

Independent study lab

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Contact: <https://cyphermonkeylabs.com/#contact>

Flashcards

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. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10

- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10

- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor](#) RFC. last checked 2026-10
- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor](#) RFC. last checked 2026-10

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor](#) RFC. last checked 2026-10
- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [**RFC 3261: SIP: Session Initiation Protocol | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor**](#) RFC. last checked 2026-10
- [**Session Initiation Protocol - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**Call centre - Wikipedia**](#) Wikipedia. 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. last checked 2026-10
- [**How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer**](#) AWS docs. 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. last checked 2026-10
- [**RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 6455: The WebSocket Protocol | RFC Editor**](#) RFC. last checked 2026-10
- [**WebRTC - Wikipedia**](#) Wikipedia. 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. last checked 2026-10

- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10

- [**RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 6455: The WebSocket Protocol | RFC Editor**](#) RFC. last checked 2026-10
- [**WebRTC - Wikipedia**](#) Wikipedia. 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. last checked 2026-10
- [**What is Amazon Lex V2? - Amazon Lex**](#) AWS docs. last checked 2026-10
- [**Use the flow designer in Connect Customer to create flows - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**Amazon Lex - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**Interactive voice response - Wikipedia**](#) Wikipedia. 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. last checked 2026-10
- [**What is Amazon Lex V2? - Amazon Lex**](#) AWS docs. last checked 2026-10
- [**Use the flow designer in Connect Customer to create flows - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**Amazon Lex - Wikipedia**](#) Wikipedia. last checked 2026-10

- [Interactive voice response - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [What is Amazon Lex V2? - Amazon Lex](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Amazon Lex - Wikipedia](#) Wikipedia. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Call centre - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. 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. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Call centre - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. 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. last checked 2026-10

- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Call centre - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. 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. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Call centre - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. 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. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [**Call centre - Wikipedia**](#) Wikipedia. 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. last checked 2026-10
- [**Amazon Connect Customer Voice ID end of support - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**Contact Lens for Amazon Connect is now generally available - AWS**](#) AWS docs. 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. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [**Call centre - Wikipedia**](#) Wikipedia. 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. last checked 2026-10

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10

- [Amazon Kinesis - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. 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. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Agent event stream

Near real-time Kinesis stream of login, logout, status, and contact join. This is the WFM adherence feed.

Sources and go deeper

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Flow log

A CloudWatch log of each block. Set logging behavior turns it on. The log group is under the instance.

Sources and go deeper

- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10

- [Troubleshoot Lambda function failures in Amazon Connect](#) | [AWS re:Post](#) community. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\)](#) | [RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

Lambda synchronous timeout

At most 8 seconds. The function's own timeout can be longer. The flow still takes the Error or Timeout branch at 8 seconds.

Sources and go deeper

- [Flow block in Connect Customer: AWS Lambda function - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is AWS Lambda? - AWS Lambda](#) AWS docs. last checked 2026-10
- [Troubleshoot Lambda function failures in Amazon Connect](#) | [AWS re:Post](#) community. last checked 2026-10
- [AWS Lambda - Wikipedia](#) Wikipedia. last checked 2026-10

Lambda asynchronous mode

The flow continues without waiting. You can wait up to 60 seconds with a Wait block. A sequence of Lambda calls must finish within 20 seconds.

Sources and go deeper

- [Flow block in Connect Customer: AWS Lambda function - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is AWS Lambda? - AWS Lambda](#) AWS docs. last checked 2026-10
- [Troubleshoot Lambda function failures in Amazon Connect](#) | [AWS re:Post](#) community. last checked 2026-10

- [AWS Lambda - Wikipedia](#) Wikipedia. last checked 2026-10

String map

A flat object of string keys and string values. One of the two Lambda response shapes.

Sources and go deeper

- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Flow block in Connect Customer: AWS Lambda function - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is AWS Lambda? - AWS Lambda](#) AWS docs. last checked 2026-10
- [Troubleshoot Lambda function failures in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [AWS Lambda - Wikipedia](#) Wikipedia. last checked 2026-10

Customer Profiles

The profile store. Connect-generated profiles are priced differently from profiles that contain imported data.

Sources and go deeper

- [Amazon Connect Customer Pricing Appendix - AWS](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Identity resolution

The rules that merge profile records from CRM, orders, and contacts into one customer.

Sources and go deeper

- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Case

A durable issue that can span many contacts. Cases became generally available on 3 Oct 2022.

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. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Task

A unit of work with no live media. Default concurrent quota is 2500. Tasks can be scheduled up to 90 days ahead.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Security profile

What a user may do in the admin site and the CCP. Different from an IAM policy.

