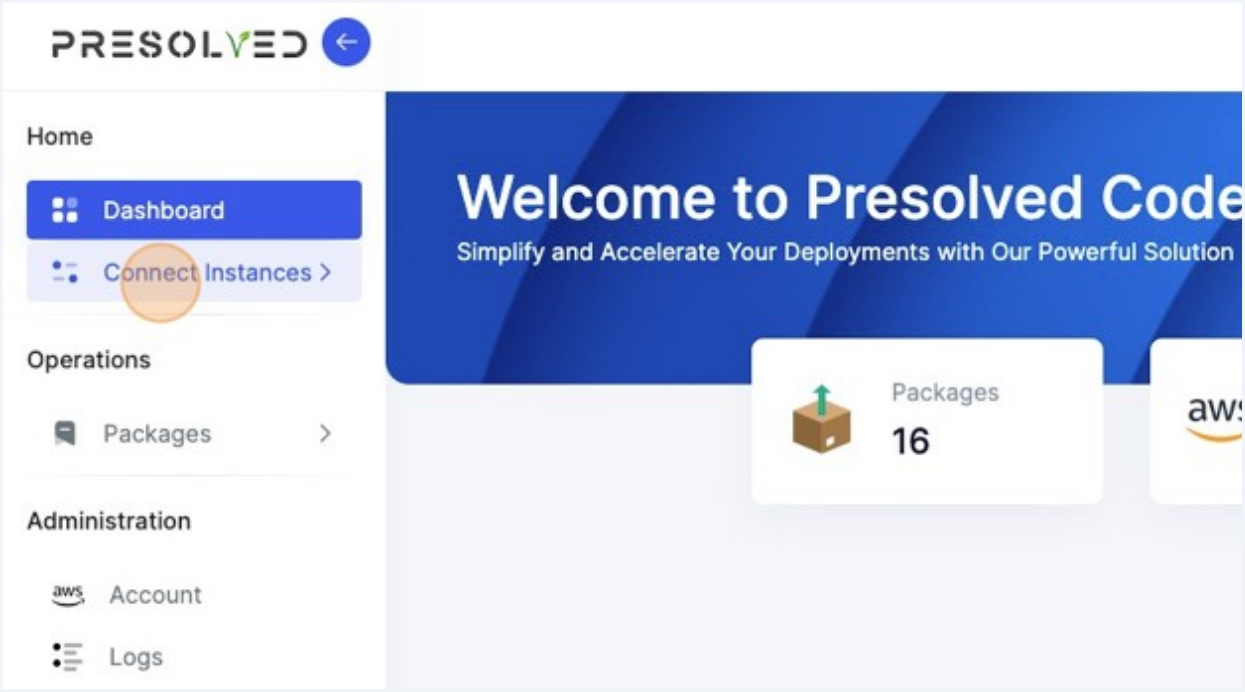
9. Conclusion

Presolved CoDeploy revolutionizes the way businesses manage their Amazon Connect updates. It simplifies the process, reduces errors, enables swift disaster recovery, and integrates with AWS Code Pipeline for further automation. Whether you're a startup or a multinational corporation, Presolved CoDeploy empowers organizations of all sizes to streamline their Amazon Connect management and focus on business growth. Embrace efficiency, accuracy, and peace of mind with Presolved CoDeploy – the future of Amazon Connect change management. In addition to the streamlined management and deployment of Amazon Connect changes, Presolved CoDeploy includes a powerful logs feature. This feature allows users to track the entire history of packages, from creation to deployment, providing visibility, traceability, and an invaluable resource for troubleshooting. With Presolved CoDeploy, businesses can not only simplify their change management processes but also maintain comprehensive records of their Amazon Connect updates. Embrace efficiency, accuracy, peace of mind, and complete package history tracking with Presolved CoDeploy – the future of Amazon Connect change management.

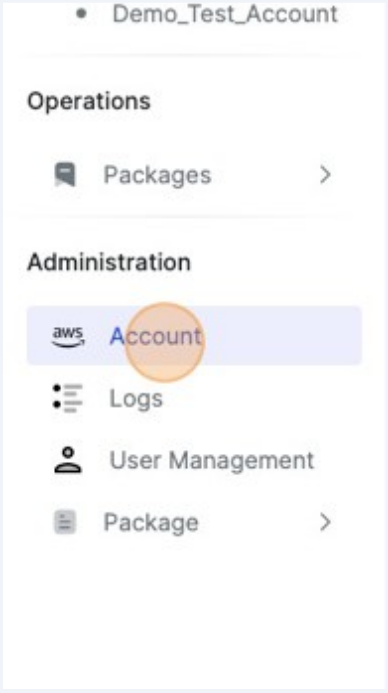
10.Step-by-step guide: Connecting Instances,Adding Accounts, and Deploying Packages

1 Navigate to Codeploy URL

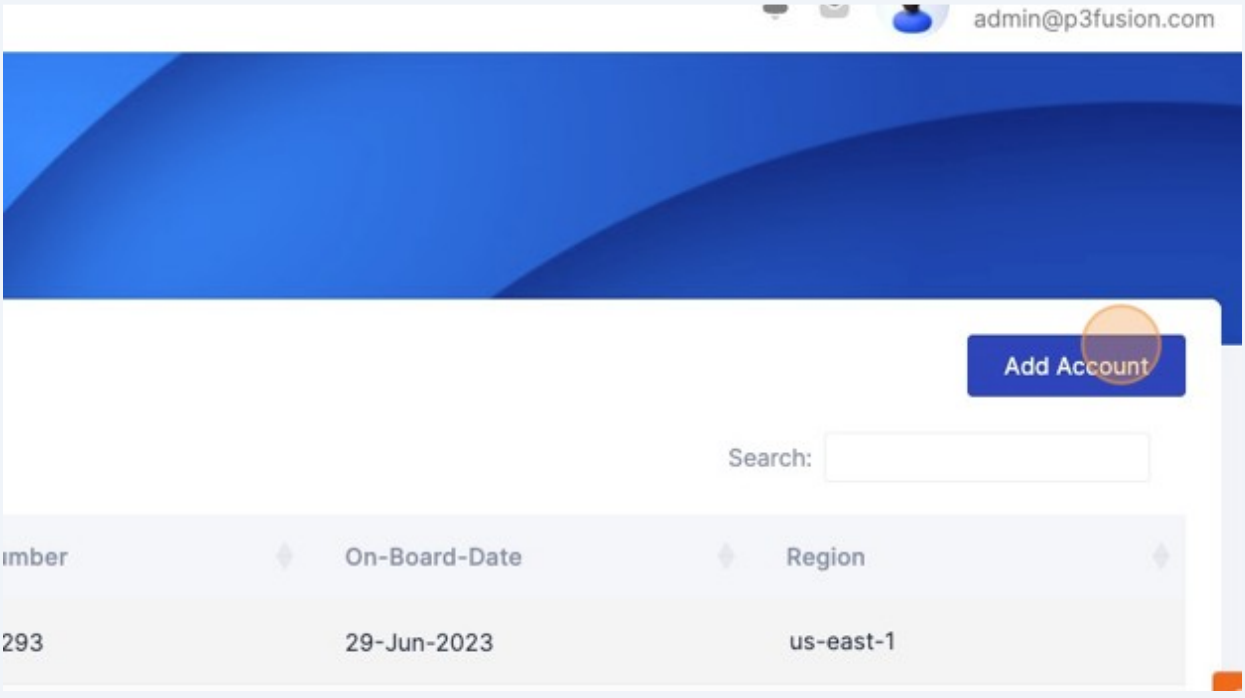
2 Click "Connect Instances"



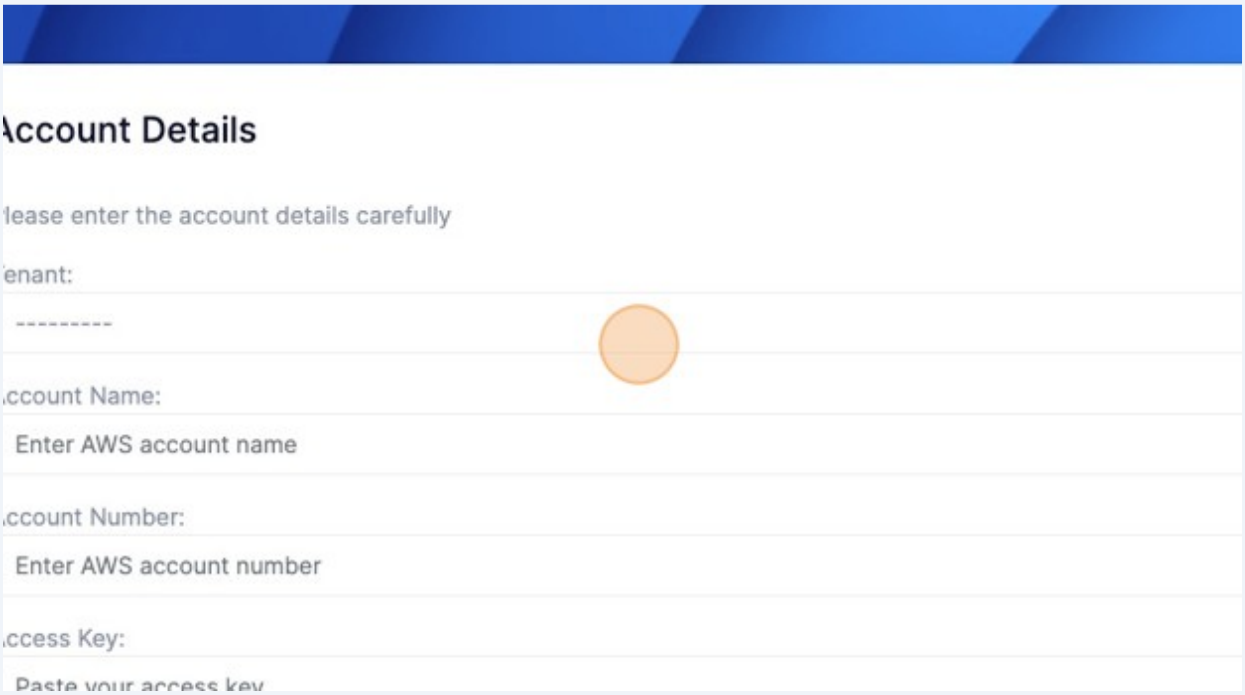
3 Click "Account"



