

Ports and protocols

Agent workstation path for the Contact Control Panel. Confirm the current admin guide before you change a firewall.

CCP and admin signaling: TCP 443 Outbound to The instance domain (*.my.connect.aws) and the other domains on the documented allow list. Option 1 in the network guide is a domain allow list. Option 2, the AWS IP ranges, is documented as not recommended.

Softphone media: UDP 3478 Outbound to TurnNlb-*.elb.<region>.amazonaws.com in the instance Region. The usual failure string names turn:TurnNlb and port 3478. Media should not hairpin through a VPN.

Return media on a stateless firewall: UDP Browser ephemeral range Back to the browser to The agent workstation. There is no lasting pin. A stateless firewall has to allow the browser's ephemeral UDP range. The exact range depends on the OS, so this row does not invent a number.

ICE failure symptom: UDP and DNS 3478 Outbound to The same TURN name, resolved from the agent PC. ice_collection_timeout means the browser never gathered candidates. Resolve TurnNlb from that PC, not from a jump host.

Allow-list proof: TCP and UDP 443 and 3478 Outbound to The domains in the allow list. Test more than 200 calls. An error rate above 2 percent points at proxy or DNS resolution.

Video: Chime media Not copied here Outbound to An Amazon Chime subnet, in addition to the softphone path. UNVERIFIED as a port list. The network lesson says video adds a Chime subnet and does not support VDI. Confirm the current port table on the video page before you ticket a firewall change.

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

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

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

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