Sources and go deeper

- [List of security profile permissions in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [AWS Key Management Service - AWS Key Management Service](#) AWS docs. last checked 2026-10
- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
- [Identity and access management - Wikipedia](#) Wikipedia. last checked 2026-10
- [SAML - Wikipedia](#) Wikipedia. last checked 2026-10
- [Transport Layer Security - Wikipedia](#) Wikipedia. last checked 2026-10

IAM policy

What an AWS principal may call. Connect, Profiles, Cases, and agent assist use different IAM prefixes.

Sources and go deeper

- **confirm** Service authorization, connect. AWS docs. last checked 2026-10. Opened 2026-10. The link opened the Service Authorization Reference home, not the Connect action list.

- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [AWS Key Management Service - AWS Key Management Service](#) AWS docs. last checked 2026-10
- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
- [Identity and access management - Wikipedia](#) Wikipedia. last checked 2026-10
- [SAML - Wikipedia](#) Wikipedia. last checked 2026-10
- [Transport Layer Security - Wikipedia](#) Wikipedia. last checked 2026-10

Service-linked role

The role AWS creates so Connect can write to S3, CloudWatch, and other services you name.

Sources and go deeper

- [Use service-linked roles and role permissions for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [AWS Key Management Service - AWS Key Management Service](#) AWS docs. last checked 2026-10
- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
- [Identity and access management - Wikipedia](#) Wikipedia. last checked 2026-10
- [SAML - Wikipedia](#) Wikipedia. last checked 2026-10
- [Transport Layer Security - Wikipedia](#) Wikipedia. last checked 2026-10

KMS key policy

The key's own allow list. Recordings stay unreadable if the key does not trust the Connect role.

Sources and go deeper

- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [AWS Key Management Service - AWS Key Management Service](#) AWS docs. last checked 2026-10
- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
- [Identity and access management - Wikipedia](#) Wikipedia. last checked 2026-10
- [SAML - Wikipedia](#) Wikipedia. last checked 2026-10
- [Transport Layer Security - Wikipedia](#) Wikipedia. last checked 2026-10

SAML

The federated sign-in option. The assertion must carry the routing profile, security profile, and role.

Sources and go deeper

- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [**RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor**](#) RFC. last checked 2026-10
- [**Identity and access management - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**SAML - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**Transport Layer Security - Wikipedia**](#) Wikipedia. last checked 2026-10

IAM Identity Center

A common identity provider in front of Connect. It still speaks SAML to the instance.

Sources and go deeper

- [**Configure SAML with IAM for Connect Customer - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**Security in Connect Customer - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**Encryption at rest in Connect Customer - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**AWS Key Management Service - AWS Key Management Service**](#) AWS docs. last checked 2026-10
- [**RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor**](#) RFC. last checked 2026-10
- [**Identity and access management - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**SAML - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**Transport Layer Security - Wikipedia**](#) Wikipedia. last checked 2026-10

Global Resiliency

The supported multi-Region design. Pairs are us-east-1 with us-west-2, eu-central-1 with eu-west-2, and ap-northeast-1 with ap-northeast-3.

Sources and go deeper

- [**Set up Connect Customer Global Resiliency - Amazon Connect Customer**](#) AWS docs. last checked 2026-10

- [Create a replica of your existing Connect Customer instance - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Traffic distribution group

The object that splits telephony and agent sign-in across the two Regions in 10 percent steps.

Sources and go deeper

- [Set up Connect Customer Global Resiliency - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create a replica of your existing Connect Customer instance - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Replica instance

The linked instance created by ReplicateInstance. Flows, users, queues, and profiles are copied. S3 prompts are not.

Sources and go deeper

- [Create a replica of your existing Connect Customer instance - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up Connect Customer Global Resiliency - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10

- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Connect Customer

The name used from 28 Apr 2026 for the contact center product previously called Amazon Connect.

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. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Connect Customer Basic

The form of the product that does not include every Connect Customer feature. Voice on this form is listed at 0.018 USD per minute plus telephony.

Sources and go deeper

- [Amazon Connect Customer Pricing Appendix - AWS](#) AWS docs. last checked 2026-10
- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [AWS Key Management Service - AWS Key Management Service](#) AWS docs. last checked 2026-10
- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [**RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor**](#) RFC. last checked 2026-10
- [**Identity and access management - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**SAML - Wikipedia**](#) Wikipedia. last checked 2026-10
- [**Transport Layer Security - Wikipedia**](#) Wikipedia. last checked 2026-10

Voice ID

Caller authentication and a fraudster watchlist. New customers stopped 20 May 2025. Support ended 20 May 2026.

Sources and go deeper

- [**Amazon Connect Customer Voice ID end of support - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**Contact Lens for Amazon Connect is now generally available - AWS**](#) AWS docs. 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. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [**Call centre - Wikipedia**](#) Wikipedia. last checked 2026-10

Outbound campaign

Proactive voice, SMS, or email. The name replaced high-volume outbound communications on 20 Jun 2022. Voice minutes are 0.045 USD on Connect Customer.

