

Connecting the Smart Kiosk to *Amazon Connect*

A practical guide for organisations already running Amazon Connect — how the Velocity Smart Kiosk plugs into your existing contact centre, and what to plan for before you deploy.

THE IDEA IN BRIEF

Turn your Amazon Connect into the human backstop for the physical last mile

AI now closes most IT service tickets end to end. The exception is the moment a request needs *hands* — a device handover, a peripheral swap, a broken-laptop exchange. The Velocity Smart Kiosk closes that physical last mile, and when a user needs a person, a single **“Call for Help”** tap starts a live two-way video call to your support team.

For organisations that already run **Amazon Connect**, that video call doesn't need a new platform, a new vendor in the call path, or a new number. It rides on the contact centre you already operate. The kiosk becomes just another channel arriving into your existing Amazon Connect instance — routed by your queues, answered by your agents, recorded and reported under your existing governance.

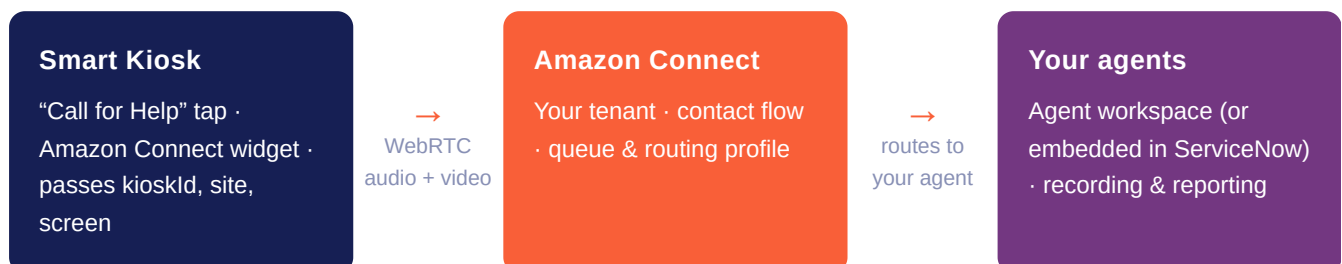
WHY THIS MATTERS

Your service desk is being automated from the top down. As the digital layers of support get cheaper, the physical layer becomes a larger share of cost and a more visible point of failure. The Smart Kiosk lets Amazon Connect reach that physical layer — without you standing up anything new to answer the call.

HOW THE CONNECTION WORKS

The kiosk is a thin client. Amazon Connect is the router. Nothing of ours sits in the call path.

A “Call for Help” tap launches Amazon Connect's own **communications widget** on the kiosk screen and starts a **WebRTC audio-and-video call** (over the Amazon Chime SDK) into *your* Amazon Connect instance. A contact flow sets the routing and hands the call to a queue; the longest-idle available agent answers in the Amazon Connect agent workspace. Kiosk context — which kiosk, which site, which screen the user was on — travels with the call as contact attributes, so the agent knows where the person is before they say a word.



Because the media path is WebRTC straight into your instance and the routing logic is your contact flow, **no Velocity-proprietary system sits between the caller and your agent**. That is deliberate: it keeps the data, the audit trail and the security model entirely inside your existing Amazon Connect governance.

WHAT YOU ALREADY HAVE VS WHAT WE ADD

For an existing Amazon Connect customer, most of the stack is already yours

You already have

Your Amazon Connect instance, your agents and security profiles, your queues, routing profiles and hours of operation, your recording and reporting, and your data-residency posture.

Velocity adds

The kiosk hardware and firmware, the “Call for Help” experience, the communications-widget configuration, a kiosk contact flow, and the kiosk context that pops on the agent’s screen.

In most cases this is an afternoon of configuration against systems you already run, not a project to procure and deploy a new platform.

Planning checklist

None of the following is a blocker — but each is worth confirming early so the rollout is smooth. Your Velocity and AWS contacts can help you tick these off.

Area	What to plan for
Agent environment (no VDI)	Amazon Connect video calling is not supported on virtual desktops (Citrix, VMware Horizon, AVD). Agents who take kiosk video must be on a normal Chrome/Edge browser on a physical machine. If your service desk is VDI-heavy, plan a small pool of physical “video desks” for kiosk calls.
Network & firewall	The WebRTC media path needs *.chime.aws reachable on TCP 443 and UDP 3478 from both the kiosk network and the agent network. UDP 3478 in particular is often closed on locked-down corporate networks — confirm with your network team.
Camera, microphone & audio	Kiosk and agent devices need a working camera and mic with permissions granted. A headset on the agent side prevents echo. On the kiosk, permissions are pre-authorised at the browser level so the user is never prompted.
Physical environment & lighting	Kiosk placement drives call quality: even, front-facing light (avoid strong backlight from windows), a reasonably quiet spot for intelligible audio, and a mounting height that frames an adult’s face. Confirm a wired network drop or strong Wi-Fi and mains power at each location.
Routing, queues & resolver groups	Decide which queue kiosk calls land in and which team (resolver / assignment group) owns them, your hours of operation, and what happens out of hours or at capacity (overflow, callback, message). Kiosk calls can share existing queues or have a dedicated one — a dedicated queue makes reporting cleaner.
Data residency & region	The call runs in your own AWS account and Amazon Connect instance , so recordings and transcripts stay in your cloud under your retention policy. Choose an Amazon Connect region that supports web/video calling and meets your residency needs (for example Europe (London) <i>eu-west-2</i> for UK data).
Security & authentication	For anything customer-facing, enable the widget’s signed (JWT) authentication and lock the widget to the exact origin the kiosk serves from. Both are standard Amazon Connect controls.
Licensing & cost	Amazon Connect is pay-as-you-go with no minimum; web/video calling is billed per active call-minute, so cost tracks real usage. No telephony number is required for the video channel.

GO DEEPER IF YOU WANT TO

Optional: land every call inside ServiceNow

If you run ServiceNow alongside Amazon Connect, the kiosk call can become a **ServiceNow Interaction record** automatically — answered by an agent inside ServiceNow via the embedded contact panel, with the transcript, recording reference and kiosk context all persisted in your instance. This keeps a kiosk video escalation, a Now Assist workflow and a locker transaction on the same ServiceNow data model. It is an optional, deeper integration on top of the standalone video channel described above.

Talk to us about **your** last mile

If you already run Amazon Connect, the fastest way to see this is a short working demo against a test kiosk. We'll walk your team through the configuration, the planning checklist above, and where it fits your service model.

velocity-smart.com · **Smart Kiosk — the ServiceNow-native bridge from AI to physical IT support**

This whitepaper is a high-level overview for planning purposes. Amazon Connect and its capabilities are provided by Amazon Web Services and evolve over time; confirm current feature, region and network requirements with your AWS and Velocity contacts before deployment. Amazon Connect and Amazon Chime are trademarks of Amazon.com, Inc. or its affiliates. © 2026 Velocity Smart Technology.