

Amazon Connect - Queues

What is a Queue?

A queue in Amazon Connect is a virtual waiting line where customer contacts (calls, chats, or tasks) wait until an available agent can handle them. Queues help in routing customer interactions efficiently based on defined priorities and agent availability.

Queue Details

- **Name:** Unique identifier for the queue.
- **Description:** Additional details about the queue.
- **Hours of operation:** Defines when this queue is active and in which timezone.
- **Outbound caller configuration:** Set caller ID name, callback ID, and outbound number.
- **Outbound caller flow:** Assign a contact flow for outbound calls.
- **Outbound email configuration:** Configure default email address and email flow.
- **Quick connects:** Predefined shortcuts that agents can use to quickly transfer contacts.
- **Maximum contacts in queue:** Limits the number of contacts waiting at once.
- **Tags:** Key-value pairs for organizing and managing queues.

What happens if we don't use queues?

If queues are not used, calls cannot be efficiently managed or distributed among agents. This would result in customers either facing busy signals, calls being missed, or agents being overwhelmed without proper load balancing.

How do queues redirect calls to different agents?

When a call enters a queue, Amazon Connect uses routing profiles to determine which agents are eligible to take the call. The system checks agent availability and distributes calls based on routing configurations (e.g., longest idle, least occupied, or skills-based routing).

Queue Call Flow Diagram

Customer	Queue	Routing Profile	Agent
Call/Chat enters	Placed in waiting line	Decides eligible agent	Agent answers