Sources and go deeper

- [**Amazon Connect Customer Pricing Appendix - AWS**](#) AWS docs. last checked 2026-10
- [**Connect Customer service quotas - Amazon Connect Customer**](#) AWS docs. last checked 2026-10

- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Check call progress

The block that branches on answering-machine detection. Campaign flows only.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Persistent chat

A chat that can go quiet without holding a concurrent-chat slot the way an abandoned idle chat does.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

WhatsApp

A third-party messaging channel counted inside the concurrent chat quota. Connect Customer prices the message at 0.014 USD before delivery fees.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Email thread

Replies within 90 days stay on the same thread. Later replies start a new one.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Data table

Rows the Data Table block can read or write inside a flow. Defaults: 100 tables, 5 primary attributes, 1000 values.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10

- [Troubleshoot contact flow errors in Amazon Connect](#) | [AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Show view

Renders a step-by-step view in the agent workspace.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

External Tool

Invokes a tool through an Amazon Bedrock AgentCore gateway.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. 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. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Start media streaming

Sends live customer audio to Kinesis Video Streams for a third-party recorder or bot.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Screen recording

Records the agent desktop. On the Basic price list it is 0.006 USD per minute.

Sources and go deeper

- [Amazon Connect Customer Pricing Appendix - AWS](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Forecasting and agent scheduling

The 4 Aug 2026 name for native WFM: forecast, capacity, schedules, and adherence.

Sources and go deeper

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Schedule adherence

How closely an agent's actual status matched the published schedule. Native metrics appear after schedules are published. Third-party WFM reads agent events.

Sources and go deeper

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Shrinkage

The fraction of paid time that is not handling contacts. Erlang staffing divides raw agents by one minus shrinkage.

Sources and go deeper

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Service level

The share of contacts answered inside a target wait. Queue.Duration on the CTR is the usual clock.

Sources and go deeper

- **confirm** Metrics. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Occupancy

Handle time plus ACW, divided by signed-in time that was available for work. Agent events supply the clocks.

Sources and go deeper

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10

- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

ACW

After contact work. The agent is still busy after the customer leaves. It counts in occupancy and in the concurrent task and email quotas.

Sources and go deeper

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

E911

US enhanced 911. For a US agent, Connect can send a validated civic address with a direct 911 call from the CCP.

Sources and go deeper

- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

933

The test number that reads back the originating number and the address. Use it instead of a real 911 test. A non-emergency 911 call is described as a 100 USD penalty.

Sources and go deeper

- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

CivicAddress

The contact attribute that carries the E911 address as a JSON string. Keys include country, A1, A3, HNO, RD, STS, and PC.

Sources and go deeper

- [Format a physical address for E911 to pass to Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

ValidateE911Address

The Amazon Chime API that checks an address against the Master Street Address Guide before you store it.

Sources and go deeper

- [Get and store an agent's validated physical address in your Connect Customer instance - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Salesforce CTI Adapter

A managed package plus a serverless app that embeds the CCP in Salesforce.

Sources and go deeper

- [Embed the Connect Customer Contact Control Panel \(CCP\) into Salesforce - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Docs | ServiceNow](#) community. last checked 2026-10
- [Streamline employee support with Amazon Connect and Microsoft Teams integration | AWS Contact Center](#) AWS docs. 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. last checked 2026-10
- [Salesforce - Wikipedia](#) Wikipedia. last checked 2026-10
- [ServiceNow - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

SCC-AC

Salesforce Contact Center with Amazon Connect. Voice stays on Connect. Messaging can be Connect or Salesforce.

Sources and go deeper

- [Salesforce Contact Center with Amazon Connect: Streamlining omnichannel customer engagement | AWS Contact Center](#) AWS docs. last checked 2026-10
- [Embed the Connect Customer Contact Control Panel \(CCP\) into Salesforce - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [GitHub - amazon-connect/amazon-connect-streams: Amazon Connect Streams - a browser-based contact center integration API, typically with CRM systems. · GitHub](#) community. last checked 2026-10
- [Salesforce - Wikipedia](#) Wikipedia. last checked 2026-10

- [ServiceNow - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

ServiceNow Voice

The ServiceNow integration that imports flows, maps queues to Advanced Work Assignment, and can attach AI voice agents.

Sources and go deeper

- [Docs | ServiceNow](#) community. last checked 2026-10
- [Embed the Connect Customer Contact Control Panel \(CCP\) into Salesforce - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Streamline employee support with Amazon Connect and Microsoft Teams integration | AWS Contact Center](#) AWS docs. last checked 2026-10
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- [Salesforce - Wikipedia](#) Wikipedia. last checked 2026-10
- [ServiceNow - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Teams chat bridge

A published pattern: a Teams app, Azure Bot Service, API Gateway, Lambda, and StartChatContact. It is chat, not a phone trunk.

