

Cited through the 14 October 2026 read. The last row is unverified by design.

2026-04-28 Amazon Connect becomes a family: Customer, Health, Decisions, and Talent. This campus teaches the contact center, called Amazon Connect Customer in the AWS News Blog. (Timeline citing AWS News Blog, 28 Apr 2026)

2026-05-20 Voice ID end of support: After this date the feature is gone from the console, the admin website, the CCP, and Voice ID resources. New customers had already stopped on 20 May 2025. (Voice ID end of support)

2026-08-04 Admin guide renames: Contact Lens becomes conversational analytics. Amazon Q in Connect becomes agent assist. Forecasting, capacity planning, and scheduling becomes forecasting and agent scheduling. Voice+ becomes Live Sync. (Timeline citing document history, 4 Aug 2026)

2026-08-31 Cross-region routing: Global Resiliency can route contacts to agents across two linked Regions. Pairs remain the published ones. (Set up Global Resiliency)

2026-09-02 Agentic CX designer and Live Sync: Agentic CX designer is generally available. Live Sync is generally available the same day. The pricing appendix describes a trial through 30 November 2026 that is not billed. (Pricing appendix, read for this campus on 14 Oct 2026)

After 2026-10-14 Anything newer than this read: UNVERIFIED. This campus was checked against the timeline compilation dated 25 September 2026 and the pricing appendix as read on 14 October 2026. Open What's New before you quote a feature announced after that. (AWS What's New)

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

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

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

Amazon Web Services - Wikipedia (Wikipedia)

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

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