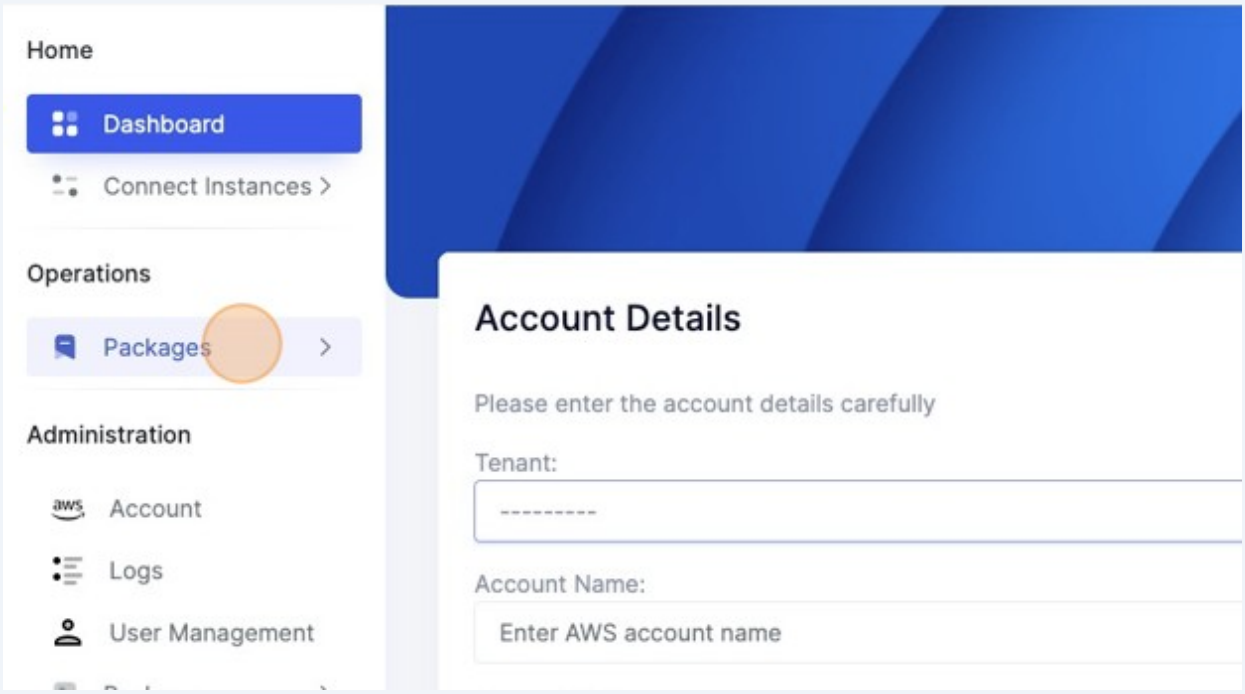
4 Click "Add Account"



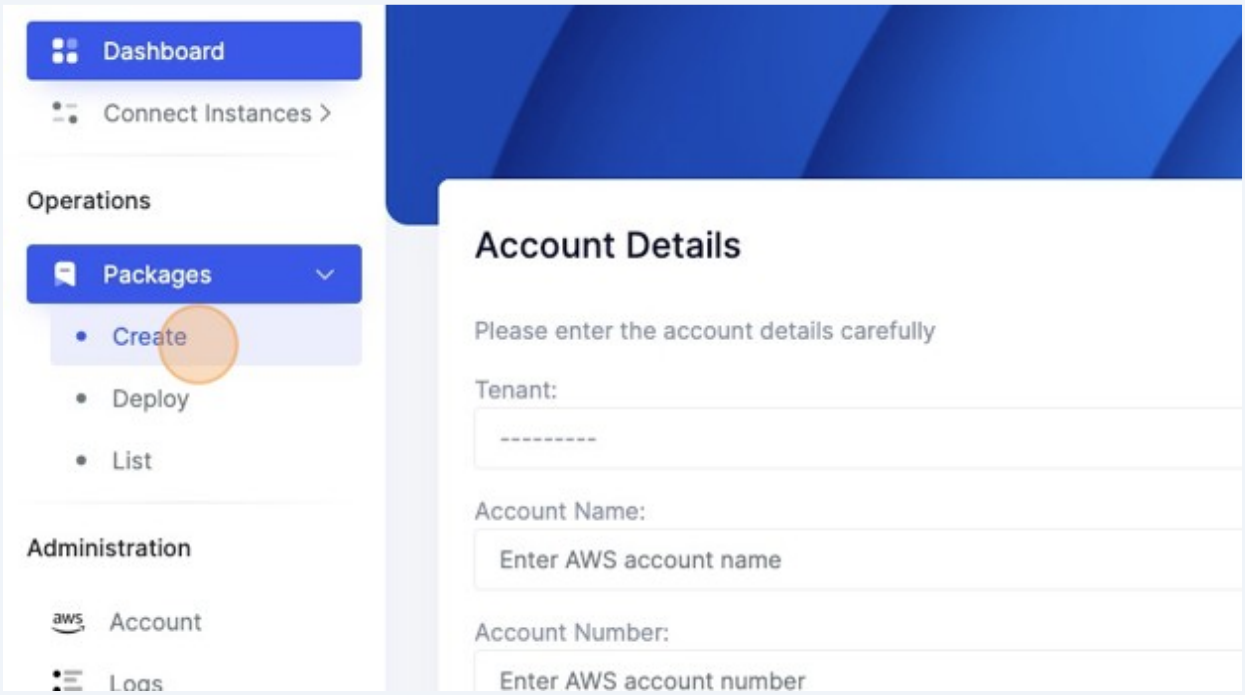
5 Onboard aws account.



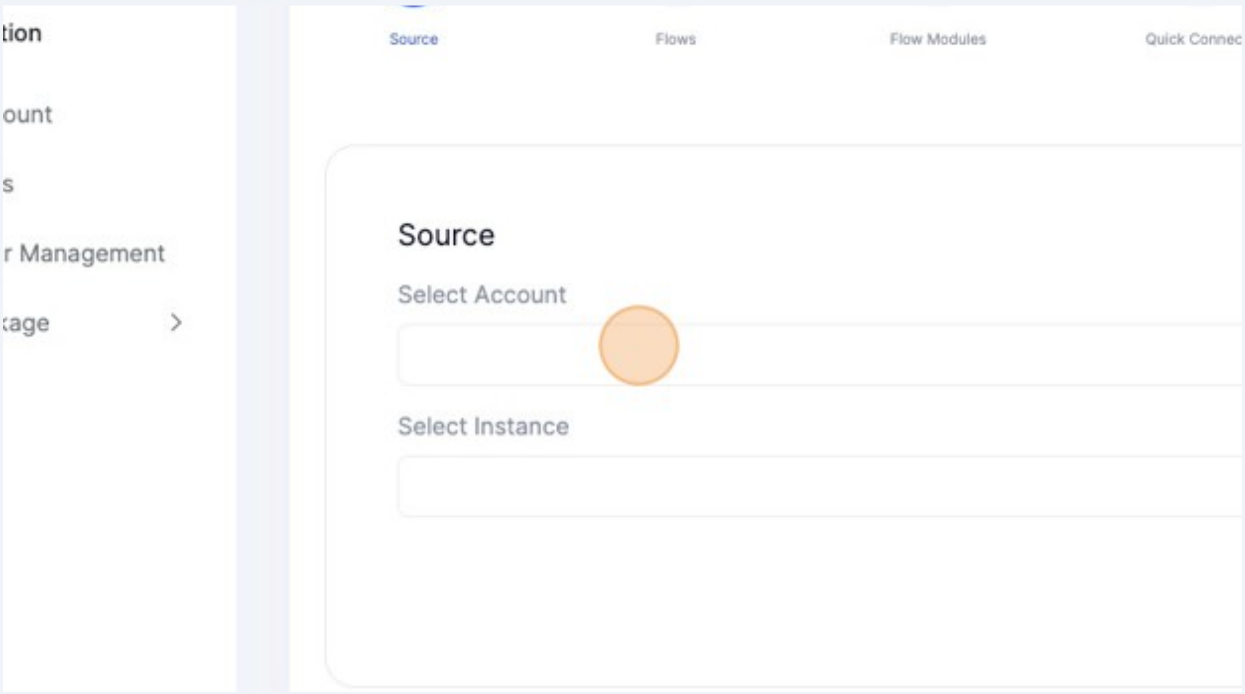
6 Click "Packages"



