

# Amazon Connect - Contact Flow Blocks Guide

This guide explains the commonly used Contact Flow blocks in Amazon Connect, including their purpose, configuration options, and usage examples.

## 1. Set Working Queue Block

- Purpose: Defines where the customer's contact (call/chat) should be sent — to a queue or a specific agent.
- Options:
  - **By Queue:** Route to a team (e.g., Billing Queue, Tech Support Queue). Amazon Connect chooses the available agent.
  - **By Agent:** Route directly to a specific agent (e.g., John Joe). If unavailable, the call may wait or fail.
- Manual vs Dynamic:
  - **Manual:** Fixed destination defined in the flow.
  - **Dynamic:** Destination chosen at runtime based on attributes (e.g., language preference).

## 2. Play Prompt Block

- Purpose: Plays an audio message (for calls) or sends a text message (for chats).
- Options:
  - **Prompt Library:** Use pre-uploaded audio prompts.
  - **S3 File:** Use audio from an Amazon S3 bucket.
  - **Text-to-Speech / Chat Text:** Enter text to be spoken using Amazon Polly or displayed in chat.
- Manual vs Dynamic:
  - **Manual:** Fixed message (e.g., 'Welcome to ABC Support').
  - **Dynamic:** Message changes at runtime (e.g., different languages).

## 3. Get Customer Input Block

- Purpose: Plays a prompt and collects input from the customer (via DTMF keypad or Amazon Lex).
- Prompt Options:
  - **Prompt Library:** Pre-uploaded audio.
  - **S3 File:** Audio stored in S3.
  - **Text-to-Speech:** Convert text to speech with Amazon Polly.
- Input Options:
  - **DTMF:** Customer presses keys (e.g., 1 for Sales, 2 for Support).
  - **Amazon Lex:** Customer speaks naturally (e.g., 'I want billing help').
- Timeout: Defines how long to wait for input before taking another action.
- Options/Branches: Each input leads to a different path (e.g., Option 1 → Sales Queue, Option 2 → Support Queue).

## Comparison: Queue vs Agent Routing

Routing Type	Description
Queue	Routes to a group of agents. Amazon Connect selects the available agent automatically.
Agent	Routes directly to a specific agent. Contact may fail or wait if the agent is unavailable.