

Independent study lab

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Routing profile worksheet

Confirm before relying.

Queues wait. Profiles decide who is eligible.

- 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.

Building a queue per agent.

Priority, delay, and concurrency

- 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.

Setting every queue to priority 1 and wondering why the overflow team is busy.

Hours and overrides

- 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.

Testing hours from a browser in another time zone and trusting the result without reading the queue zone.

Proficiencies filter inside a queue

- 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:.

Deleting the queue because a proficiency should be enough. The criteria never runs until the contact is in a queue.

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

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