

Glossary

179 terms. Each one points at the page the fact came from.

Contact: One interaction: a call, chat, task, or email. A transfer usually creates another contact linked by PreviousContactId and NextContactId.

Sources and go deeper

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

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 8446: The Transport Layer Security (TLS) Protocol Version 1.3 | RFC Editor (RFC)
<https://www.rfc-editor.org/info/rfc8446/> 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

Amazon Web Services - Wikipedia (Wikipedia)
https://en.wikipedia.org/wiki/Amazon_Web_Services last checked 2026-10

Instance: The Connect container in one Region. It holds users, flows, queues, and numbers. A new account starts at two instances per Region.

Sources and go deeper

Connect Customer service quotas - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-service-limits.html> last checked 2026-10

Configure SAML with IAM for Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/configure-saml.html> last checked 2026-10

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 8446: The Transport Layer Security (TLS) Protocol Version 1.3 | RFC Editor (RFC)

<https://www.rfc-editor.org/info/rfc8446/> 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

Amazon Web Services - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Amazon_Web_Services last checked 2026-10

Contact flow: The visual program a contact runs. The JSON form is the flow language.

Sources and go deeper

Connect Customer Flow language - Amazon Connect (AWS docs)

<https://docs.aws.amazon.com/connect/latest/devguide/flow-language.html> last checked 2026-10

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

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

Flow module: A published, reusable piece of a flow. Invoke module runs it. Return ends it. Default quota is 200 modules.

Sources and go deeper

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

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

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

Contact attribute: A string key and value stored on the contact. Lambda, Lex, and Set contact attributes write them. Screen pop reads them.

Sources and go deeper

Use Connect Customer contact attributes - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/connect-contact-attributes.html> last checked 2026-10

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

Customer queue flow: The interruptible flow that runs while the customer waits, before an agent joins.

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

Whisper flow: Audio played to one party immediately before the customer and agent are joined.

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

Working queue: The queue selected by Set working queue. Transfer to queue uses it.

Sources and go deeper

Flow block in Connect Customer: Transfer to queue - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/transfer-to-queue.html> last checked 2026-10

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked

2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html>
last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html> last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html> last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor last checked 2026-10

Routing profile: The list of queues an agent can receive, with channel concurrency, priority, and delay.

Sources and go deeper

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked 2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html>
last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html> last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html> last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor last checked 2026-10

Priority: A number on a queue inside a routing profile. A lower number is served first.

Sources and go deeper

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked 2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html> last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html> last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html> last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)
https://en.wikipedia.org/wiki/Automatic_call_distributor last checked 2026-10

Delay: Seconds a contact must wait before an agent with that profile can receive it.

Sources and go deeper

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked 2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html> last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html> last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html> last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor last checked 2026-10

Routing criteria: Ordered steps that tighten or relax who can take the contact. The successor idea to precision-queue steps.

Sources and go deeper

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

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked 2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html> last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html> last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html> last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor last checked 2026-10

Proficiency: A level on a predefined attribute for an agent. Default quota is 10 proficiencies per agent.

Sources and go deeper

Connect Customer service quotas - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-service-limits.html> last checked 2026-10

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked 2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html>

last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html>

last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html>

last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor

last checked 2026-10

Queue: Where a contact waits. Standard queues hold customers. Agent queues hold transfers to a specific user, 10 contacts each by default.

Sources and go deeper

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html>

last checked 2026-10

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html>

last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html>

last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html>

last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor

last checked 2026-10

Hours of operation: The weekly schedule and time zone attached to a queue. Check hours of operation reads it. Overrides cover holidays.

Sources and go deeper

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html> last checked 2026-10

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked 2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html> last checked 2026-10

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html> last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor last checked 2026-10

Quick connect: A one-click transfer target: a user, a queue, or an external number.

Sources and go deeper

Create quick connects in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/quick-connects.html> last checked 2026-10

How Connect Customer uses routing profiles - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-routing.html> last checked 2026-10

Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-queues-standard-and-agent.html> last checked 2026-10

Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/set-hours-operation.html> last checked 2026-10

Automatic call distributor - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Automatic_call_distributor last checked 2026-10

DID: A direct inward dial number. In the US it is carried by one carrier and priced per day plus per minute.