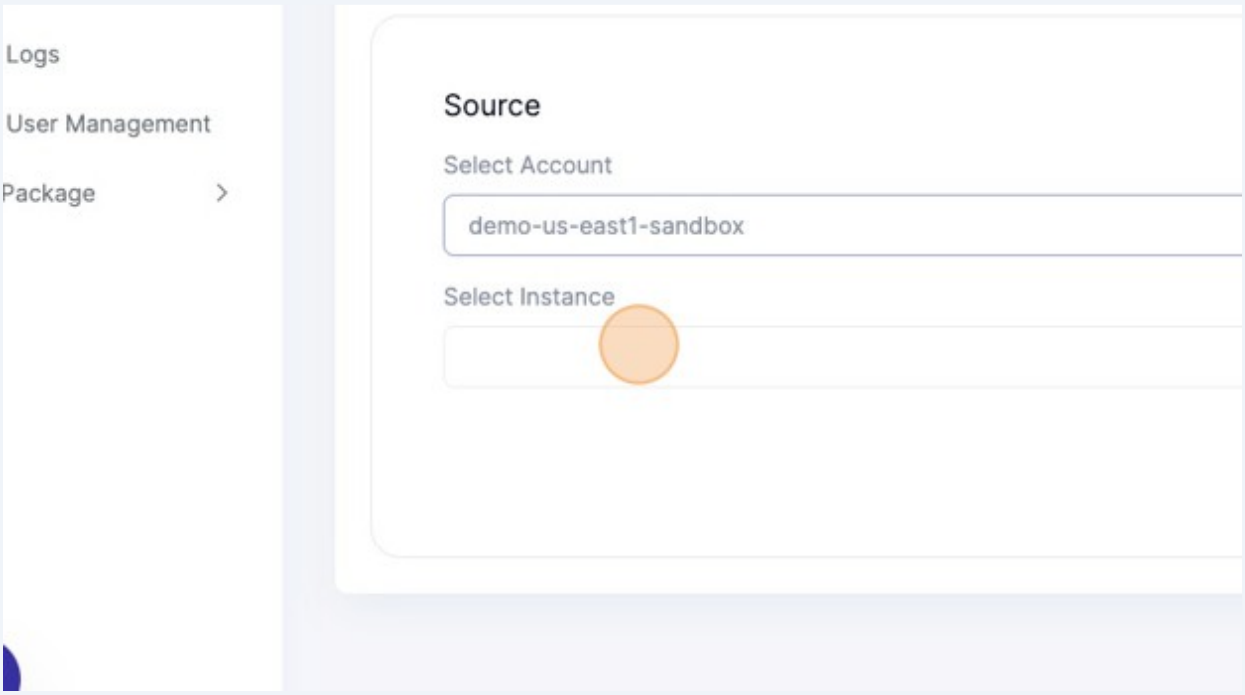
7 Click "Create"



