



Architecture Diagrams

Enable Two-Way SMS in Amazon Connect



Enable Two-Way SMS in Amazon Connect: Architecture Diagrams

Copyright © 2026 Amazon Web Services, Inc. and/or its affiliates. All rights reserved.

Amazon's trademarks and trade dress may not be used in connection with any product or service that is not Amazon's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits Amazon. All other trademarks not owned by Amazon are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Amazon.

Table of Contents

Two-Way SMS in Amazon Connect **i**

Enable Two-Way SMS in Amazon Connect 1

Further reading 2

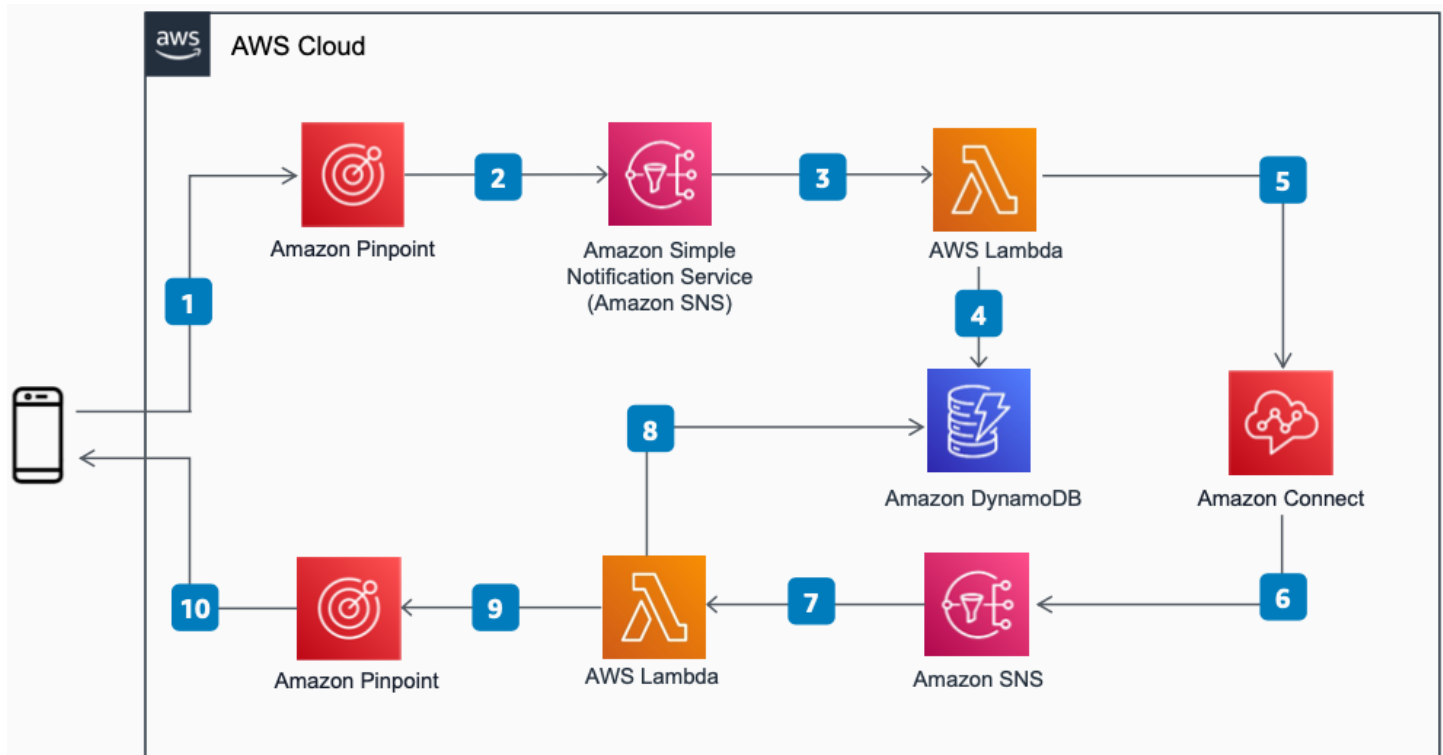
Diagram history 2

Enable Two-Way SMS in Amazon Connect

Publication date: **November 23, 2021** ([Diagram history](#))

This reference architecture diagram shows how to add SMS support to your contact center. It uses [Amazon Connect](#) Chat's Message Streaming APIs and [Amazon Pinpoint](#) two-way SMS.

Enable Two-Way SMS in Amazon Connect



1. Customer sends a text message to the Amazon Pinpoint phone number.
2. Amazon Pinpoint publishes the message to [Amazon Simple Notification Service](#) (Amazon SNS).
3. Amazon SNS invokes [AWS Lambda](#).
4. Lambda queries [Amazon DynamoDB](#) for the chat contact context.
5. If this is the first message for the contact, Lambda calls the StartChatContact, StartContactStreaming, and CreateParticipantConnection APIs. If there is an existing chat, Lambda sends the message to Amazon Connect.
6. Amazon Connect streams Agent and System messages to Amazon SNS.
7. Amazon SNS invokes Lambda.

8. Lambda queries DynamoDB for chat contact context.
9. Lambda invokes the Amazon Pinpoint SendMessage API to send the text message.
10. Amazon Pinpoint delivers the reply message to the customer through SMS.

Further reading

For additional information, refer to

- [AWS Architecture Icons](#)
- [AWS Architecture Center](#)
- [AWS Well-Architected](#)
- [Amazon Connect product page](#)

Diagram history

To be notified about updates to this reference architecture diagram, subscribe to the RSS feed.

Change	Description	Date
Initial publication	Reference architecture diagram first published.	November 23, 2021

Note

To subscribe to RSS updates, you must have an RSS plugin enabled for the browser you are using.