Sources and go deeper

The voice channel in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-telephony.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

RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor (RFC)

<https://www.rfc-editor.org/info/rfc3550/> last checked 2026-10

Connect Customer service quotas - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-service-limits.html>
last checked 2026-10

Session Initiation Protocol - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Session_Initiation_Protocol last checked 2026-10

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

Toll-free number: A number the caller does not pay long-distance to dial. US toll-free numbers are registered with SOMOS and can use more than one carrier.

Sources and go deeper

The voice channel in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-telephony.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

RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor (RFC)

<https://www.rfc-editor.org/info/rfc3550/> last checked 2026-10

Connect Customer service quotas - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-service-limits.html>
last checked 2026-10

Session Initiation Protocol - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Session_Initiation_Protocol last checked 2026-10

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

UIFN: Universal International Freephone number. One of the four number types Connect sells, with DID, toll-free, and shared cost.

Sources and go deeper

Amazon Connect Customer Pricing Appendix - AWS (AWS docs)

<https://aws.amazon.com/products/connect/customer/pricing/appendix/> last checked 2026-10

The voice channel in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-telephony.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

RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor (RFC)

<https://www.rfc-editor.org/info/rfc3550/> last checked 2026-10

Connect Customer service quotas - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-service-limits.html> last checked 2026-10

Session Initiation Protocol - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Session_Initiation_Protocol last checked 2026-10

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

Porting: Moving a number from another carrier onto Connect. The quota page points you at the same Support form used for quota increases.

Sources and go deeper

Connect Customer service quotas - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-service-limits.html> last checked 2026-10

The voice channel in Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/concepts-telephony.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

RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor (RFC)
<https://www.rfc-editor.org/info/rfc3550/> last checked 2026-10

Session Initiation Protocol - Wikipedia (Wikipedia)
https://en.wikipedia.org/wiki/Session_Initiation_Protocol last checked 2026-10

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

CCP: Contact Control Panel. The browser phone and contact UI the agent uses.

Sources and go deeper

Set up your network to use the Connect Customer Contact Control Panel (CCP) - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-networking.html> last checked 2026-10

How Contact Control Panel (CCP) uses WebRTC - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-uses-webrtc.html> last checked 2026-10

GitHub - amazon-connect/amazon-connect-streams: Amazon Connect Streams - a browser-based contact center integration API, typically with CRM systems. • GitHub (community)
<https://github.com/amazon-connect/amazon-connect-streams> last checked 2026-10

RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor (RFC)
<https://www.rfc-editor.org/info/rfc8825/> last checked 2026-10

RFC 5766: Traversal Using Relays around NAT (TURN): Relay Extensions to Session Traversal Utilities for NAT (STUN) | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc5766/> last checked 2026-10

RFC 6455: The WebSocket Protocol | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc6455/> last checked 2026-10

WebRTC - Wikipedia (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> last checked 2026-10

Agent workspace: The fuller desktop around the CCP: profiles, cases, step-by-step views, and third-party apps.

Sources and go deeper

Customize the Connect Customer agent workspace - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/agent-workspace.html> last checked 2026-10

How Contact Control Panel (CCP) uses WebRTC - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-uses-webrtc.html> last checked 2026-10

Set up your network to use the Connect Customer Contact Control Panel (CCP) - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-networking.html> last checked 2026-10

GitHub - amazon-connect/amazon-connect-streams: Amazon Connect Streams - a browser-based contact center integration API, typically with CRM systems. • GitHub (community)
<https://github.com/amazon-connect/amazon-connect-streams> last checked 2026-10

RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor (RFC)
<https://www.rfc-editor.org/info/rfc8825/> last checked 2026-10

RFC 5766: Traversal Using Relays around NAT (TURN): Relay Extensions to Session Traversal Utilities for NAT (STUN) | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc5766/> last checked 2026-10

RFC 6455: The WebSocket Protocol | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc6455/> last checked 2026-10

WebRTC - Wikipedia (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> last checked 2026-10

Streams API: The amazon-connect-streams library. It embeds or replaces the CCP and listens to agent and contact events.

