

Independent study lab

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Flow types and errors

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

Flow types are not one canvas

Inbound flows greet and route. Customer queue flows run while the customer waits and can offer a callback. Hold flows loop prompts. Whisper flows play just before the join. Transfer-to-agent and transfer-to-queue flows are what quick connects run. Disconnect flows run after the end.

Outbound whisper flows are where you set outbound recording and where Call phone number belongs.

- A customer queue flow is interruptible.
- Transfer to queue inside a customer queue flow moves a contact that is already queued.
- End flow / Resume ends the flow and does not hang up.
- Disconnect hangs up.

Source: Create a flow

The block catalog, grouped by job

Control blocks move the contact: Play prompt, Get customer input, Distribute by percentage, Loop, Wait, Transfer to flow, End flow, Disconnect. Data blocks read and write attributes, metrics, profiles, cases, and data tables. Routing blocks set the queue, the criteria, the priority, and then transfer.

Integration blocks call Lambda, Lex through Get customer input, a module, an external tool, or an AI agents domain. The full list in the designer is the source of truth. This campus

includes every block from that list in the lab palette and the glossary.

- Check hours, Check queue status, Check staffing, and Get metrics are how a flow refuses work it cannot staff.
- Set logging and Set recording are how you can prove what happened.
- Show view is the step-by-step guide.
- Agentic CX and Connect assistant are the 2026 AI entry points. Voice ID blocks remain on the list and should not be added. Support ended 20 May 2026.

Source: Flow block definitions

Every error branch is a product decision

Lambda has Success, Error, and, when synchronous, Timeout. Lex and Get customer input have error and timeout paths. Hours have in and out. Transfers have capacity and error paths. Connect each one to a prompt a human would accept.

Distribute by percentage is for a measured pilot. It is not a skills router. Loop can spin. Cap it.

- Turn logging on before the first test call.
- The disconnect flow does not save you from an error hang-up. The customer is already gone.
- Wait and Play prompt are how you avoid silence during async Lambda.
- Touchtone buffer lets callers type ahead. Turn it on only if the prompts allow it.

Source: re:Post, flow errors

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

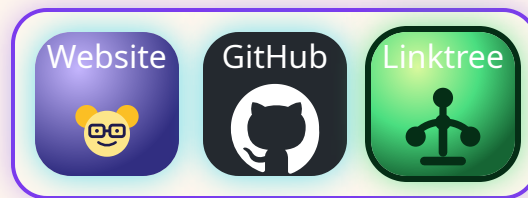
[sources.json \(flows-types\)](#) [sources.json \(flows-blocks\)](#) [sources.json \(flows-errors\)](#)

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