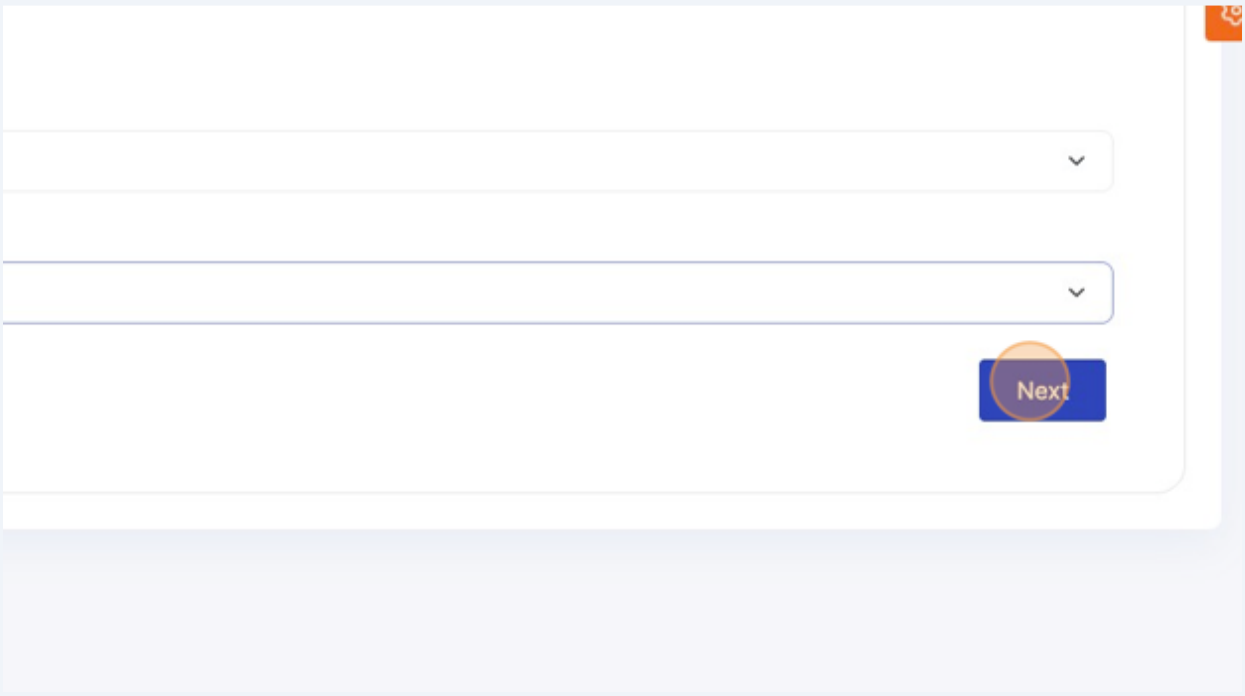
8 Select aws source account



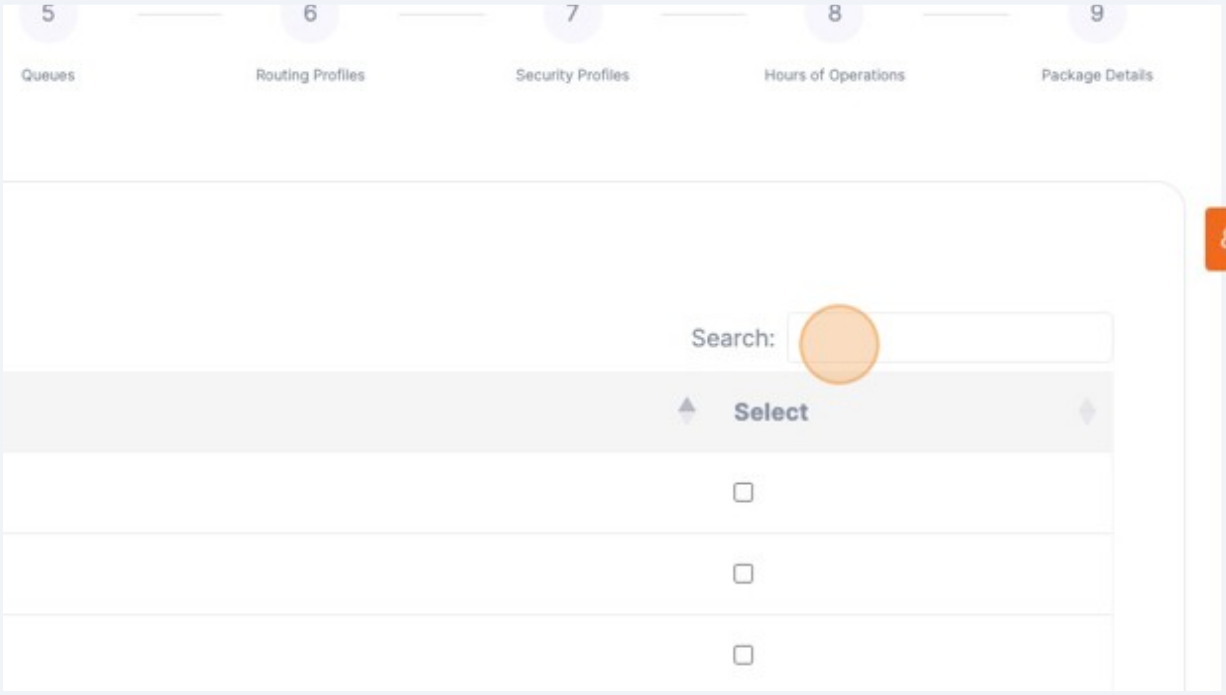
9 Choose amazon connect source instance



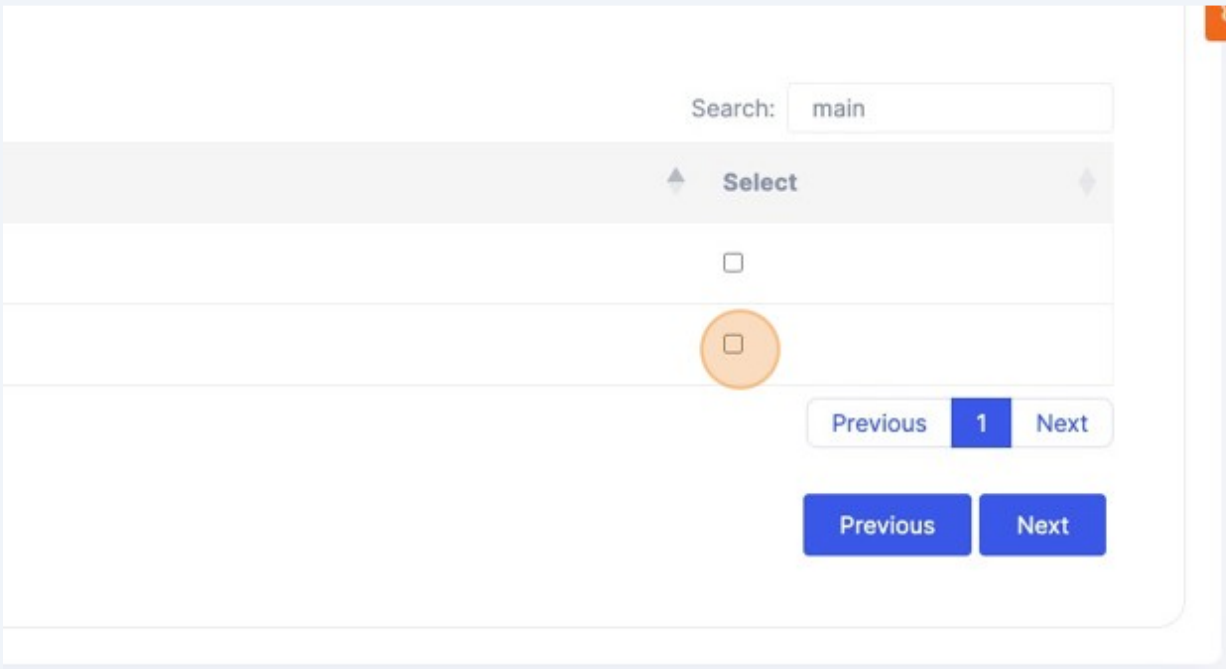
10 Click "Next"



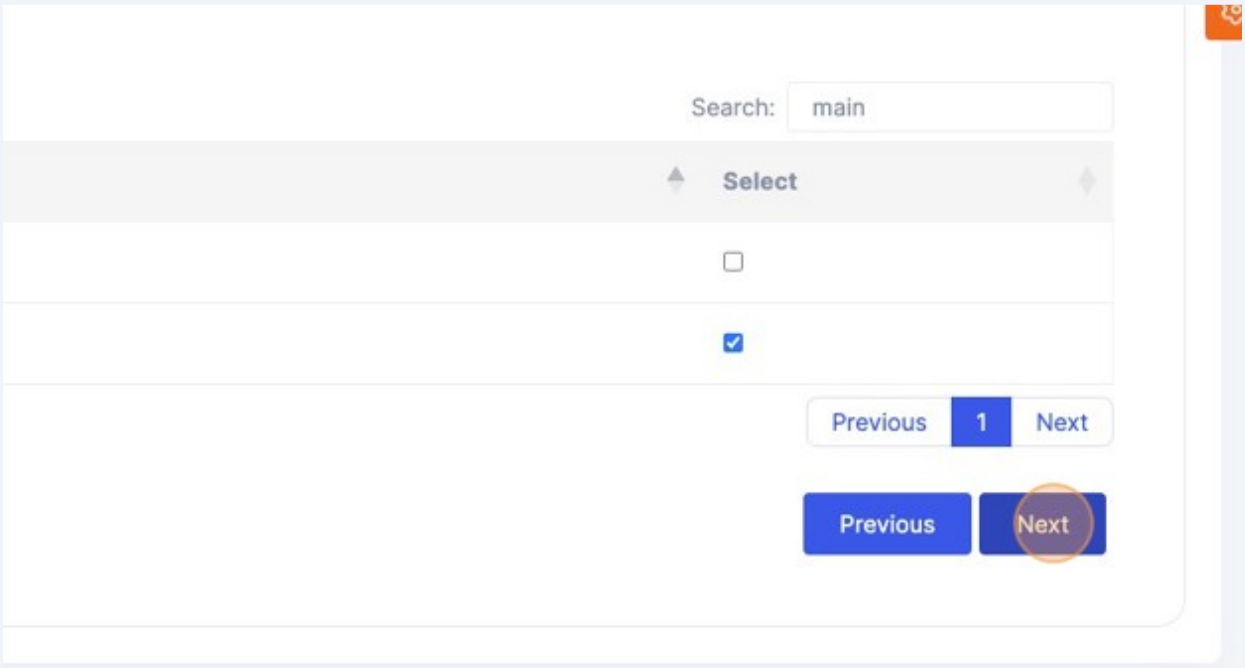
11 Click the "Search:" to search amazon connect constructs.



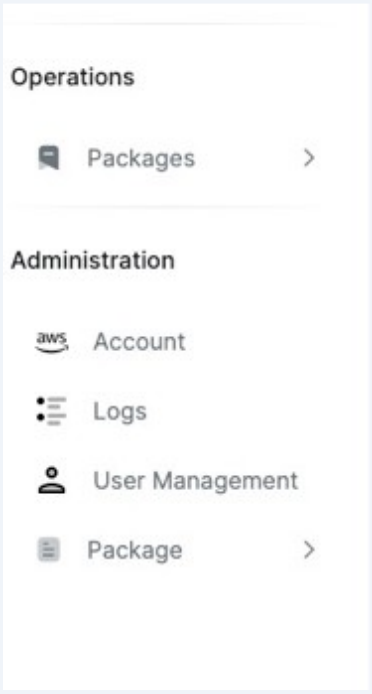
12 You can choose the required data.