Sources and go deeper

GitHub - amazon-connect/amazon-connect-streams: Amazon Connect Streams - a browser-based contact center integration API, typically with CRM systems. • GitHub (community)
<https://github.com/amazon-connect/amazon-connect-streams> last checked 2026-10

How Contact Control Panel (CCP) uses WebRTC - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-uses-webrtc.html> last checked 2026-10

Set up your network to use the Connect Customer Contact Control Panel (CCP) - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-networking.html> last checked 2026-10

RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc8825/> last checked 2026-10

RFC 5766: Traversal Using Relays around NAT (TURN): Relay Extensions to Session Traversal Utilities for NAT (STUN) | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc5766/> last checked 2026-10

RFC 6455: The WebSocket Protocol | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc6455/> last checked 2026-10

WebRTC - Wikipedia (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> last checked 2026-10

Softphone media: The WebRTC audio path. It needs outbound UDP 3478 to the Regional TurnNlb domain.

Sources and go deeper

How Contact Control Panel (CCP) uses WebRTC - Amazon Connect Customer (AWS docs) <https://docs.aws.amazon.com/connect/latest/adminguide/ccp-uses-webrtc.html> last checked 2026-10

Set up your network to use the Connect Customer Contact Control Panel (CCP) - Amazon Connect Customer (AWS docs) <https://docs.aws.amazon.com/connect/latest/adminguide/ccp-networking.html> last checked 2026-10

GitHub - amazon-connect/amazon-connect-streams: Amazon Connect Streams - a browser-based contact center integration API, typically with CRM systems. • GitHub (community) <https://github.com/amazon-connect/amazon-connect-streams> last checked 2026-10

RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc8825/> last checked 2026-10

RFC 5766: Traversal Using Relays around NAT (TURN): Relay Extensions to Session Traversal Utilities for NAT (STUN) | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc5766/> last checked 2026-10

RFC 6455: The WebSocket Protocol | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc6455/> last checked 2026-10

WebRTC - Wikipedia (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> last checked 2026-10

TURN: The relay used when the browser cannot send media directly. The error text names

turn:TurnNlb-....elb.region.amazonaws.com:3478.

Sources and go deeper

Contact Control Panel (CCP) Issues - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/common-ccp-issues.html> last checked 2026-10

How Contact Control Panel (CCP) uses WebRTC - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-uses-webrtc.html> last checked 2026-10

Set up your network to use the Connect Customer Contact Control Panel (CCP) - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/ccp-networking.html> last checked 2026-10

GitHub - amazon-connect/amazon-connect-streams: Amazon Connect Streams - a browser-based contact center integration API, typically with CRM systems. • GitHub (community)

<https://github.com/amazon-connect/amazon-connect-streams> last checked 2026-10

RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor (RFC)

<https://www.rfc-editor.org/info/rfc8825/> last checked 2026-10

RFC 5766: Traversal Using Relays around NAT (TURN): Relay Extensions to Session Traversal Utilities for NAT (STUN) | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc5766/> last checked 2026-10

RFC 6455: The WebSocket Protocol | RFC Editor (RFC) <https://www.rfc-editor.org/info/rfc6455/> last checked 2026-10

WebRTC - Wikipedia (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> last checked 2026-10

Lex V2: The bot service Get customer input calls. Connect stores intent and slots on the contact.

Sources and go deeper

Add an Amazon Lex bot to Connect Customer - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-lex.html> last checked 2026-10

What is Amazon Lex V2? - Amazon Lex (AWS docs)

<https://docs.aws.amazon.com/lexv2/latest/dg/what-is.html> last checked 2026-10

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

Amazon Lex - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Lex last checked 2026-10

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

Intent: What Lex thinks the caller wants. The flow branches on it.

Sources and go deeper

Add an Amazon Lex bot to Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-lex.html> last checked 2026-10

What is Amazon Lex V2? - Amazon Lex (AWS docs)
<https://docs.aws.amazon.com/lexv2/latest/dg/what-is.html> last checked 2026-10

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

Amazon Lex - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Lex last checked 2026-10

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

Slot: A value Lex fills, such as an order id. The flow copies it into an attribute.

