

Independent study lab

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Inbound flow worksheet

Confirm before relying.

Flow types are not one canvas

- 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.

Putting the hold music in the inbound flow and wondering why hold is silent.

Every error branch is a product decision

- 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.

Leaving the red error port empty because the happy path worked once.

Attributes are the only memory the next system gets

- System attributes include the queue, the channel, and the customer endpoint.
- Lex exposes intent and slots. Copy the ones you care about into your own names.
- A transfer to another flow keeps the contact attributes.
- A transfer to a phone number leaves Connect. Attributes do not ride the PSTN.

Asking the customer for an account number and never storing it.

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

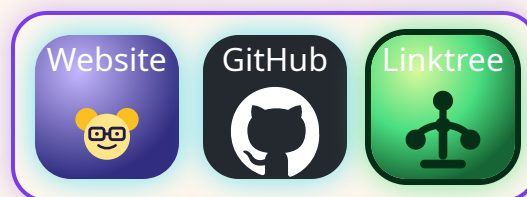
[sources.json \(flows-types\)](#) [sources.json \(flows-errors\)](#) [sources.json \(flows-attributes\)](#)

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