

# AWS State, Local, and Education Learning Days

New York

# 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

**200**  
level

**Increase productivity  
and satisfaction with  
an intelligent  
contact center**

Adding intelligence to  
your call center to  
better understand your  
customer and improve  
your overall service  
ratings

1:30pm – 3:00pm

**300**  
level

**Workshop: Building  
agentic workflows  
on AWS**

Unlock organizational  
knowledge, automate  
inquiries, and improve  
response times while  
maintaining compliance  
using Amazon Q Business

3:15pm – 4:15pm

**300**  
level

**Generative AI  
Masterclass**

Gain a comprehensive  
understanding of  
Generative AI's evolution  
and practical applications





# Workshop

## Building Agentic Workflows on AWS

### **Michael Sipos (he/him)**

Sr. Solutions Architect  
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mpsipos@amazon.com

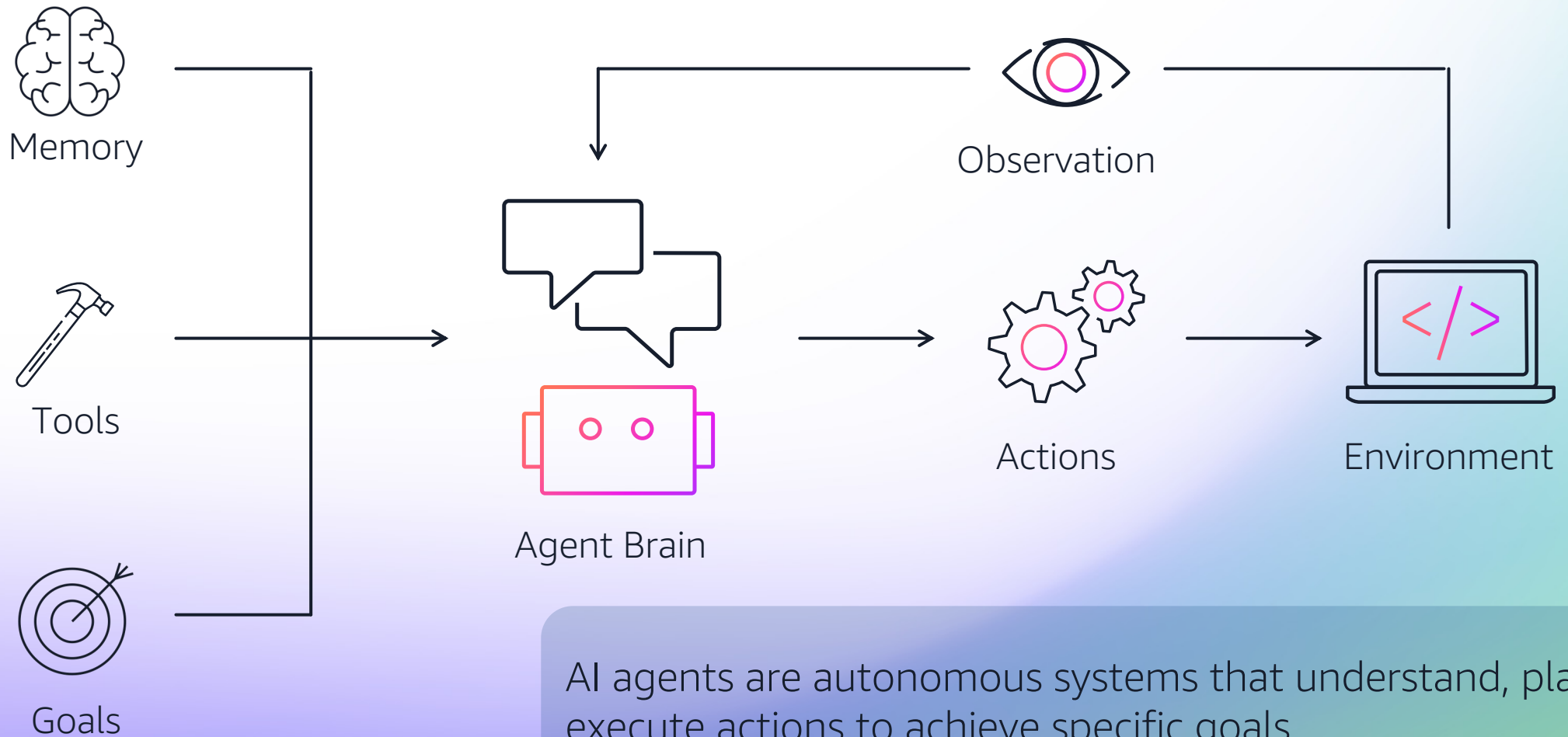
### **Terell Moore (he/him)**

Sr. Solutions Architect  
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Solutions Architect  
Amazon Web Services  
awsjawad@amazon.com

# What is agentic AI?



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

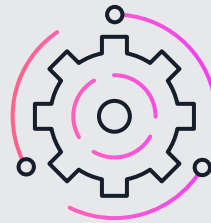
# Agentic AI use cases

## ACTION ENABLED CHAT AGENTS



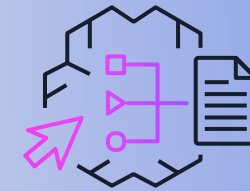
Real-time chat interactions with API capabilities

## WORKFLOW AUTOMATION AGENTS



Event-triggered task automation

## AGENTIC PLATFORMS



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

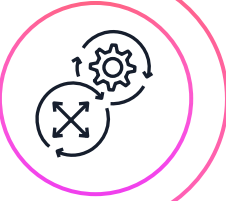
# The reality of building production-ready AI agents

## 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





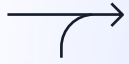














- Governance needs
- Security & Compliance
- Observability & Evaluation

## 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

<b>Orchestration</b>		Orchestration strategies		Multi-agent collaboration		Inline agents		Flows
<b>Tools</b>		Action groups		Code interpretation		Computer use		MCP integration*
<b>Memory</b>		Session handling		Memory management				
<b>Integration</b>		Amazon Bedrock Knowledge Bases		Amazon Bedrock Guardrails				
<b>Observability &amp; Evaluation</b>		Logs and tracing		End-to-end evaluation*		Native observability and monitoring*		
<b>Security &amp; Scalability</b>		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.

- **Workshop Environment Setup**
- **Module 1: Build an Agentic Chatbot**
  1. Building an Amazon Bedrock Agent
  2. Building the Streamlit Chatbot
  3. Using Amazon Q Developer
  4. Adding Custom Tools
  5. Adding Knowledge Bases for RAG
  6. Adding Guardrails
  7. Adding Multi-Agent Collaboration



## Accessing the workshop environment for this session

- 01** Access the workshop website: [agenticwf.terellmo.people.aws.dev](https://agenticwf.terellmo.people.aws.dev)
- 02** Click “**join the Workshop Event**” (Access code if needed: **<REPLACE BEFORE EVENT>**)
- 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**  
*(last session of the day)*

3:15pm – 4:15pm

**300**  
level

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**Please complete the survey  
for this session**



**AI/ML Track**

Building Agentic Workflows  
on AWS

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