

AWS State, Local, and Education Learning Days

Boston

AI/ML Track

10:15am – 11:15am

200
level

Practical AI for Public Sector

Explore Generative AI's potential in public sector and higher education

11:30am – 12:30pm

300
level

Generative AI Masterclass

A comprehensive masterclass on AI, covering technology evolution, implementation strategies, responsible practices.

1:30pm – 3:00pm

300
level

Workshop: Building Agentic Workflows

Advanced AWS workshop on building autonomous AI workflows with Amazon Bedrock for developers

3:15pm – 4:15pm

200
level

Intelligent contact centers

Learn how AI can modernize customer service operations and improve satisfaction



Building Agentic Workflows on AWS

Workshop

Richard Tang

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tangric@amazon.com

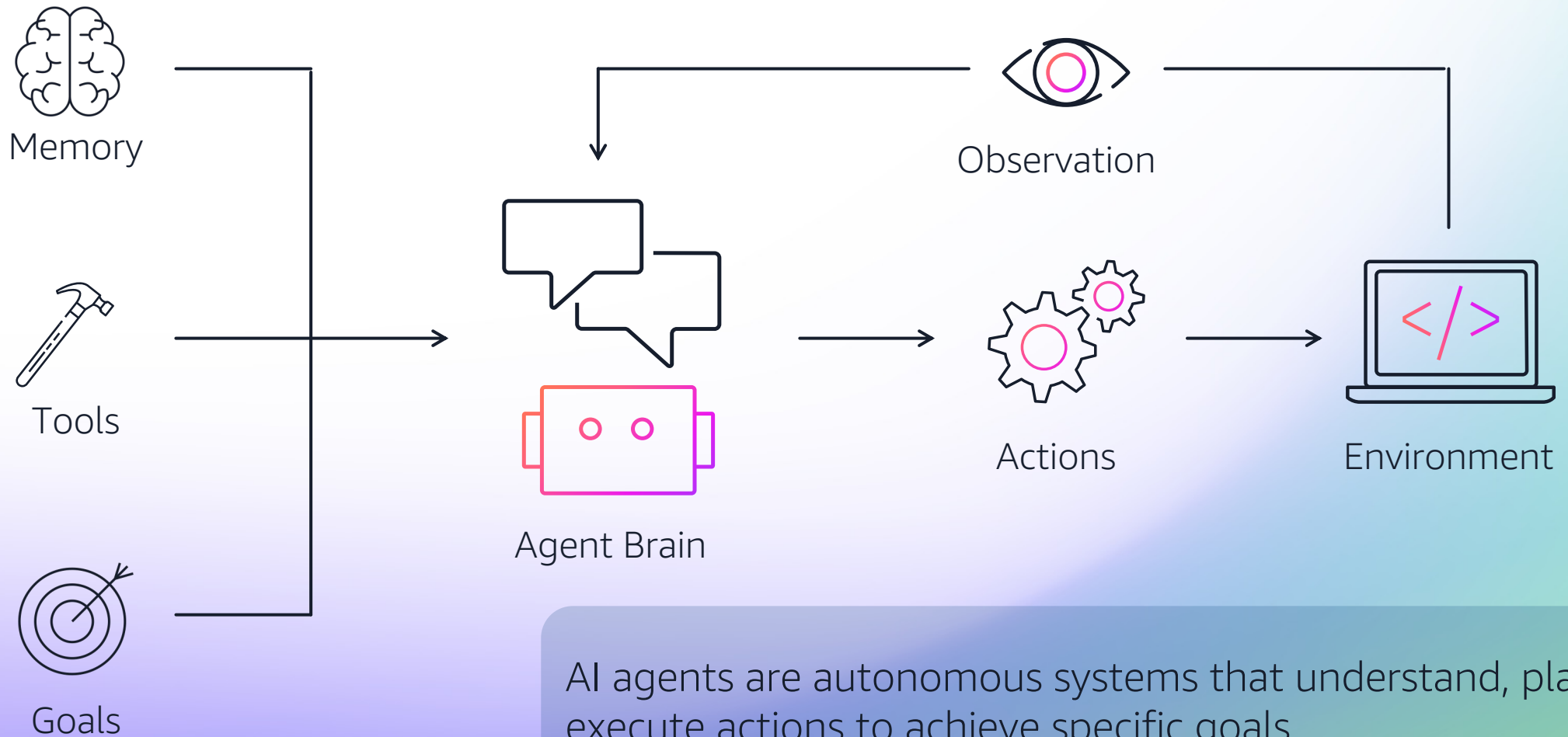
Henry Zhong

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What is agentic AI?



AI agents are autonomous systems that understand, plan, and execute actions to achieve specific goals.

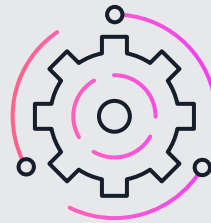
Agentic AI use cases

ACTION ENABLED CHAT AGENTS



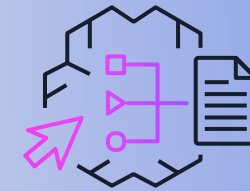
Real-time chat interactions with API capabilities

WORKFLOW AUTOMATION AGENTS



Event-triggered task automation

AGENTIC PLATFORMS



Create and manage reusable agents with enterprise-wide controls and governance

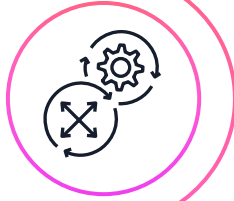
The reality of building production-ready AI agents

Development Barriers



- Rapidly evolving technology stack
- **Team learning curve**
- **Production readiness requirements**

Operational Complexity



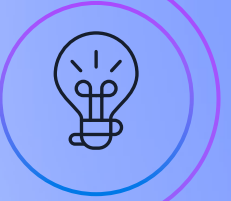
- Multiple AI agents at **Scale**
- Complex workflow orchestration
- Collaborate across lines of businesses

AgentOps Requirements





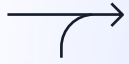














