

Call flow ladder

One inbound voice contact, from the PSTN to after-contact work.

1. Caller ? Dials a claimed or ported number.
2. Carrier ? Hands the call to Connect telephony. This is not a CUCM SIP trunk you administer.
3. Inbound flow ? Plays prompts, calls Lex, calls Lambda, sets attributes.
4. Queue ? Customer queue flow runs while the contact waits.
5. Routing ? The profile with the best priority and a satisfied delay receives the offer.
6. Whisper ? One side hears audio before the join. E911 copies CivicAddress here when the dialed string is 911 or 933.
7. CCP ? WebRTC media. TCP 443 and UDP 3478.
8. After contact ? ACW, recording object, CTR, conversational analytics.

Sources and go deeper

Use the flow designer in Connect Customer to create flows - Amazon Connect Customer (AWS docs) <https://docs.aws.amazon.com/connect/latest/adminguide/create-contact-flow.html> last checked 2026-10

Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer (AWS docs) <https://docs.aws.amazon.com/connect/latest/adminguide/contact-block-definitions.html> last checked 2026-10

Connect Customer Flow language - Amazon Connect (AWS docs) <https://docs.aws.amazon.com/connect/latest/devguide/flow-language.html> last checked 2026-10

Troubleshoot contact flow errors in Amazon Connect | AWS re:Post (community) <https://repost.aws/knowledge-center/connect-contact-flow-errors> last checked 2026-10

Interactive voice response - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Interactive_voice_response last checked 2026-10

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