Amazon Connect Pricing

Amazon Connect is a pay-as-you-go customer experience solution that makes it simple to leverage native AI in every touchpoint across all channels. Turn every customer interaction into a seamless and effortless experience with AI.

Amazon Connect provides unified pricing for all AI capabilities that power end-to-end customer self-service, agent assistance, and supervisor experiences. It allows you to optimize your contact center costs by paying only for what you use, without upfront commitments or long-term contracts.

Contact Amazon Connect sales to learn more »

Amazon Connect channels (with unlimited AI)

Amazon Connect pricing starts at $0.0000 per month for each

Channels	Voice	Chat	Messaging	Email
Conversational analytics & post-contact summaries	✓	✓	✓	✓
Contact center in a dashboard and APIs	✓	✓	✓	✓
Task automation and service	✓	✓	✓	✓
Flow designer analytics	✓	✓	✓	✓
Forecasting & agent scheduling	✓	✓	✓	✓
Performance evaluations of agents	✓	✓	✓	✓
Performance evaluations of self-service interactions	✓	✓	✓	✓
Real-time agent assistance	✓	✓	✓	✓
Screen recording	✓	✓	✓	✓
Text and timeless content center experiences	✓	✓	✓	✓
	$0.018 per minute (see Amazon Connect Voice rates) + $ 0.004 per minute for voice AI	$0.004 per message	$0.004 per message	$0.000 per email

Notes

1. Amazon Nova [provided text for speech, inclusive Flat Utilities](), Amazon Nova Sonic, and Amazon S3 API based on each STT/TTS model configuration per minute. Amazon Nova Sonic is billed per input and output token. Amazon Nova Sonic is billed per input and output token.
2. Voice minutes beginning to stop and end calls.
3. Managing rules in KYB, Agent Manager for Business, WhatsApp Business messaging.
4. Amazon Connect Outbound campaigns and Amazon Connect Customer Profiles are billed separately. E-commerce is required for Amazon Connect to receive more than an external system. Free tier is not available for Amazon Connect Outbound campaigns and Amazon Connect Customer Profiles.

Additional Features: Amazon Connect Outbound campaigns, Amazon Connect Customer Profiles, Amazon Connect Voice ID, Amazon Connect Contact Lens, Amazon Connect Forecasting, Capacity Planning, and Scheduling, Amazon Connect Tasks, Amazon Connect Email, Amazon Connect Chat, Amazon Connect Voice, Amazon Connect Cases, Amazon Connect Wisdom, Amazon Connect Customer Profiles, Amazon Connect Outbound Campaigns