Sources and go deeper

- [Streamline employee support with Amazon Connect and Microsoft Teams integration | AWS Contact Center](#) AWS docs. last checked 2026-10
- [Embed the Connect Customer Contact Control Panel \(CCP\) into Salesforce - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Salesforce - Wikipedia](#) Wikipedia. last checked 2026-10
- [ServiceNow - Wikipedia](#) Wikipedia. last checked 2026-10
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External voice connector

Analytics on audio that stays on another platform. The appendix lists 0.032 USD per minute and 100 USD per connector per day.

Sources and go deeper

- [Amazon Connect Customer Pricing Appendix - AWS](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor](#) RFC. last checked 2026-10
- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

CloudWatch

Metrics and flow logs. Alarm at 80 percent of a quota, which is the operations guidance in the email quota note.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Kinesis Data Streams

The durable stream for CTRs and agent events when more than one consumer must read them.

Sources and go deeper

- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Kinesis Data Firehose

The delivery path into S3. It buffers. Silence for five minutes is the point to check the error prefix.

Sources and go deeper

- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10

- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Kinesis Video Streams

Live audio for third-party recorders. Start media streaming opens it. Customer and agent audio are separate tracks.

Sources and go deeper

- [Set up live media streaming of customer audio in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

EventBridge

The bus for contact events if you want a rule, not a stream consumer.

Sources and go deeper

- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

S3 recording object

The WAV Connect writes when recording is on. Third-party QM tools often import this object plus the CTR.

Sources and go deeper

- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Erlang

The unit of traffic. One Erlang is one hour of call time in one hour. Calls per hour times AHT in hours.

Sources and go deeper

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Erlang C

The probability a contact waits when there are N agents and A Erlangs, assuming infinite queue and random arrivals.

Sources and go deeper

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

AHT

Average handle time. Talk plus hold plus ACW, unless your report defines it more narrowly. Say which one you used.

Sources and go deeper

- **confirm** Metrics. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
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- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Region pair

The only Regions Global Resiliency links. Osaka is a replica Region for Tokyo, and inbound delivery there can take up to 20 seconds.

Sources and go deeper

- [Create a replica of your existing Connect Customer instance - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up Connect Customer Global Resiliency - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Option 1 network allow list

Domains instead of the whole EC2 and CloudFront IP ranges. Recommended. Test more than 200 calls. An error rate above 2 percent means the proxy may be the problem.

Sources and go deeper

- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

Stateless firewall

Must allow the browser's ephemeral UDP range back in, or media fails even when 3478 is allowed outbound.

Sources and go deeper

- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

my.connect.aws

The current instance domain. awsapps.com is the old domain the docs say is going away.

Sources and go deeper

- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Configure SAML with IAM for Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
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- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Concurrent calls quota

Default 10 active PSTN and WebRTC calls. This is the first capacity gate on a new instance.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10

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- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Quota lead time

Small raises can be hours. Large ones can take up to three weeks. A worldwide raise can take months.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [AWS Key Management Service - AWS Key Management Service](#) AWS docs. last checked 2026-10
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- [Identity and access management - Wikipedia](#) Wikipedia. last checked 2026-10
- [SAML - Wikipedia](#) Wikipedia. last checked 2026-10
- [Transport Layer Security - Wikipedia](#) Wikipedia. last checked 2026-10

Cloud Practitioner

The foundational AWS Certification. It covers the shared vocabulary of accounts, Regions, and billing. It is not a Connect exam.

Sources and go deeper

- [**AWS Certification - Validate AWS Cloud Skills - Get AWS Certified**](#) AWS docs. last checked 2026-10
- [**What is Connect Customer? - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor**](#) RFC. last checked 2026-10
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- [**Amazon Web Services - Wikipedia**](#) Wikipedia. last checked 2026-10

Solutions Architect - Associate

The associate exam that best matches the AWS services a Connect design uses.

Sources and go deeper

- [**AWS Certification - Validate AWS Cloud Skills - Get AWS Certified**](#) AWS docs. last checked 2026-10
- [**What is Connect Customer? - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
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- [**AWS History and Timeline regarding Amazon Connect - Overview, Functions, Features, Summary of Updates, and Introduction to Amazon Connect Customer**](#) | [**hidekazu-ko**](#) community. last checked 2026-10
- [**Amazon Web Services - Wikipedia**](#) Wikipedia. last checked 2026-10

Communications Specialist badge

A Skill Builder and Credly badge. Pass mark is 80 percent. It is not an AWS Certification exam.

Sources and go deeper

- [**Elevating Amazon Connect digital enablement with learning plans and badges**](#) | [**AWS Contact Center**](#) AWS docs. last checked 2026-10

- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Advanced Networking - Specialty

The networking specialty exam. Last day to take it is 31 December 2026.

Sources and go deeper

- [AWS Certified Advanced Networking Specialty Certification | AWS Certification](#) | [AWS](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Calling search space

CUCM's list of partitions a phone may dial. The Connect cousin is a routing profile, and they do not configure each other.

