

Configuration checklist

Twelve checks before a pilot number takes real traffic.

Instance: Region chosen on purpose. Logging on. Storage bucket and key named.

Identity: SAML assertion carries routing profile, security profile, and role. Test one user.

Numbers: One pilot DID before a port. Caller ID on the queue is a number you may present.

Hours: Queue time zone, not the tester's laptop. Holiday override for the next closure.

Flows: Error, timeout, and default branches connected. Invoke module for the checks you repeat.

Lambda: Associated with the instance. Resource policy allows connect.amazonaws.com. Returns inside 8 seconds.

Lex: Alias associated. Speech and DTMF both tested. Fallback reaches a person.

Routing: Primary profile priority 1 and delay 0. Overflow has a higher number and a delay.

Recording: Set recording behavior, then confirm one object landed. KMS key policy trusts the service role.

Streams: Agent events and CTRs have a consumer that tolerates duplicates and joins on ContactId.

Network: Endpoint Connectivity tool from an agent PC. Error rate under 2 percent.

E911: Validated address on the agent profile. 933 readback. Security task on a real 911.

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 checked 2026-10

RFC 3261: SIP: Session Initiation Protocol | RFC Editor (RFC)

<https://www.rfc-editor.org/info/rfc3261/> 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

AWS History and Timeline regarding Amazon Connect - Overview, Functions, Features, Summary of Updates, and Introduction to Amazon Connect Customer | hidekazu-ko (community)

https://hidekazu-konishi.com/entry/aws_history_and_timeline_amazon_connect.html last checked 2026-10

Call centre - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Call_centre last checked 2026-10

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