

# AWS State, Local, and Education Learning Days

Madison, WI

**200**  
level

**Amazon Q Business  
Workshop**

Accelerate Citizen and  
Student Engagement  
with Amazon Q  
Business: Driving  
Service Excellence

**aws Learning Days**  
State, Local, and Education



# Accelerate Citizen and Student Engagement with Amazon Q Business

## Vamsi Thilak Gudi

Solutions Architect  
[gudivt@amazon.com](mailto:gudivt@amazon.com)

## Sridhar Veena

Sr. Solutions Architect Manager  
[svenna@amazon.com](mailto:svenna@amazon.com)

## Jerrell Collymore

Solutions Architect  
[jcolly@amazon.com](mailto:jcolly@amazon.com)

# Generative AI will transform work

80% of work is automated

100X quality increase

# AWS Generative AI Stack

## APPLICATIONS TO BOOST PRODUCTIVITY



**Amazon Q Business**  
**Amazon Q in QuickSight**  
INSIGHTS AND AUTOMATION



**Amazon Q Developer**  
SOFTWARE DEVELOPMENT LIFECYCLE

## MODELS AND TOOLS TO BUILD GENERATIVE AI APPS

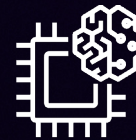


**Amazon Bedrock**  
AMAZON MODELS | PARTNER MODELS

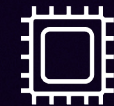
## INFRASTRUCTURE TO BUILD AND TRAIN AI MODELS



**Amazon SageMaker**  
MANAGED INFRASTRUCTURE



**AWS Trainium**  
**AWS Inferentia**



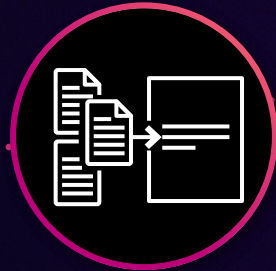
**GPUs**

HIGH PERFORMANCE COMPUTE

**Discover**



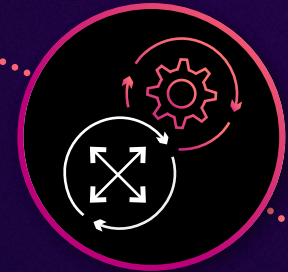
**Analyze**



**Take action**



**Automate**



# Amazon Q Business

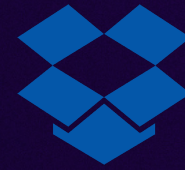
The most capable generative AI-powered assistant for finding information, gaining insight, and taking action at work



# Built for the enterprise



# AWS is where builders come to create and run applications



# Need to bring together structured and unstructured data



# Amazon Q Business

# Amazon QuickSight



# Employees face technology overload



# Amazon Q Business now supports over 50 actions

Complete tasks in popular productivity applications directly from Amazon Q Business