Sources and go deeper

Add an Amazon Lex bot to Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-lex.html> last checked 2026-10

What is Amazon Lex V2? - Amazon Lex (AWS docs)
<https://docs.aws.amazon.com/lexv2/latest/dg/what-is.html> last checked 2026-10

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

Amazon Lex - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Lex last checked 2026-10

Interactive voice response - Wikipedia (Wikipedia)

https://en.wikipedia.org/wiki/Interactive_voice_response last checked 2026-10

Agent assist: The 4 Aug 2026 name for the feature previously called Amazon Q in Connect, which itself included Wisdom.

Sources and go deeper

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

Amazon Connect Customer Voice ID end of support - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazonconnect-voiceid-end-of-support.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)

<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> last checked 2026-10

confirm. Amazon Q in Connect (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-q-connect.html> last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.

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

Amazon Q in Connect: The 2023 name for generative assistance. The admin guide renamed it agent assist on 4 Aug 2026. IAM still shows the wisdom prefix.

Sources and go deeper

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

Amazon Connect Customer Voice ID end of support - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazonconnect-voiceid-end-of-support.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)

<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> 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

confirm. Amazon Q in Connect (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-q-connect.html> last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.

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

Wisdom: The 2020 preview name for agent search and recommendations. Folded into Amazon Q in Connect on 28 Nov 2023.

Sources and go deeper

Amazon Connect ? Now Smarter and More Integrated With Third-Party Tools | AWS News Blog (AWS docs) <https://aws.amazon.com/blogs/aws/amazon-connect-smarter-and-more-integrated/> last checked 2026-10

Amazon Connect Customer Voice ID end of support - Amazon Connect Customer (AWS docs) <https://docs.aws.amazon.com/connect/latest/adminguide/amazonconnect-voiceid-end-of-support.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs) <https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> 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

confirm. Amazon Q in Connect (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-q-connect.html> last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.

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

Connect assistant block: Associates an AI agents domain with the contact so recommendations can run.

Sources and go deeper

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

Amazon Connect Customer Voice ID end of support - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazonconnect-voiceid-end-of-support.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)

<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> 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

confirm. Amazon Q in Connect (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-q-connect.html> last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.

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

Agentic CX: A block that hands the contact to an Agentic CX Designer application and routes on the exit condition.

Sources and go deeper

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

Amazon Connect Customer Voice ID end of support - Amazon Connect Customer (AWS docs)

<https://docs.aws.amazon.com/connect/latest/adminguide/amazonconnect-voiceid-end-of-support.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)

<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> 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

confirm. Amazon Q in Connect (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-q-connect.html> last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.

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

Live Sync: The 4 Aug 2026 name for Voice+. Priced at 0.01 USD per minute on top of the channel. Trial through 30 Nov 2026 is not billed.

Sources and go deeper

Amazon Connect Customer Pricing Appendix - AWS (AWS docs)
<https://aws.amazon.com/products/connect/customer/pricing/appendix/> last checked 2026-10

Amazon Connect Customer Voice ID end of support - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/amazonconnect-voiceid-end-of-support.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)
<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> 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

confirm. Amazon Q in Connect (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/amazon-q-connect.html> last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.

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

Conversational analytics: The 4 Aug 2026 name for Contact Lens: transcripts, sentiment, redaction, summaries, and categories.

Sources and go deeper

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)
<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/>
last checked 2026-10

Connect Customer agent event streams - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/agent-event-streams.html> last checked 2026-10

Connect Customer contact events - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/contact-events.html> last checked 2026-10

Integrate Amazon Connect with Amazon Kinesis | AWS re:Post (community)
<https://repost.aws/knowledge-center/connect-integrate-kinesis> last checked 2026-10

What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams (AWS docs)
<https://docs.aws.amazon.com/streams/latest/dev/introduction.html> last checked 2026-10

Amazon Kinesis - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Kinesis last checked 2026-10

Contact Lens: The former name of conversational analytics. The product page says the function remains.