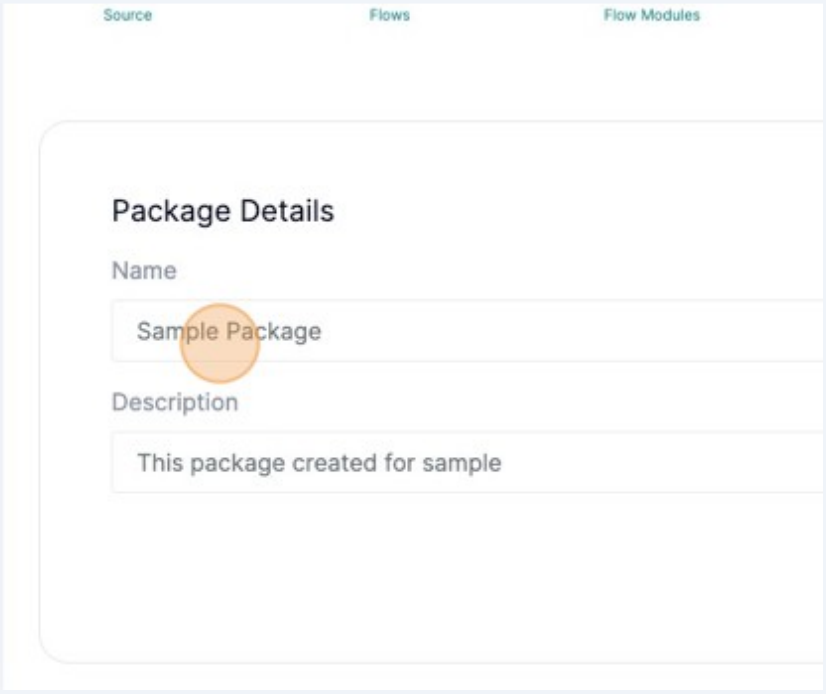


13 Click "Next"

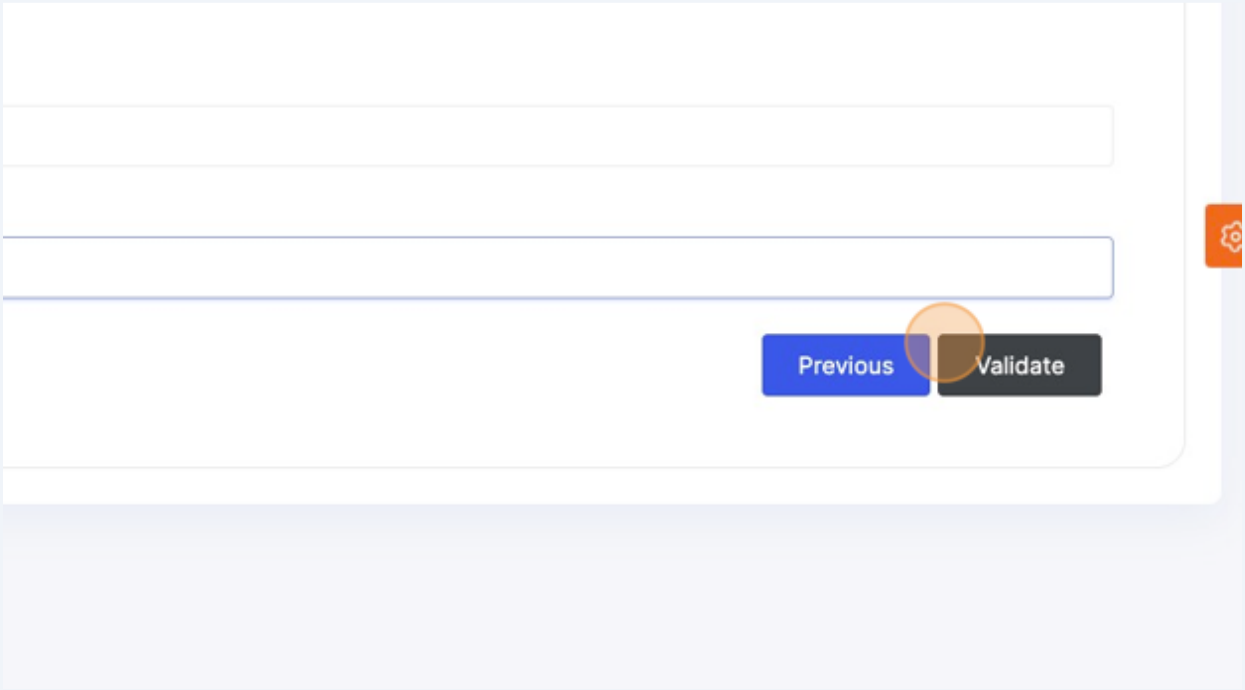


14 Enter package name and description

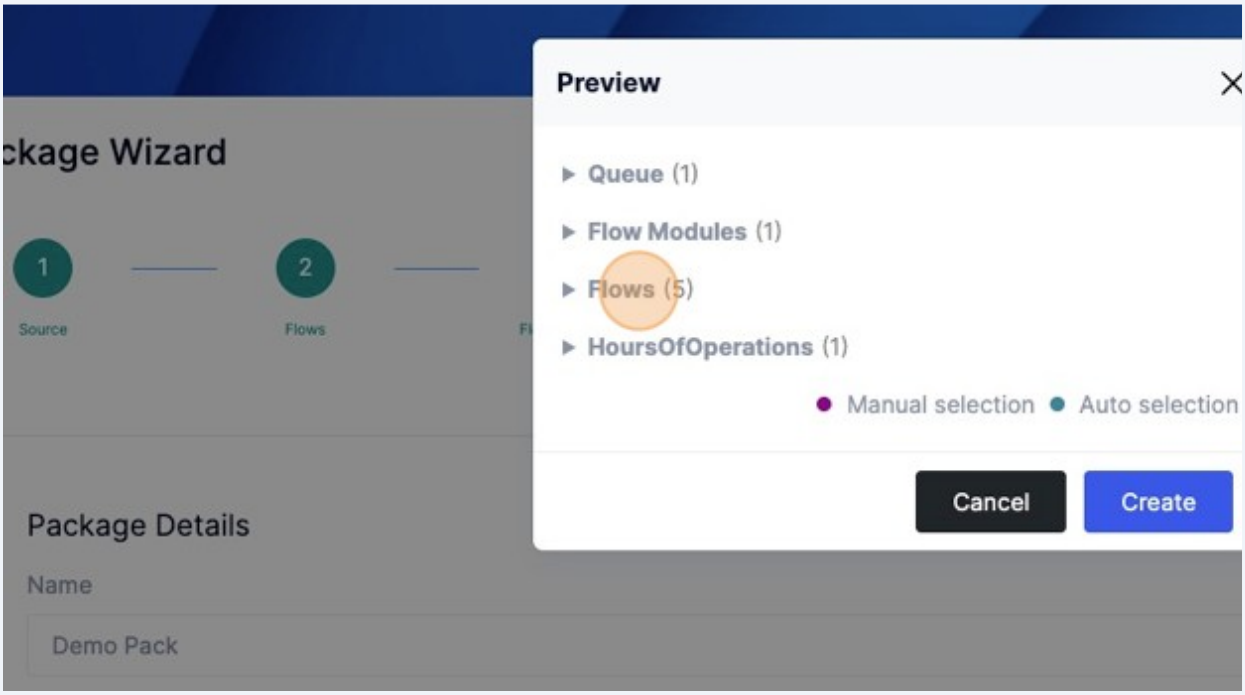




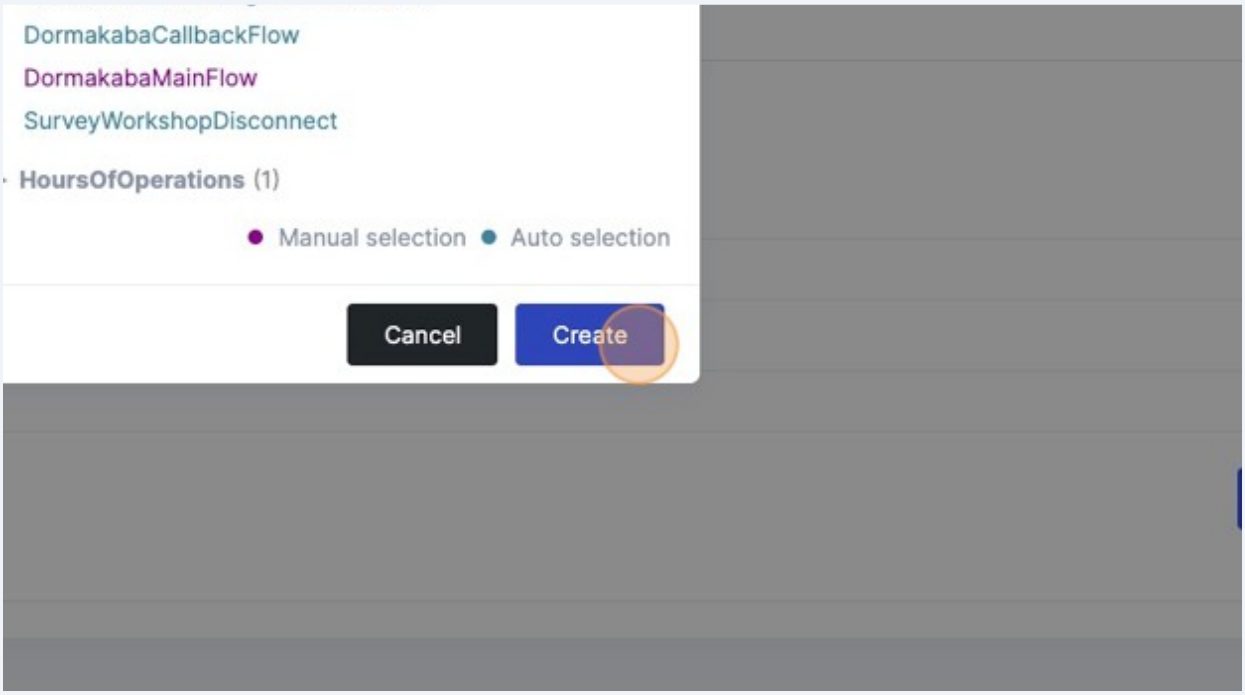
15 Click "Validate"



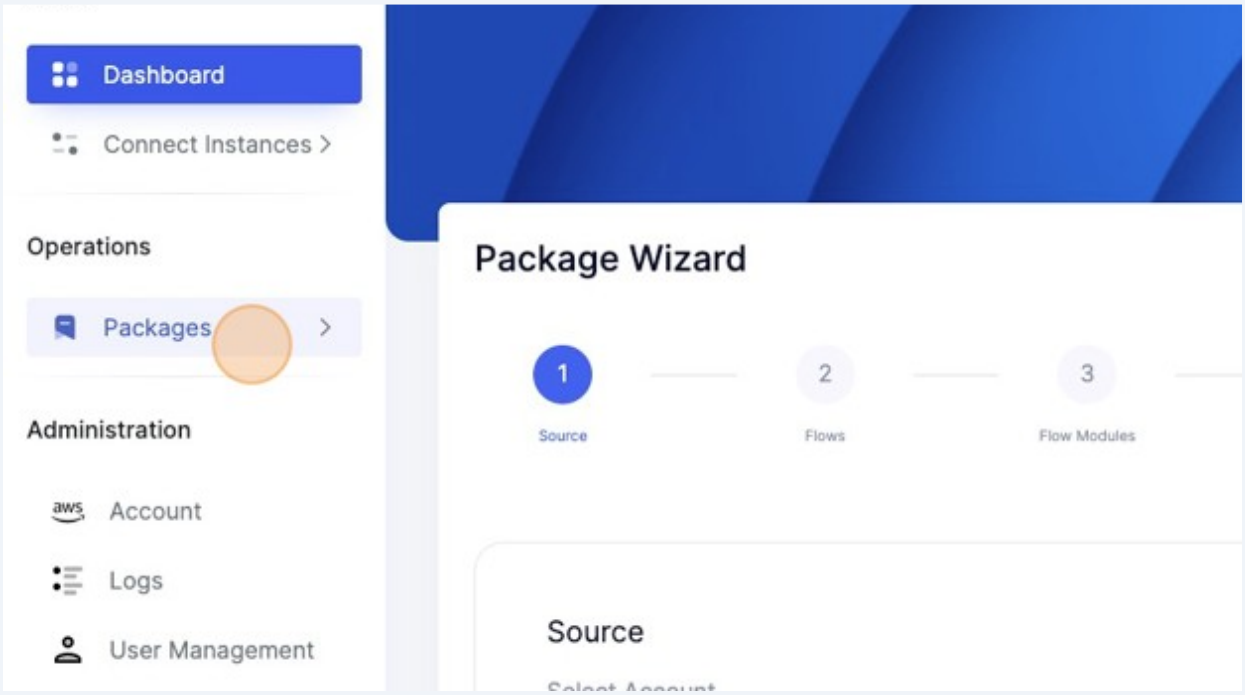
16 Click "Flows(5)"