Complete tasks more efficiently without leaving Amazon Q Business

Use actions with Amazon Q Apps to automate tasks

Ready-to-use action library helps users discover ways to save time

# AI assistance where work gets done



Access AI assistance with cross-application awareness



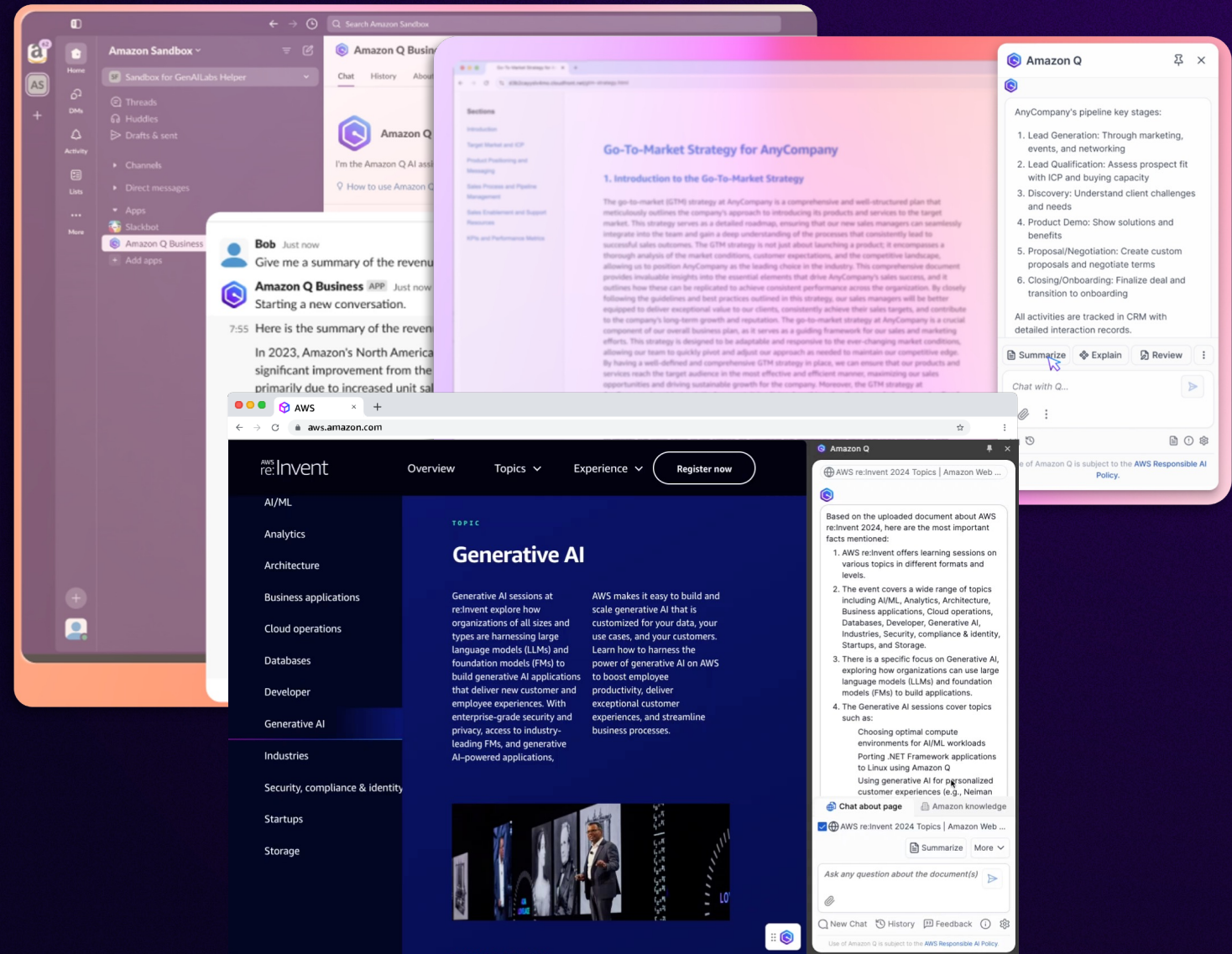
Available in the application you're working in



Summarize content within the application



Supports web browsers, Slack, and Microsoft Teams



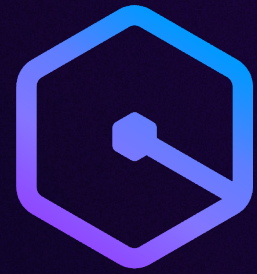
# Amazon Q Apps

Easily build and share customized, secure, lightweight applications

Convert conversations into lightweight apps/agents that work on your behalf

Publish applications to a company library

Inherits security and governance controls from Amazon Q Business



The Amazon Q index provides enterprises a secure way to extend access to other apps





Meeting

Leah Hahn's whiteboard

View



Leah



Rocco



Lindsey



Audio



Video



Participants



Chat



React



Share



AI Companion



More



Leave



# Amazon Q index in Asana

**Q4 Tech Deployment**

This goal is off track. [Update status](#)

**Q4 Deployment off track**

**Summary**  
The Q4 Tech Deployment goal is currently off track due to unexpected delays with our vendor partner. We're actively working with them to understand the causes and expedite the timeline.