- Governance needs
- Security & Compliance
- Observability & Evaluation

Innovation Hurdles



- Technology will evolve for years
- Framework integration complexity
- New model and OSS framework releases

Bedrock Agents provides secure, scalable, end-to-end native functionality

Orchestration	 Orchestration strategies	 Multi-agent collaboration	 Inline agents	 Flows
Tools	 Action groups	 Code interpretation	 Computer use	 MCP integration*
Memory	 Session handling	 Memory management		
Integration	 Amazon Bedrock Knowledge Bases	 Amazon Bedrock Guardrails		
Observability & Evaluation	 Logs and tracing	 End-to-end evaluation*	 Native observability and monitoring*	
Security & Scalability	 Secure Runtime Executions	 IaC deployment		

Let's get started - Workshop



Building Agentic Workflows on AWS

This workshop is designed for builders ready to create Agentic Workflows on AWS.

Setup

Module 1: Build an Agentic Chatbot

Optional - Bonus Modules

- **Module 2: Build an Agentic Workflow with Strands Agents**
- **Using 3rd Party Agentic Workflows**
- **Building an Agentic Workflow with SageMaker AI**



Accessing the workshop environment for this session

- 01** Sign in using your preferred method – <https://join.workshops.aws>
- 02** Enter the event access code – c884-026131-6b
- 03** Review terms and join event
- 04** Select **Get Started** to begin the workshop
- 05** Access AWS accounts – access the AWS Management Console or generate AWS CLI credentials as needed



Thank you!

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Up Next in this Room

3:15pm – 4:15pm

200
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Intelligent contact centers

Learn how AI can modernize customer service operations and improve satisfaction

Please complete the survey for this session



Track : AI/ML

Session: (Workshop)
Building Agentic Workflows