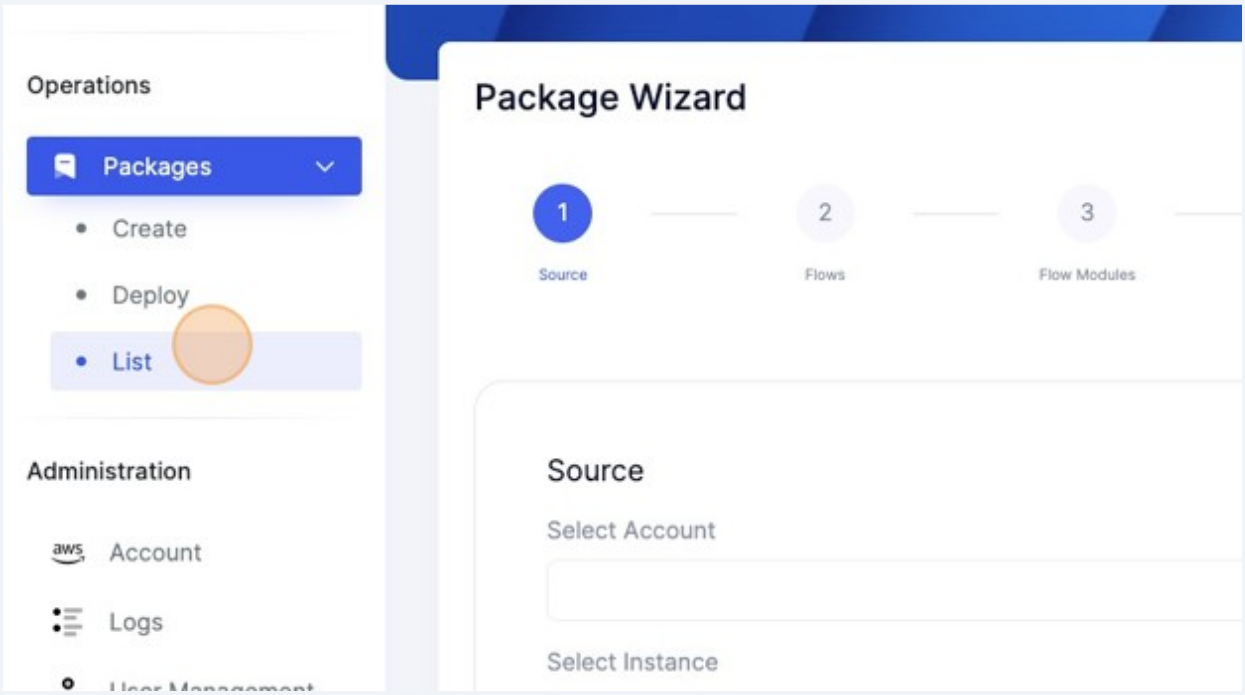
17 Click "Create"



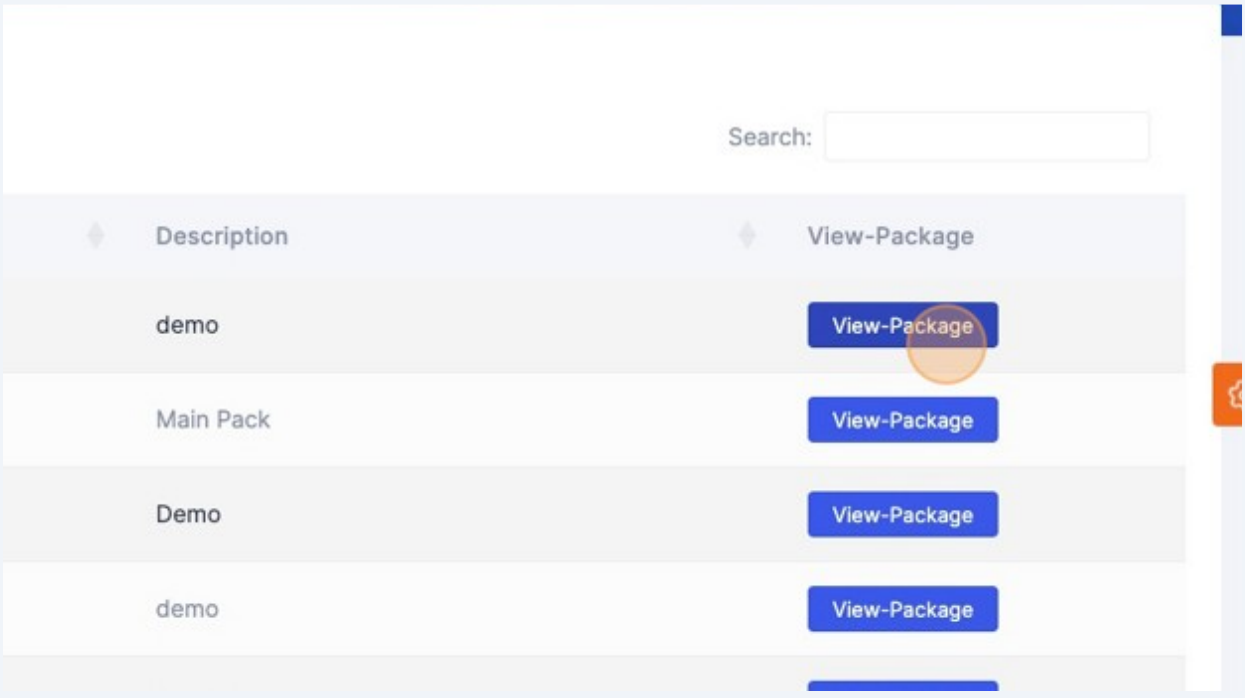
18 Click "Packages"



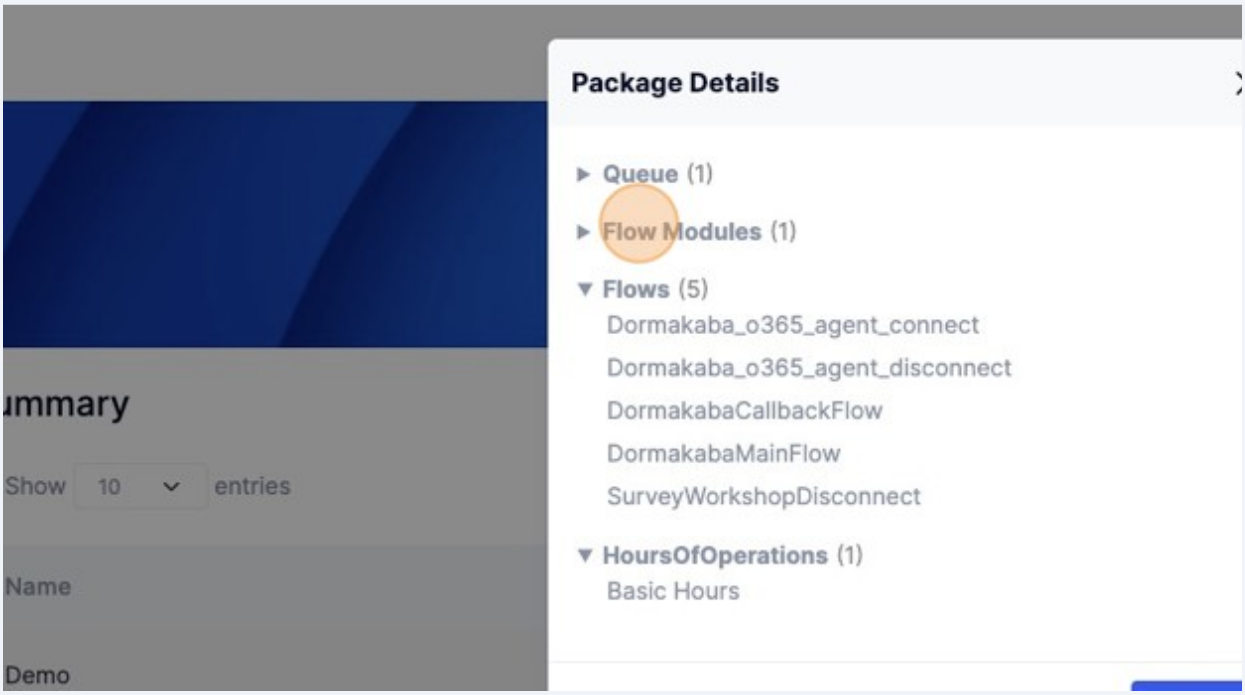
19 Click "List" to view the contents of packages