Stephanie Mitchell  
2 days ago

Goal completion: **60%**  
32 days left in Q4 FY23

Latest status: **No status**  
Set status

**Progress**

+ Update progress

Progress settings

Today

100%  
80%  
60%  
40%  
20%

**About this goal**

Goal owner  
Stephanie Mitchell

Accountable team  
Marketing & Social

Goal type  
+ Add goal type

Time period  
Q2 FY25

Due date  
Dec 31

Parent goals +

Team-oriented scalable protocol

Objective  
Parent goal with it's own parent goal, and goal type attached

No status (90%) - H2 FY25

Objective  
Parent goal that has no parent goal

NEW

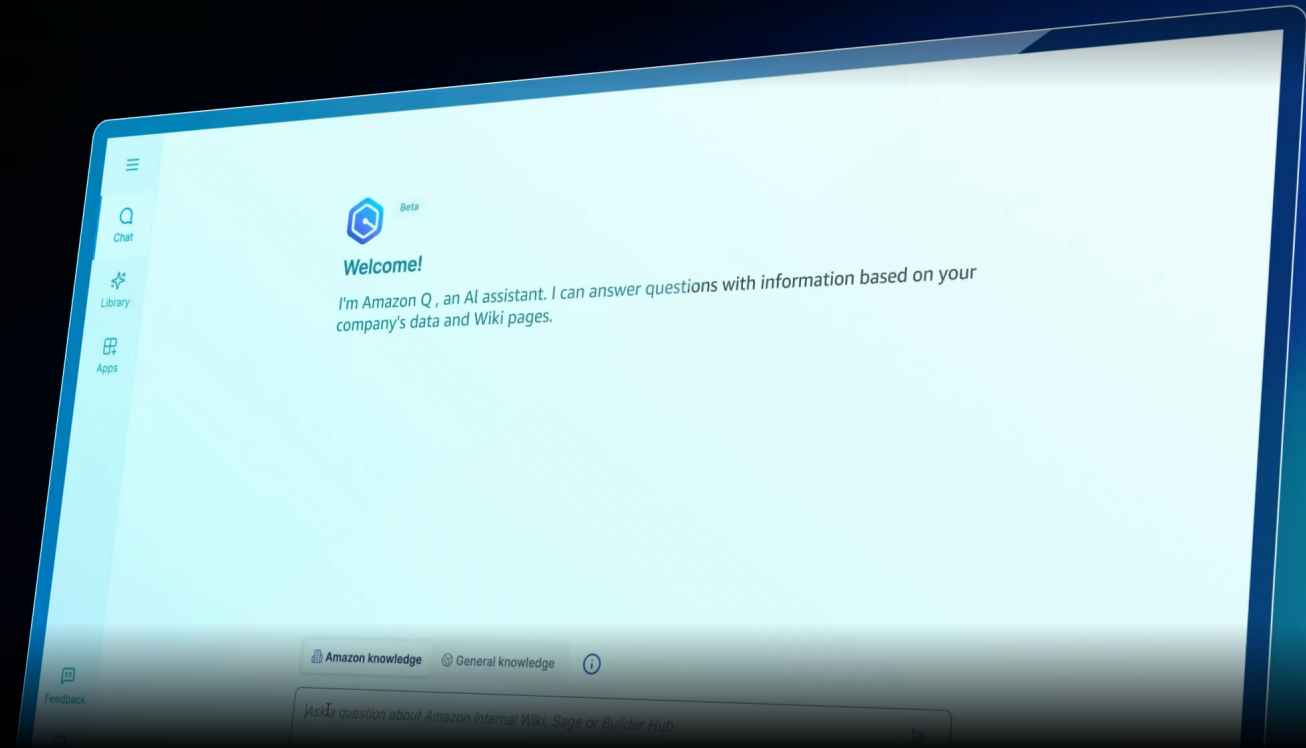
# Amazon Q Business can automate complex workflows

Automatically build workflows based on documentation or recordings

Navigate changes to workflows in real time, reducing breakage



# Amazon Q Business





Admin creates instance for organization



End user starts using immediately

- Search world knowledge
- Upload files for summary



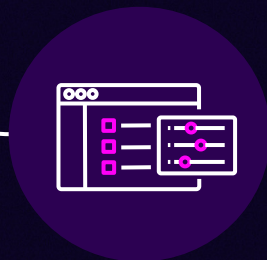
- Inside applications
- Inside browsers
- Create and share Q Apps



Search internal wikis and knowledge bases



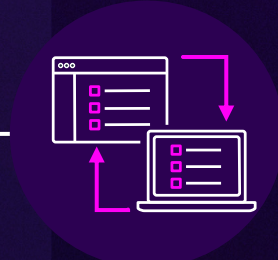
Automate complex processes



Configure application extensions and action integrations



Connect enterprise data sources



Extend index to third-party applications



# Why Amazon Q Business?



**One-stop shop for RAG-as-a-service =**  
information control

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**Productivity gains =**  
working faster with accuracy and security

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**Full enterprise solution =**  
seamless integration with existing ecosystem

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**Security =**  
enterprise grade controls without compromise

# Workshop link:





# Thank you!

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[jcolly@amazon.com](mailto:jcolly@amazon.com)

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for this session



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