Sources and go deeper

- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

CSQ

A UCCX contact service queue. Map it to a Connect queue, not to a routing profile.

Sources and go deeper

- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Precision queue

A UCCE queue with attribute steps. Map the steps to routing criteria, not to one flat skill group.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10

- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Finesse

The Cisco agent desktop. The Connect cousins are the CCP, the agent workspace, and a Streams application.

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. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

CUIC

Cisco Unified Intelligence Center. The Connect cousins are real-time metrics, historical metrics, and the CTR.

Sources and go deeper

- **confirm** Metrics. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10

- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

VDN

An Avaya vector directory number. Map it to a phone number plus the flow that number starts.

Sources and go deeper

- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Partition

CUCM's dial-plan bucket. Connect has no partitions. Numbers are claimed, ported, or reached with Transfer to phone number.

Sources and go deeper

- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Shared responsibility

AWS runs the Region, the softphone service, and the multi-tenant platform. You run flows, IAM, keys, numbers, quotas, and the agent network.

Sources and go deeper

- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. 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. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Flow language action

One JSON step. Types are contact, participant, interaction, or flow control.

Sources and go deeper

- [Connect Customer Flow language concepts - Amazon Connect](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Error branch

The path a block takes when it fails. An unconnected error branch ends the contact.

Sources and go deeper

- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Troubleshoot Lambda function failures in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

Screen pop

Opening the customer record when the contact arrives. Connect does this with attributes, Profiles, and a workspace app. It is not a CTI cable.

Sources and go deeper

- [Embed the Connect Customer Contact Control Panel \(CCP\) into Salesforce - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

AppIntegrations

The account-level service that attaches data and event integrations. Default is 20 data integrations per Region.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Hook

A supported place to attach the next system: a stream, an event, a block, or a workspace view. Build on a hook instead of scraping the CCP.

Sources and go deeper

- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10

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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Mind map

The one-page picture of which system owns telephony, the agent, the record, the score, and the emergency call.

Sources and go deeper

- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Quality management

Scoring contacts against a form, coaching from the score, and keeping the recording that proves it.

Sources and go deeper

- **confirm** Evaluation forms. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Redaction

Removing sensitive data from a transcript or recording. Conversational analytics can redact. Confirm the rule before you promise a regulator it is on.

Sources and go deeper

- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Category

A rules match on words, sentiment, or silence. Supervisors subscribe to categories. They are not intents.

Sources and go deeper

- [Amazon Connect – Now Smarter and More Integrated With Third-Party Tools | AWS News Blog](#) AWS docs. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Intraday forecast

A rest-of-day volume prediction. Native forecasting updates it every 15 minutes.

Sources and go deeper

- [Workforce Forecasting & Scheduling - Amazon Connect Customer - AWS](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10

- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Capacity plan

How many agents you need for a service level, a handle time, and a shrinkage assumption.

Sources and go deeper

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Time-off rule

The constraint native scheduling uses when an agent requests leave. It is not the same object as hours of operation.

Sources and go deeper

- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Origination number

The caller ID sent with an outbound or 911 call. Responders can call it back only if that number accepts inbound calls.

Sources and go deeper

- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Master Street Address Guide

The address database ValidateE911Address checks. A free-typed address is not enough.

Sources and go deeper

- [Get and store an agent's validated physical address in your Connect Customer instance - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

On-site notification

The task the 911 whisper flow creates so security or HR knows a 911 call was placed.

Sources and go deeper

- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use Connect Customer Customer Profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Dual-run

Keeping the old platform and Connect both able to receive the number while you compare flows, reports, and failover.

Sources and go deeper

- [Set up Connect Customer Global Resiliency - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Rollback

The tested path back to the old platform or the other Region. A port without a rollback date is not a plan.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Get metrics block

Reads real-time queue and agent metrics into attributes so a flow can branch on them.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Interrupt agent

Offers a contact to a named agent even if that agent is at maximum concurrency or in a custom status.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Touchtone buffer

Lets the caller type ahead. Set Touchtone Buffer Behavior controls it.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Distribute by percentage

Sends a share of contacts down each branch. Use it for a measured pilot, not for skills.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Analytics data lake

Zero-ETL contact data that Athena or QuickSight can query. Previewed 28 Nov 2023.

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. last checked 2026-10

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

GetMetricDataV2

The metrics API you want for new dashboards. It is the current metrics call, as opposed to the older GetMetricData.

Sources and go deeper

- [GetMetricDataV2 - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Historical metrics

Interval reports: 15 minutes, 30 minutes, daily, or total. They are not the real-time board.

Sources and go deeper

- **confirm** Metrics. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Real-time metrics

The live agent, queue, and routing-profile board. It is eventually consistent. Do not use it as a per-call audit.