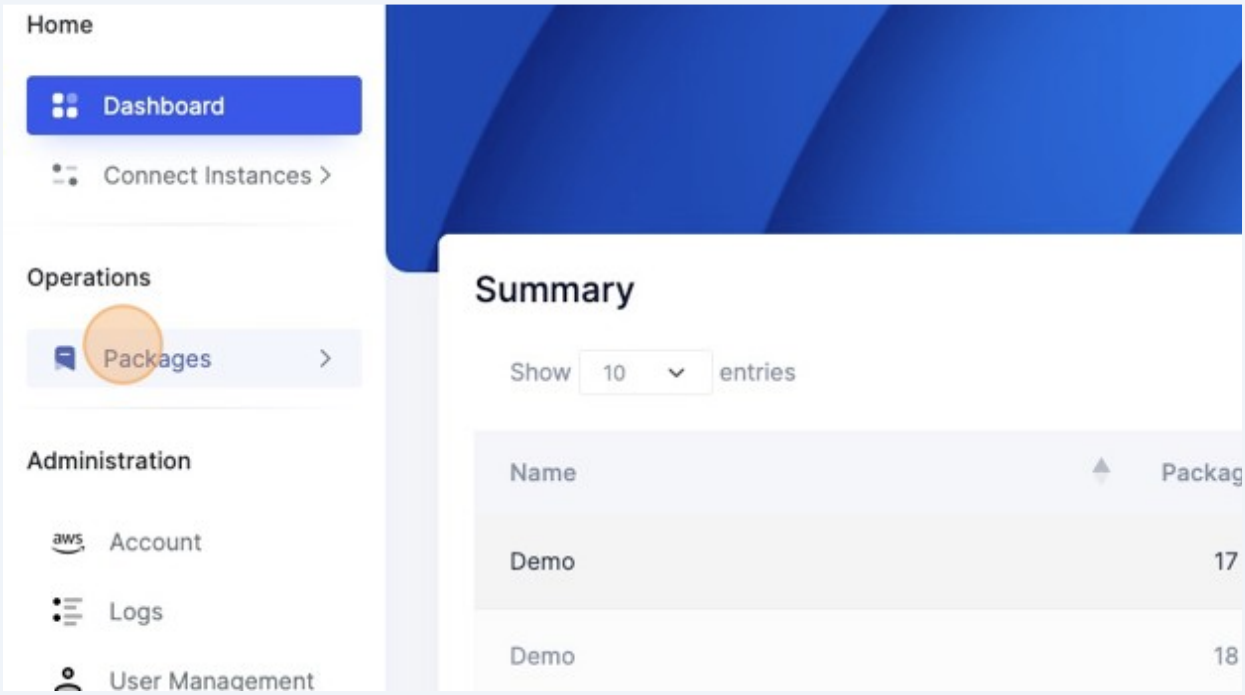
20 Click "View-Package"



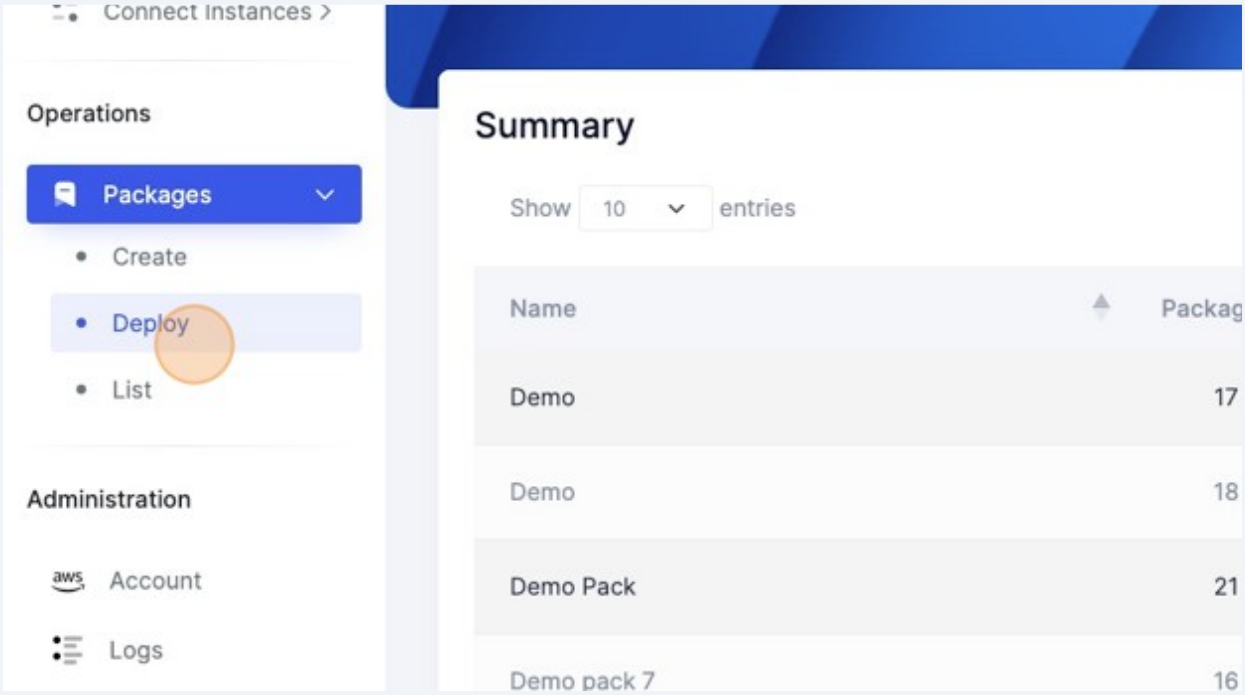
21 Click "Flow Modules(1)"



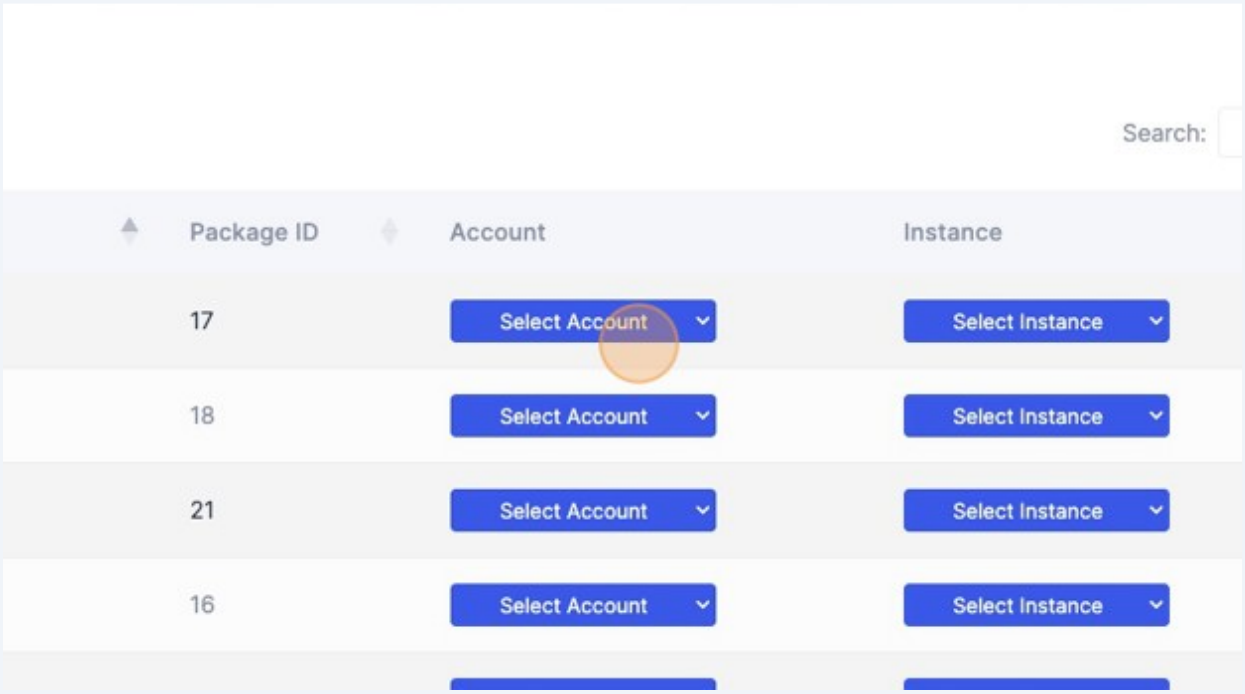
22 Click "Packages"



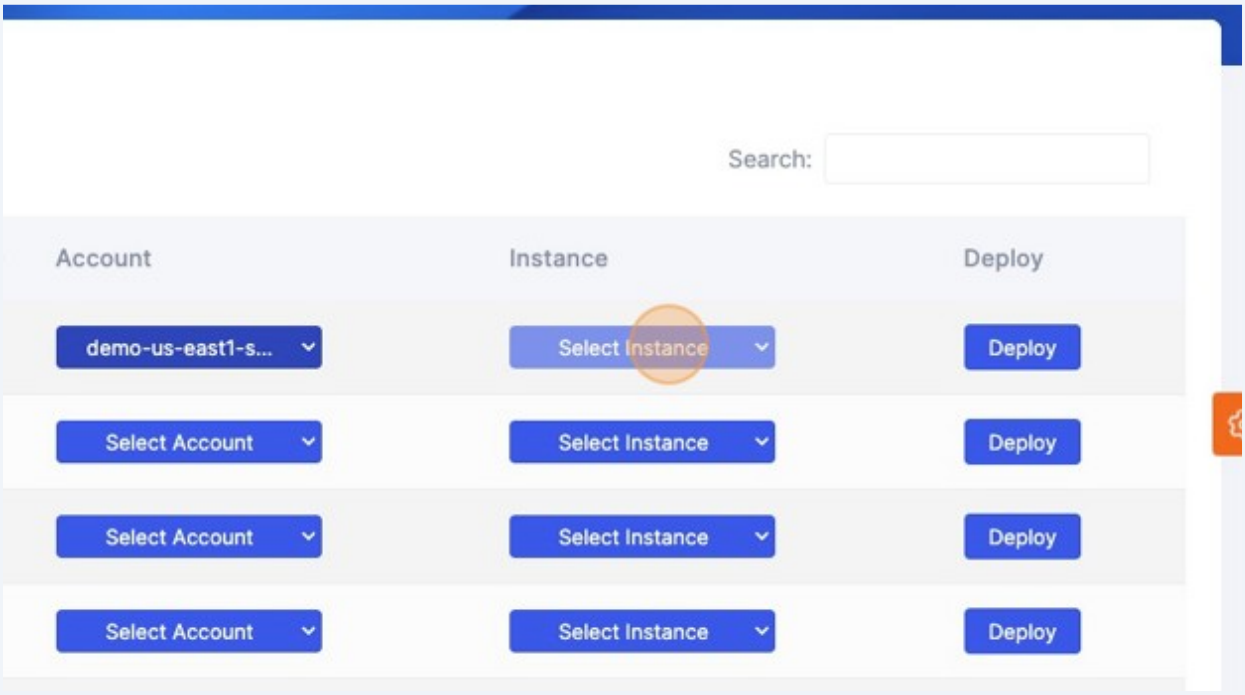
23 Click "Deploy"



