

Career paths and interview prompts

Lucky is a lifelong student and an AI enthusiast, from systems, networking, voice, and the contact center, growing into AI omni-channel agents. Badges are not certifications. Say the exam name or the badge name, not both for one credential.

Connect administrator: Skill Builder badges (Communications Specialist, Fundamentals, administrator track), passed at 80 percent. Not a proctored Connect specialty exam.

Flow developer: Connect Developer badge, plus AWS Certified Developer - Associate if the work is Lambda and Streams.

Solutions architect: AWS Certified Solutions Architect - Associate is the closest catalog exam. There is still no Connect specialty.

Network engineer for the CCP: AWS Certified Advanced Networking - Specialty covers complex networks. Its last day to test is 31 December 2026.

WFM and quality analyst: The AI Fundamentals badge is context. It does not configure a flow. Pair it with the analytics and ecosystem tracks.

Q: Is there an Amazon Connect certification? A: Not a specialty exam on the AWS Certification catalog. Connect recognition is a Skill Builder badge at 80 percent. Say which badge, and do not call it certified.

Q: Why did the softphone fail when the agent was signed in? A: Signaling can succeed on TCP 443 while media fails on UDP 3478 to TurnNlb.

Q: What replaced Contact Lens and Amazon Q in Connect in 2026? A: On 4 August 2026 the admin guide renamed them conversational analytics and agent assist. IAM for assist still shows the wisdom prefix.

Q: How do you migrate a CUCM SIP trunk? A: You do not register Connect as a phone. The public number hits a flow. A transfer back to CUCM is Transfer to phone number, and attributes do not ride the PSTN.

Q: What is the honest multi-Region design? A: Global Resiliency in a published pair, shifted 10 percent at a time. A second instance you built by hand is not that pattern.

Q: Voice ID in a design written this year? A: Support ended 20 May 2026. Remove the blocks. Use a partner or a one-time password.

Sources and go deeper

What is Connect Customer? - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/what-is-amazon-connect.html> last

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<https://www.rfc-editor.org/info/rfc8446/> last checked 2026-10

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