

Independent study lab

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

Global Resiliency pairs

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

Regions, endpoints, and why Osaka is special

The instance, its numbers, and its logs are Regional. Global Resiliency is the only supported way to link two instances, and only in published pairs: Northern Virginia with Oregon, Frankfurt with London, Tokyo with Osaka.

Osaka is a replica Region for Tokyo. Numbers have to be enabled for Global Resiliency, and delivery through Osaka can take up to 20 seconds. That is a design input, not a footnote.

- New accounts start at two instances per Region.
- Quota raises are per Region. Raising Oregon does not raise Virginia.
- The CCP domain is instance.my.connect.aws. The old awsapps.com domain is documented as going away.
- Softphone TURN endpoints are Regional. A laptop in another country still talks to the instance Region.

Source: Set up Global Resiliency

Only one multi-Region design is supported

You replicate a linked instance, put numbers in a traffic distribution group, and shift telephony and agents in 10 percent steps. Pairs are Northern Virginia and Oregon, Frankfurt and London, Tokyo and Osaka. New instances from 1 September 2026 get global routing, analytics, and contact search by default. Older ones can be migrated on request.

ReplicateInstance copies flows, modules, users, profiles, queues, hours, quick connects, and number associations. It does not copy prompts that live only as loose S3 objects in the way people assume. Read the replica page before the test.

- Identity has to work in both Regions.
- A Lambda in the flow must exist in both Regions.
- Osaka delivery can take up to 20 seconds.
- Shift 10 percent first. Do not start at 100.

Source: Set up Global Resiliency

Sources and go deeper

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

[sources.json \(foundations-regions\)](#) [sources.json \(res-pair\)](#)

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