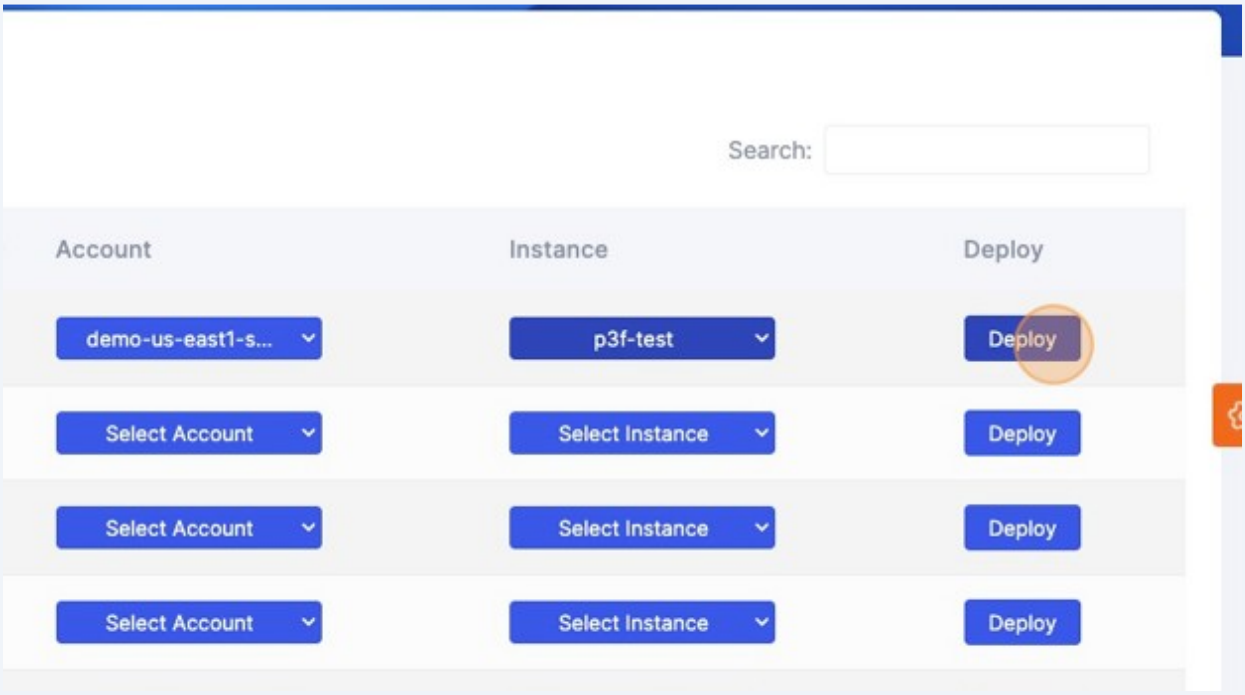
24 Click target account



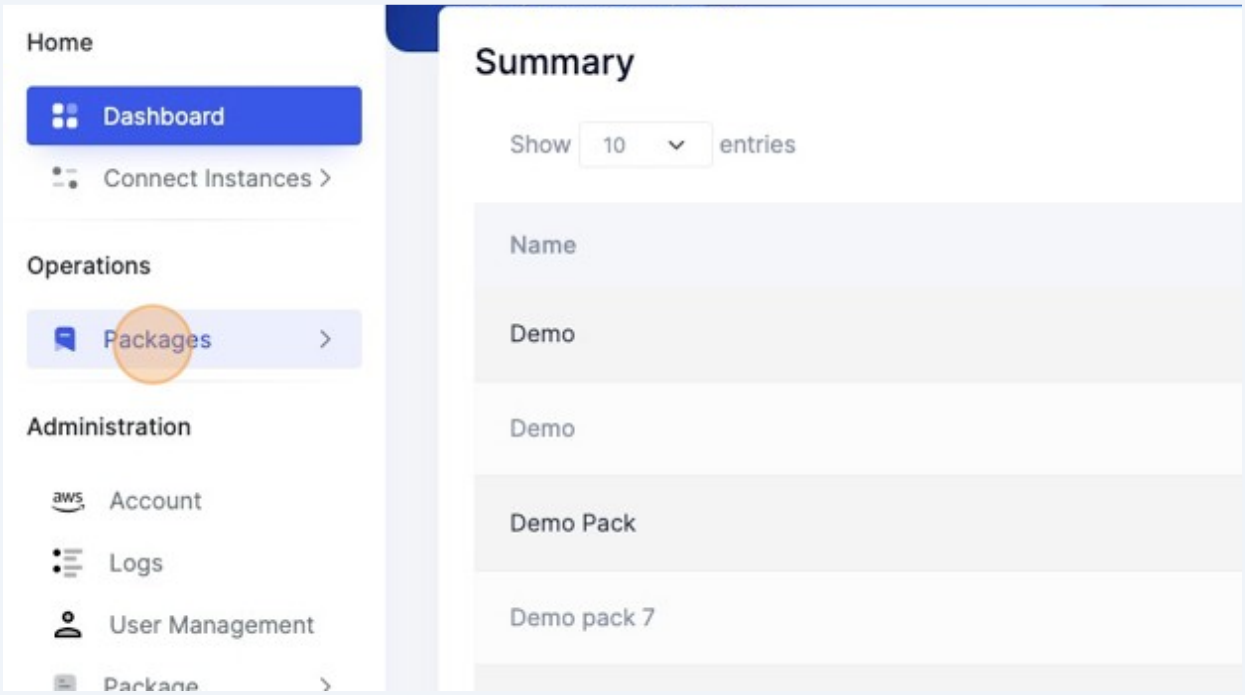
25 Click "Select Target Instance"



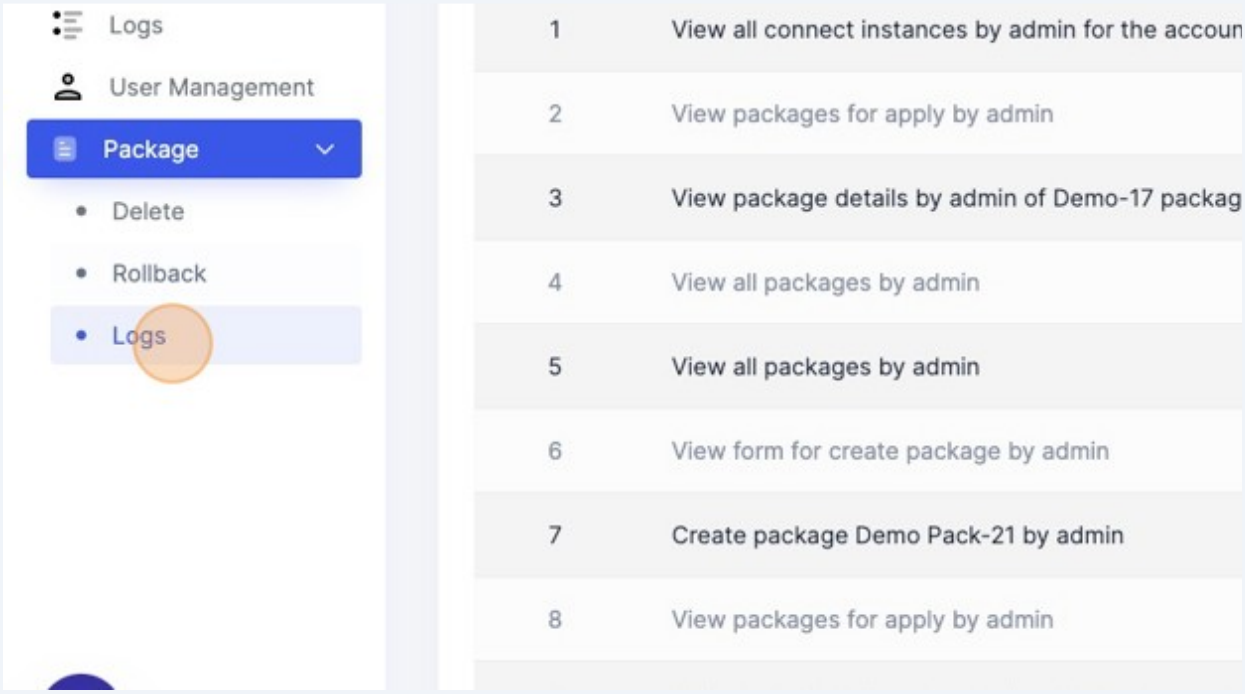
26 Click "Deploy"



27 Click "Packages"



28 Click "Logs"



29 Click "View–Logs" to see entire history