

## Independent study lab

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# E911 for CCP agents

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

## E911 for agents on the CCP

Direct 911 from the CCP is enabled by default in US East (N. Virginia), US West (Oregon), and GovCloud US-West. Connect does not transfer a live call to 911 and does not let an agent dial 911 while already on a call. E911 sends a validated physical address. You validate with the Chime ValidateE911Address API, store it on the agent's Customer Profile, and an outbound whisper flow copies it to the CivicAddress attribute when the dialed string is 911.

Test with 933. It reads back the number and the address. The docs describe a 100 USD penalty for a non-emergency 911 call. The origination number must be callable if responders need to ring back. Create a task in that whisper flow so security is notified. Home agents must update the address when they move. A CUCM ELIN for the office does not cover them.

- CivicAddress is a JSON string, not a JSON object. The keys include country, A1, A3, HNO, RD, STS, and PC.
- Prompt agents to confirm the address at the start of a shift if they roam.
- This is not available as a transfer from a customer call.
- Outside those Regions, do not invent a 911 design. Use the local emergency method and say so.

Source: US emergency calling

## Sources and go deeper

- [Set up US emergency calling in Connect Customer - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Enhanced 911 - Wikipedia](#) Wikipedia. last checked 2026-10

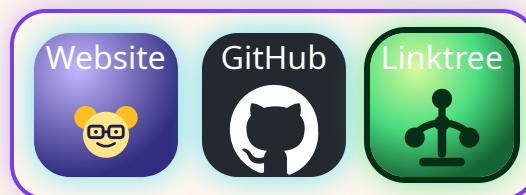
[sources.json](#)

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