

Independent study lab

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

Proficiency and routing criteria

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

Proficiencies filter inside a queue

The proficiency page lists four steps: create predefined attributes, assign them to agents, set routing criteria, then transfer the contact to a queue. Connect runs the criteria only after the contact is enqueued. That page says queues are still necessary, and that priority and delay still work as they do without proficiencies.

Its worked example looks for French and AWS DynamoDB, then relaxes the levels on later steps. It says those 30-second step lengths are illustrative. For a compliance case the same page documents a Never Expire option so the joined agent meets a minimum.

- Proficiency routing is documented for voice, chat, task, and email.
- AND and OR are the Boolean operators. Comparison is $\geq$, or a range of levels from 1 to 5.
- The same attribute cannot appear more than once in one expression.
- A custom predefined-attribute name cannot start with aws: or connect:.

Source: Set up routing based on agent proficiencies

Routing criteria, expiry, and a preferred agent

The block puts an ordered list of steps on a contact of any channel. Each step is one or more requirements. You can use the block in an inbound flow, a customer queue flow, a transfer-to-agent flow, or a transfer-to-queue flow. After every timed step expires, Connect offers the contact to the longest available agent who has that queue on a routing profile.

A step can name preferred agents by user ID, up to 10. The contact stays limited to those agents until the timer ends, even if an agent is offline, busy, in a custom status, or deleted. After a Customer Profiles lookup you can point a step at `$.Customer.CalculatedAttributes._last_agent_id`.

- An AND step can use up to eight attributes. An OR step can use up to three conditions, and only when you set the criteria dynamically.
- NOT is also dynamic only. OR sits at the top. AND can sit inside OR.
- Each step needs a timer. The last step may be set never to expire.
- A very short DurationInSeconds can let ordinary queue routing compete with the proficiency step.

Source: Set routing criteria

Sources and go deeper

- [Set up routing in Connect Customer based on agent proficiencies - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Flow block in Connect Customer: Set routing criteria - Amazon Connect Customer](#) AWS docs. last checked 2026-10
- [Create a routing profile in Connect Customer to link queues to agents - Amazon Connect Customer](#) AWS docs. last checked 2026-10

[sources.json \(route-skills\)](#) [sources.json \(route-criteria\)](#)

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