

Troubleshooting tree

Pick the symptom, then the capture. Change one thing.

No audio, agent shows Available ? Microphone permission, then UDP 3478, then VPN on the media path. (lab webrtc)

ice_collection_timeout ? DNS for TurnNlb from that PC. (lab webrtc)

Flow error and an empty Lambda log ? Association and the Lambda resource policy. AccessDenied never reaches your function. (lab lambda-sim)

Lambda log is fine and the flow took Error ? Response shape or the 8-second wait. (lab lambda-sim)

Caller hears silence and the contact ends ? An error branch is not connected. Read the flow log for that ContactId. (lab flow-log-reader)

Wrong queue answers ? Priority and delay on the profile, not the queue name. (lab routing-designer)

Recording missing ? Block enabled, bucket policy, key policy, then one new test call. (lab find-fault)

CTR missing after a minute ? Wait. Five quiet minutes is the point to read Firehose errors. (lab ctr-inspector)

Screen pop is the wrong person ? ANI matched a household. Pop the account id the flow collected. (lab ecosystem-map)

WFM adherence is blank ? One agent event, a status map, and a published schedule. (lab wfm-adherence)

911 would reach headquarters ? The stored profile address is stale. Validate, store, test with 933. (lab e911-checker)

Sources and go deeper

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

Troubleshoot Lambda function failures in Amazon Connect | AWS re:Post (community)
<https://repost.aws/knowledge-center/connect-lambda-function-failures> 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

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

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

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