Sources and go deeper

- **confirm** Real-time metrics. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10

- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

CloudFormation AWS::Connect::ContactFlow

A stack resource whose content is flow-language JSON. Use it to move a flow between instances.

Sources and go deeper

- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: AWS Lambda function - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is AWS Lambda? - AWS Lambda](#) AWS docs. last checked 2026-10
- [Troubleshoot Lambda function failures in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [AWS Lambda - Wikipedia](#) Wikipedia. last checked 2026-10

Terraform aws_connect_bot_association

Attaches a Lex V2 alias to the instance. The flow still has to select that alias.

Sources and go deeper

- [Terraform Registry: connect_bot_association](#) community. last checked 2026-10
- [Add an Amazon Lex bot to Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Amazon Lex V2? - Amazon Lex](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Amazon Lex - Wikipedia](#) Wikipedia. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Resource policy

A policy on the resource, such as Lambda, that allows connect.amazonaws.com to invoke it. An identity policy on a user is not enough.

Sources and go deeper

- [Troubleshoot Lambda function failures in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Flow block in Connect Customer: AWS Lambda function - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is AWS Lambda? - AWS Lambda](#) AWS docs. last checked 2026-10
- [AWS Lambda - Wikipedia](#) Wikipedia. last checked 2026-10

32 KB response

The practical ceiling called out for a Lambda payload Connect will consume. Larger or nested payloads take the error branch when the block expects a string map.

Sources and go deeper

- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Flow block in Connect Customer: AWS Lambda function - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is AWS Lambda? - AWS Lambda](#) AWS docs. last checked 2026-10
- [Troubleshoot Lambda function failures in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [AWS Lambda - Wikipedia](#) Wikipedia. last checked 2026-10

Claimed number

A number Connect hosts. The default quota is 10 per instance, and the first claim can still fail until Support clears it.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor](#) RFC. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Shared cost number

A number type where the caller pays a local share. Sold per day, like DID, toll-free, and UIFN.

Sources and go deeper

- [Amazon Connect Customer Pricing Appendix - AWS](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [RFC 3550: RTP: A Transport Protocol for Real-Time Applications | RFC Editor](#) RFC. last checked 2026-10
- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

In-app calling

Voice from a web or mobile widget. Audio is an extra 0.010 USD per minute on top of the voice service charge.

Sources and go deeper

- [Amazon Connect Customer Pricing Appendix - AWS](#) AWS docs. last checked 2026-10
- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Video connection

0.015 USD per minute per participant in the appendix, plus the voice charge. Video calling does not support VDI.

Sources and go deeper

- [Agent workstation requirements for app, web, and video calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Apple Messages for Business

Counted in the concurrent chat quota with SMS and WhatsApp.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Campaign concurrent calls

Default quota is 0. Until you raise it, campaign calls hear a fast busy.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

User hierarchy

Up to five levels of groups for reporting lines. The quota is 500 groups across all levels.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

Agent status

Available, offline, or a custom status. The quota is 50 statuses and it is not adjustable.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10
- [RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor](#) RFC. last checked 2026-10
- [RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor](#) RFC. last checked 2026-10
- [RFC 6455: The WebSocket Protocol | RFC Editor](#) RFC. last checked 2026-10
- [WebRTC - Wikipedia](#) Wikipedia. last checked 2026-10

After contact work timeout

How long ACW may last. Per-channel auto-accept and ACW timeouts were called out in the February 2026 document history.

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. last checked 2026-10
- [How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer](#) AWS docs. 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. last checked 2026-10

- [**RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 6455: The WebSocket Protocol | RFC Editor**](#) RFC. last checked 2026-10
- [**WebRTC - Wikipedia**](#) Wikipedia. last checked 2026-10

Step-by-step guide

A view that tells the agent the next click. Previewed in the workspace on 29 Nov 2022.

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. last checked 2026-10
- [**How Contact Control Panel \(CCP\) uses WebRTC - Amazon Connect Customer**](#) AWS docs. last checked 2026-10
- [**Set up your network to use the Connect Customer Contact Control Panel \(CCP\) - Amazon Connect Customer**](#) AWS docs. 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. last checked 2026-10
- [**RFC 8825: Overview: Real-Time Protocols for Browser-Based Applications | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 5766: Traversal Using Relays around NAT \(TURN\): Relay Extensions to Session Traversal Utilities for NAT \(STUN\) | RFC Editor**](#) RFC. last checked 2026-10
- [**RFC 6455: The WebSocket Protocol | RFC Editor**](#) RFC. last checked 2026-10
- [**WebRTC - Wikipedia**](#) Wikipedia. last checked 2026-10

Knowledge base

The content agent assist searches. Default quota is 10 knowledge bases and 5000 content items each.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. 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. last checked 2026-10
- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Guardrail

The control that keeps a generated answer inside the knowledge you provided. If you cannot show the source article, do not treat the answer as a fact.

