Amazon Connect SIP Connector

Data Sheet

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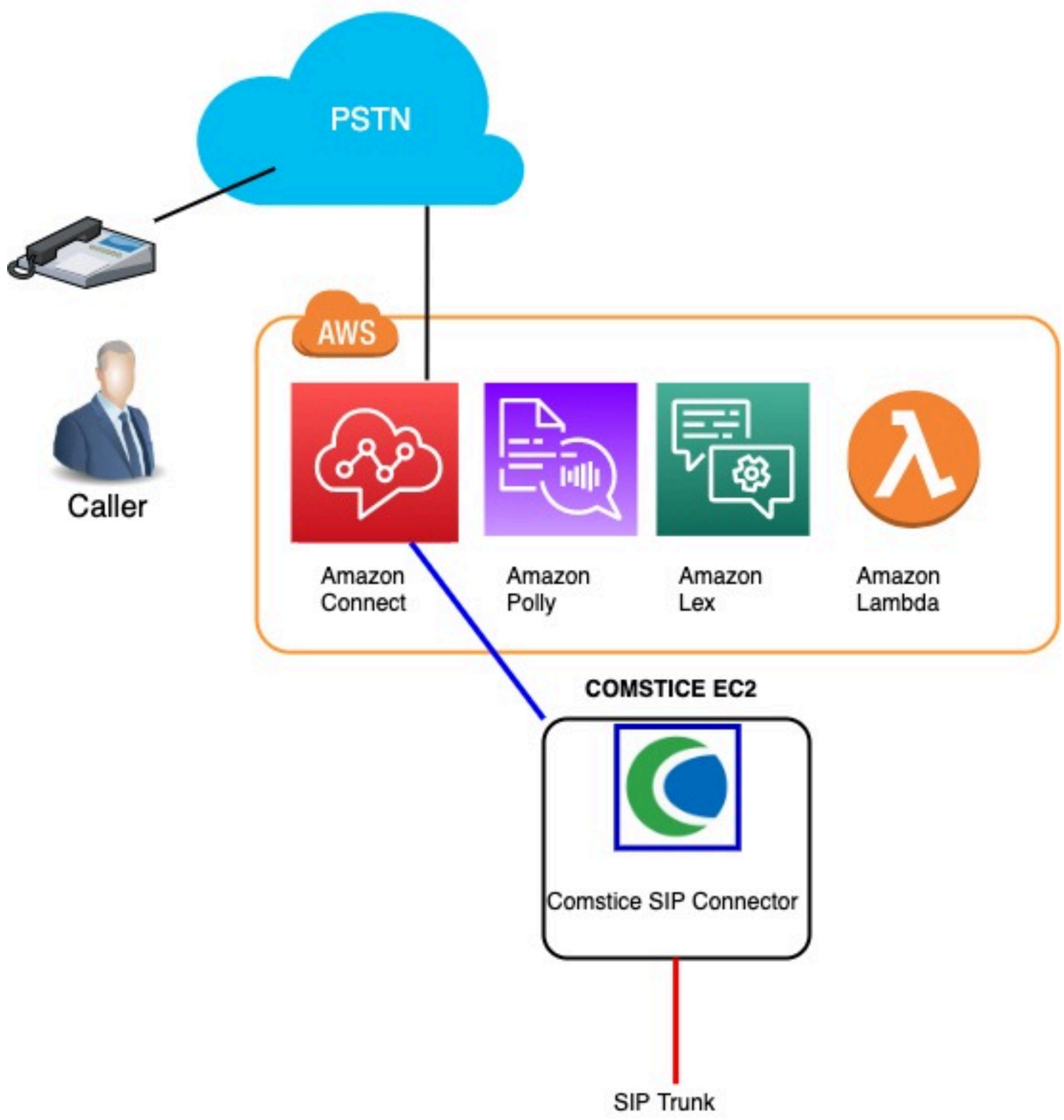
Comstice helps to extend Amazon Connect calls to SIP networks as VoIP calls. Using Amazon Connect SIP Connector, Amazon Connect agents can transfer an existing call to a SIP endpoint at your IP PBX or partner network. Companies can also use Amazon Connect as a Network IVR and handle incoming calls at Amazon Connect contact flows, utilize other AWS services for automation, speech recognition, call recording and other features. Eventually, the call then can be extended to the SIP Network.



How It Works

Amazon Connect does not support SIP Signalling. However, there are many use cases where calls need to be handled at Amazon Connect and then sent to a SIP endpoint.

Comstice has developed a WebRTC Gateway for various solutions. This application converts a WebRTC session into a SIP session and vice versa. Amazon Connect uses a custom version of WebRTC called LilyRTC. Comstice converts LilyRTC session to WebRTC, then extends this WebRTC session to SIP network.

SIP Destination Address

Amazon Connect does not have an internal numbering plan. The calls are sent to an agent or a queue by name. There are some options to send an Amazon Connect call to a SIP network;

- Each SIP destination can be created as a queue at Amazon Connect. Contact flow or Connect agents can transfer the call to this queue using quick connects
- Adding destination as a call attribute; this may need custom agent endpoint since CCP does not allow modification on the contact attributes
- Distributing calls using an auto attendant type of functionality at Amazon Connect contact flow "Please enter the extension of the person you are calling or press zero for the reception"
- Auto attendant at the SIP network level; using the same auto attendant option at the IP PBX level

Use Cases

There are many use cases for Amazon Connect SIP Connector;

Using Amazon Connect as Network IVR

If you have an existing call center but need certain AWS features such as Speech Recognition, Text to Speech, Call Recording, you can use Amazon Connect as a Network IVR, then extend the calls to IP PBX via SIP. You can also send some information about the history of the call or about the caller using meta tags.

Amazon Connect as Call Center Integration to IP PBX

You can use Amazon Connect as a call center technology and extend these calls to IP PBX users if needed. Using SIP Connector, Amazon Connect call center agent can transfer the call to IP PBX users.

Phased Migration to the Cloud

In some cases, organizations are trying to migrate from a legacy call center and IP PBX to Amazon Connect. SIP Connector can help to make this migration in a phased approach.

Physical Phone Support

In some cases, the organization migrates to Amazon Connect completely. However, there are still some areas in business users may need physical SIP phones. Common areas such as lifts, meeting rooms, kitchens, garages may need physical phones and SIP Connector can help to achieve this.

Recording Mobile Business Calls

Comstice offers a mobile softphone for Amazon Connect named Comstice Mobile Connect. Customer-facing users can use this app to make and receive calls. SIP integration can help these mobile users to extend the calls to IP PBX phones.

Frequently Asked Questions

Q: Can I accept a call using my IP PBX and extend it to Amazon Connect call center?

A: Amazon Connect call center features such as contact flows only accept calls via PSTN directly from Amazon Connect phone numbers. If you want to send an IP PBX call to a particular Amazon Connect agent, you can do that but only as a direct call, no queuing or other contact flow features

Q: Can I use Amazon Connect as PSTN Breakout?

A: Yes, you can start a call from a SIP phone and make Amazon Connect dial out through PSTN.

Q: Can this solution be used for integrating Amazon Connect with Microsoft Teams?

A: Technically, that is possible. However, Comstice SIP SBC needs to be certified by Microsoft to be used at Teams. There are also other complexities which may cause audio quality issues.