

Independent study lab

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Salesforce and public CPaaS notes

Confirm before relying. Quotas, prices, and names change.

Salesforce starts as a CCP embed in a sandbox

That page says the CTI Adapter's core job is a WebRTC Contact Control Panel within Salesforce. It says the integration has two components. It says to install the package in a Salesforce sandbox first, then configure the Salesforce Call Center.

The public repository `amazon-connect-salesforce-cti` is the documentation home named for that adapter. This room stops at those two pages.

- The softphone in the embed is the Connect CCP.
- Sandbox first. Production is a later copy of a configuration you have already tried.
- The page points at separate installation guides for Lightning and for Classic.
- This room does not invent screen-pop fields. Read the adapter guide before you promise a pop.

Source: Embed the CCP in Salesforce

Twilio Flex is a different product, documented on its own site

Twilio's Flex guide says the integration embeds the Flex agent UI in Salesforce. Classic and Lightning are both in that guide. It lists voice, web chat, SMS, and WhatsApp, plus click-to-dial, screen pop, activity logging, and single sign-on. Flex can sit inside Salesforce, or Salesforce can sit inside Flex. The same page says Salesforce Open CTI, including this Flex integration, is scheduled to retire on 28 February 2028.

Amazon Connect's Transfer to phone number block is a different seam. The block page says voice is supported and chat, task, and email take the error branch. Twilio's SIP REFER page describes transfers on Twilio Elastic SIP Trunking. That is Twilio's trunk, not the Connect flow block.

- The Flex guide tells you to add <https://flex.twilio.com> as a Salesforce trusted URL.
- It says an outbound call should start with the Salesforce record already open, or the activity may log on the wrong record.
- If third-party cookies are blocked, that guide says to turn on Login using popup.
- Draw Connect and Flex as two products. Do not draw one arrow that claims a native connector.

Source: Integrate Flex with Salesforce

Salesforce: CTI Adapter and SCC-AC

The CTI Adapter is a managed package plus a serverless application that embeds the CCP in Salesforce. Install it in a sandbox first. Salesforce Contact Center with Amazon Connect goes further: telephony and in-app voice stay native to Connect, and messaging can be either platform's. The org needs Service Cloud Voice, and digital features need Digital Engagement.

Screen pop uses the attributes you stored and the ANI or the customer id. If you transfer to a phone number, Salesforce on the far side will not see those attributes.

- One system of record for the case.
- The serverless app has an IAM role. Review it.
- Sandbox, then production.
- Test outbound click-to-dial. It uses the caller ID rules.

Source: Embed 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
- [GitHub - amazon-connect/amazon-connect-salesforce-cti: Documentation for Amazon Connect CTI Adapter for Salesforce.](#) [GitHub](#) community. last checked 2026-10
- [Integrate Flex with Salesforce](#) community. last checked 2026-10
- [Flow block in Connect Customer: Transfer to phone number - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Call Transfer via SIP REFER](#) community. last checked 2026-10
- [Salesforce - Wikipedia](#) Wikipedia. last checked 2026-10

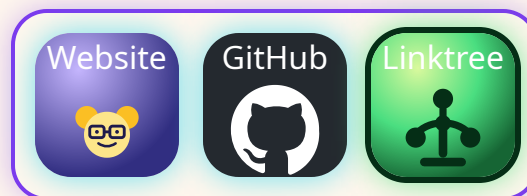
[sources.json \(crm-sf\)](#) [sources.json \(cpaas-twilio\)](#) [sources.json \(int-sf\)](#)

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