Sources and go deeper

- **confirm** Agent assist. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Amazon Connect Customer Voice ID end of support - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. 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. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Fallback intent

The Lex intent used when nothing else matches. Point it at a person, not at a loop.

Sources and go deeper

- [Add an Amazon Lex bot to Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Amazon Lex V2? - Amazon Lex](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Amazon Lex - Wikipedia](#) Wikipedia. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

DTMF

Keypad tones. Get customer input and Store customer input read them. Lex can also consume them.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Add an Amazon Lex bot to Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Amazon Lex V2? - Amazon Lex](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Amazon Lex - Wikipedia](#) Wikipedia. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

SSML

Markup for text-to-speech. Set voice chooses the language and voice the prompt uses.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Prompt

A stored audio file or a TTS string. Default quota is 500 prompts.

Sources and go deeper

- [Connect Customer service quotas - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Disconnect flow

Runs after the contact ends. Use it for surveys. Do not use it to keep the caller on the line.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Hold flow

What the customer hears on hold. Loop prompts is the usual block.

Sources and go deeper

- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer Flow language - Amazon Connect](#) AWS docs. last checked 2026-10
- [Troubleshoot contact flow errors in Amazon Connect | AWS re:Post](#) community. last checked 2026-10
- [Interactive voice response - Wikipedia](#) Wikipedia. last checked 2026-10

Callback

Set callback number, then a queue callback, so the caller does not wait on the phone. The queue still needs agents.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Queue callback

A contact that waits without an open media leg, then Connect dials the customer when an agent is free.

Sources and go deeper

- **confirm** Queue callbacks. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Transfer to phone number

Sends the contact to the PSTN. This is how Connect reaches a CUCM route point or a Teams Phone number.

Sources and go deeper

- [Flow block in Connect Customer: Transfer to phone number - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Side-by-side

CUCM or Webex keeps enterprise extensions. Connect keeps the public contact center number. They meet by transfer, not by a shared dial plan.

Sources and go deeper

- [Flow block in Connect Customer: Transfer to phone number - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Embed the Connect Customer Contact Control Panel \(CCP\) into Salesforce - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Streamline employee support with Amazon Connect and Microsoft Teams integration | AWS Contact Center](#) AWS docs. 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. last checked 2026-10
- [Salesforce - Wikipedia](#) Wikipedia. last checked 2026-10
- [ServiceNow - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Webex Contact Center

A competing Cisco CCaaS. It is not a connector you install under Connect. During a move you dual-run numbers.

Sources and go deeper

- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Genesys Architect

The Genesys flow tool. Map each Architect task to a Connect block. Map in-queue audio to a customer queue flow.

Sources and go deeper

- [Use the flow designer in Connect Customer to create flows - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [The voice channel in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 3261: SIP: Session Initiation Protocol | RFC Editor](#) RFC. last checked 2026-10
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Avaya vector

The Avaya step list. Announcements become Play prompt. Route-to becomes a transfer. Collect becomes Get customer input.

Sources and go deeper

- [Flow block definitions in the flow designer in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10
- [Session Initiation Protocol - Wikipedia](#) Wikipedia. last checked 2026-10

Recording bucket policy

The S3 policy that lets the Connect role put objects. A private bucket with no policy produces a silent missing recording.

Sources and go deeper

- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Cross-account KVS

A third-party recorder in another account needs the stream ARN from the contact event and an IAM role that can read the stream.

Sources and go deeper

- [Set up live media streaming of customer audio in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Adherence feed

Agent events in, schedule from WFM. The comparison is the adherence number. Without the stream, the WFM tool only has history.

Sources and go deeper

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
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- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Shard

A Kinesis capacity slice. One shard is a common starting point for agent events and is too small when a second consumer appears.

Sources and go deeper

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3 | RFC Editor](#) RFC. last checked 2026-10
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- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

ContactId join

The key that ties the flow log, the CTR, the recording, the agent event, and the CRM activity. Lose it and the ecosystem cannot be audited.

Sources and go deeper

- [Integrate Amazon Connect with Amazon Kinesis | AWS re:Post](#) community. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10

- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Future hook

A supported extension point you can adopt later without rewriting the flow: EventBridge, streams, views, data tables, or External Tool.

Sources and go deeper

- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
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NLX

The name on the 22 Jun 2026 preview of Agentic CX designer. Generally available 2 Sep 2026.

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Nova Sonic

The speech model named in the 30 Nov 2025 agentic self-service announcement.

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. last checked 2026-10
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Manager assist

A preview assistant for supervisors asking operational questions in natural language. Announced in preview 10 Mar 2026.

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. last checked 2026-10
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- **confirm** Amazon Q in Connect. AWS docs. last checked 2026-10. Opened 2026-10. The link left this article and opened the Amazon Connect Customer guide home.
- [Call centre - Wikipedia](#) Wikipedia. last checked 2026-10

Four solutions

As of the 28 Apr 2026 AWS News Blog, the Amazon Connect family is Customer, Health, Decisions, and Talent. This campus teaches Customer.

