

Independent study lab

This is an independent, free, learning-only student project. It respects every company and vendor. Trademarks belong to their owners. It is not affiliated with or endorsed by Amazon Web Services, Cisco, Genesys, Salesforce, Twilio, or any other company. If you have a concern, the page will be removed or corrected promptly through the contact form. Nothing here is sold. There are no ads. The author is happy to volunteer for any organization.

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

Queues and routing profiles

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

Queues wait. Profiles decide who is eligible.

You create a queue, attach hours, an outbound caller ID, and optional quick connects. Set working queue selects it. Transfer to queue places the contact. The default is 100 queues and 50 queue-channel combinations per routing profile.

Agent queues are for transfers to a person. The default cap is 10 contacts waiting on one agent queue.

- Priority is per profile, not a property of the queue alone.
- A contact can sit in a queue that is outside the hours if you never checked hours.
- Callbacks still occupy the queue's logic. They need a staffed profile.
- Name queues for the work, not for a person.

Source: Standard and agent queues

Priority, delay, and concurrency

Voice concurrency is typically one. Chat can be higher. The profile lists queues per channel, and each queue-channel pair counts toward the quota of 50. Manual assignment queues have their own count of 50.

Routing criteria add steps that expire, which is the Connect version of a precision-queue step. Proficiencies are levels on predefined attributes, 10 per agent by default.

- Delay is in seconds. A delay of 0 means eligible immediately.

- Two profiles can point at one queue with different priority.
- Cross-channel concurrency is a choice. A voice call plus three chats is a workload, not a free feature.
- Change routing priority / age if a flow must jump the line. Use it rarely and log why.

Source: Routing profiles

Hours and overrides

You get 100 hours-of-operation objects, 50 overrides each, and at most 3 associations to inherit recurring overrides. Overrides are how holidays work. An override that does not include the date you think it does is a normal incident.

Out-of-hours should say when you are open and offer a callback or a task if that is honest. Do not transfer to a queue you just proved is closed unless the queue flow also knows.

- Check hours before Set working queue.
- Publish the time zone in the prompt if you serve more than one.
- Overnight hours that cross midnight need a careful read of the day boundary.
- The override quota is not adjustable.

Source: Hours of operation

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

[sources.json \(route-queue\)](#) [sources.json \(route-profile\)](#) [sources.json \(route-hours\)](#)

Independent study lab

This is an independent, free, learning-only student project. It respects every company and vendor. Trademarks belong to their owners. It is not affiliated with or endorsed by

Amazon Web Services, Cisco, Genesys, Salesforce, Twilio, or any other company. If you have a concern, the page will be removed or corrected promptly through the contact form. Nothing here is sold. There are no ads. The author is happy to volunteer for any organization.

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

CypherMonkey Labs



© 2026 CypherMonkeyLabs 🐵