Sources and go deeper

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

Connect Customer agent event streams - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/agent-event-streams.html> last checked 2026-10

Connect Customer contact events - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/contact-events.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)
<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/>
last checked 2026-10

Integrate Amazon Connect with Amazon Kinesis | AWS re:Post (community)
<https://repost.aws/knowledge-center/connect-integrate-kinesis> last checked 2026-10

What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams (AWS docs)
<https://docs.aws.amazon.com/streams/latest/dev/introduction.html> last checked 2026-10

Amazon Kinesis - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Kinesis last checked 2026-10

Real-time analytics: Rules on a live contact, announced 1 Dec 2020. Default quota is 300 concurrent real-time analytics calls.

Sources and go deeper

Amazon Connect ? Now Smarter and More Integrated With Third-Party Tools | AWS News Blog (AWS docs) <https://aws.amazon.com/blogs/aws/amazon-connect-smarter-and-more-integrated/> last checked 2026-10

Connect Customer agent event streams - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/agent-event-streams.html> last checked 2026-10

Connect Customer contact events - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/contact-events.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)
<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> last checked 2026-10

Integrate Amazon Connect with Amazon Kinesis | AWS re:Post (community)
<https://repost.aws/knowledge-center/connect-integrate-kinesis> last checked 2026-10

What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams (AWS docs)
<https://docs.aws.amazon.com/streams/latest/dev/introduction.html> last checked 2026-10

Amazon Kinesis - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Kinesis last checked 2026-10

Post-contact summary: A generated summary after the contact. Preview 28 Nov 2023, generally available 25 Mar 2024.

Sources and go deeper

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

Connect Customer agent event streams - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/agent-event-streams.html> last checked 2026-10

Connect Customer contact events - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/contact-events.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)
<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> last checked 2026-10

Integrate Amazon Connect with Amazon Kinesis | AWS re:Post (community)
<https://repost.aws/knowledge-center/connect-integrate-kinesis> last checked 2026-10

What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams (AWS docs)
<https://docs.aws.amazon.com/streams/latest/dev/introduction.html> last checked 2026-10

Amazon Kinesis - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Kinesis last checked 2026-10

Evaluation form: A quality scorecard. Preview 29 Nov 2022, generally available 26 Apr 2023.
Now part of performance evaluations.

Sources and go deeper

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

Connect Customer agent event streams - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/agent-event-streams.html> last checked 2026-10

Connect Customer contact events - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/contact-events.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)
<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> last checked 2026-10

Integrate Amazon Connect with Amazon Kinesis | AWS re:Post (community)
<https://repost.aws/knowledge-center/connect-integrate-kinesis> last checked 2026-10

What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams (AWS docs)
<https://docs.aws.amazon.com/streams/latest/dev/introduction.html> last checked 2026-10

Amazon Kinesis - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Kinesis last checked 2026-10

CTR: Contact trace record. The JSON document for a finished contact, streamed to Kinesis or Firehose.

Sources and go deeper

Integrate Amazon Connect with Amazon Kinesis | AWS re:Post (community)
<https://repost.aws/knowledge-center/connect-integrate-kinesis> last checked 2026-10

Connect Customer agent event streams - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/agent-event-streams.html> last checked 2026-10

Connect Customer contact events - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/contact-events.html> last checked 2026-10

Contact Lens for Amazon Connect is now generally available - AWS (AWS docs)
<https://aws.amazon.com/about-aws/whats-new/2020/07/contact-lens-amazon-connect-now-generally-available/> last checked 2026-10

What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams (AWS docs)
<https://docs.aws.amazon.com/streams/latest/dev/introduction.html> last checked 2026-10

Amazon Kinesis - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Amazon_Kinesis last checked 2026-10

179 terms are in the HTML sheet. This PDF keeps the first 40.

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

CypherMonkey • Amazon Connect Lab

cyphermonkeylabs.com • github.com/CypherMonkeyLabs • github.com/CypherMonkeyLabs/amazon-connect-lab-free

Independent educational project, not affiliated with or endorsed by any vendor. Trademarks belong to their owners. M

Work with us and report a concern: cyphermonkeylabs.com/#contact