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. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Health, Decisions, Talent

The other three solutions in the family. They are not settings inside a contact center instance.

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. last checked 2026-10
- [What is Connect Customer? - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [RFC 8446: The Transport Layer Security \(TLS\) Protocol Version 1.3](#) | [RFC Editor](#) RFC. last checked 2026-10
- [Amazon Web Services - Wikipedia](#) Wikipedia. last checked 2026-10

Estimate

A price you computed from the public rate card on a named date. It is not an invoice. Taxes, surcharges, and country telephony rates still apply.

Sources and go deeper

- [Amazon Connect Customer Pricing Appendix - AWS](#) AWS docs. last checked 2026-10
- [Security in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Encryption at rest in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [AWS Key Management Service - AWS Key Management Service](#) AWS docs. last checked 2026-10
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- [SAML - Wikipedia](#) Wikipedia. last checked 2026-10
- [Transport Layer Security - Wikipedia](#) Wikipedia. last checked 2026-10

Predefined attribute

A name and value you create so routing can test it. connect:Language already exists. A custom name cannot start with aws: or connect:.

Sources and go deeper

- [Set up routing in Connect Customer based on agent proficiencies - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10

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- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Routing step

One requirement inside routing criteria, with a timer. After the timed steps expire, the contact goes to the longest available agent who has the queue.

Sources and go deeper

- [Flow block in Connect Customer: Set routing criteria - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Standard queues and agent queues in your Connect Customer contact center - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set the hours of operation and time zone for a queue using Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Preferred agent step

A routing step that names up to 10 user IDs. The contact stays with those agents until the timer ends, even if they are offline.

Sources and go deeper

- [Flow block in Connect Customer: Set routing criteria - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [How Connect Customer uses routing profiles - Amazon Connect Customer](#) AWS docs. last checked 2026-10

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- [Create quick connects in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Automatic call distributor - Wikipedia](#) Wikipedia. last checked 2026-10

Short-term forecast

A volume and handle-time forecast that updates daily. The forecasting page says to use it for scheduling up to 18 weeks ahead.

Sources and go deeper

- [Forecasting in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Long-term forecast

A forecast that updates weekly, on the weekday you created it. The forecasting page says to use it for capacity planning up to 64 weeks ahead.

Sources and go deeper

- [Forecasting in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Forecast interval

The 15-minute or 30-minute grain for short-term forecasts and schedules. Set it once, before forecast groups. It cannot be changed.

Sources and go deeper

- [Set the forecast and schedule interval in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set recording and analytics behavior - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Hiring plan

A capacity plan for long-term full-time equivalents, up to 64 weeks. It needs a long-term forecast and a short-term forecast.

Sources and go deeper

- [Capacity planning in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Workforce management - Wikipedia](#) Wikipedia. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
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Scheduling plan

A capacity plan of headcount by the short-term interval. It needs a published short-term forecast. Plan override is not available.

Sources and go deeper

- [Capacity planning in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10
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Speech analytics

Conversational analytics on a voice contact. The enable page requires agent and customer call recording.

Sources and go deeper

- [Enable conversational analytics in Connect Customer conversational analytics - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Connect Customer contact events - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Contact Lens for Amazon Connect is now generally available - AWS](#) AWS docs. last checked 2026-10
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- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

Evaluation form

Sections and questions used to score a contact. Answers can be automated from categories or from a model, then the form is activated.

Sources and go deeper

- [Create an evaluation form in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10

- [Connect Customer agent event streams - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [What is Amazon Kinesis Data Streams? - Amazon Kinesis Data Streams](#) AWS docs. last checked 2026-10
- [Amazon Kinesis - Wikipedia](#) Wikipedia. last checked 2026-10

CTI Adapter

The Amazon Connect package that places a WebRTC CCP inside Salesforce. The admin guide says to install it in a sandbox first.

Sources and go deeper

- [Embed the Connect Customer Contact Control Panel \(CCP\) into Salesforce - Amazon Connect Customer](#) AWS docs. last checked 2026-10
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- [Salesforce - Wikipedia](#) Wikipedia. last checked 2026-10
- [ServiceNow - Wikipedia](#) Wikipedia. last checked 2026-10
- [Customer relationship management - Wikipedia](#) Wikipedia. last checked 2026-10

Flex Salesforce embed

Twilio's guide for putting the Flex agent UI in Salesforce, or Salesforce inside Flex. It is not an Amazon Connect connector page.

Sources and go deeper

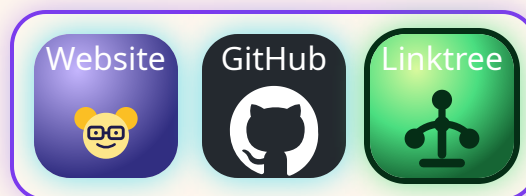
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