



API Reference

Amazon Connect



Amazon Connect: API Reference

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Table of Contents

| | |
|---|-----------|
| Welcome | 1 |
| Amazon Connect Service | 1 |
| Amazon AppIntegrations Service | 1 |
| Amazon Connect Contact Lens | 1 |
| Amazon Connect Outbound Campaigns | 2 |
| Amazon Connect Cases | 2 |
| Amazon Connect Participant Service | 2 |
| Amazon Connect Customer Profiles | 2 |
| Amazon Q Connect | 3 |
| Amazon Voice ID | 4 |
| Programming with the Amazon Connect APIs | 5 |
| Best practices | 5 |
| Types of errors | 5 |
| Throttling in Amazon Connect APIs | 6 |
| How to configure your client Read API(s) | 6 |
| How to make 2 TPS work for List APIs | 8 |
| How to make 2 TPS work for Create/Update APIs | 9 |
| Hitting a resource quota? Delete resources | 9 |
| How to request an increase to an API throttling quota | 9 |
| Supported SDKs | 10 |
| Working with Attachments | 11 |
| Uploading Attachments with the Participant Service | 11 |
| Uploading Attached Files with the Connect Service | 13 |
| Best practices for using PutDialRequestBatch | 13 |
| Recommendations for tracking contact dispositions | 14 |
| Eventual consistency | 15 |
| Resource integrations | 16 |
| CloudFormation | 16 |
| CloudTrail | 17 |
| EventBridge | 17 |
| Amazon Connect actions by resource | 18 |
| Analytics data lake actions | 19 |
| Agent status actions | 19 |
| Chat actions | 19 |

| | |
|--|-----------|
| Contacts actions | 20 |
| Evaluation actions | 21 |
| Files actions | 21 |
| Flows / Flow module actions | 22 |
| Hierarchy group actions | 23 |
| Hours of operation actions | 24 |
| Instance actions | 24 |
| Integration association actions | 25 |
| Metrics actions | 26 |
| Phone number actions | 26 |
| Prompt actions | 27 |
| Queue actions | 27 |
| Quick connect actions | 28 |
| Routing profile actions | 29 |
| Rules actions | 29 |
| Security profile actions | 30 |
| Tag actions | 30 |
| Task actions | 31 |
| Traffic distribution group actions | 31 |
| Use cases actions | 32 |
| User management actions | 32 |
| View actions | 33 |
| Vocabulary actions | 34 |
| Voice actions | 34 |
| Actions | 35 |
| Amazon Connect Service | 51 |
| ActivateEvaluationForm | 60 |
| AssociateAnalyticsDataSet | 64 |
| AssociateApprovedOrigin | 68 |
| AssociateBot | 71 |
| AssociateDefaultVocabulary | 74 |
| AssociateFlow | 77 |
| AssociateInstanceStorageConfig | 80 |
| AssociateLambdaFunction | 85 |
| AssociateLexBot | 88 |
| AssociatePhoneNumberContactFlow | 91 |

| | |
|---|-----|
| AssociateQueueQuickConnects | 94 |
| AssociateRoutingProfileQueues | 97 |
| AssociateSecurityKey | 100 |
| AssociateTrafficDistributionGroupUser | 103 |
| AssociateUserProficiencies | 107 |
| BatchAssociateAnalyticsDataSet | 110 |
| BatchDisassociateAnalyticsDataSet | 114 |
| BatchGetAttachedFileMetadata | 118 |
| BatchGetFlowAssociation | 122 |
| BatchPutContact | 126 |
| ClaimPhoneNumber | 131 |
| CompleteAttachedFileUpload | 137 |
| CreateAgentStatus | 140 |
| CreateContactFlow | 145 |
| CreateContactFlowModule | 150 |
| CreateEvaluationForm | 155 |
| CreateHoursOfOperation | 163 |
| CreateInstance | 168 |
| CreateIntegrationAssociation | 173 |
| CreateParticipant | 178 |
| CreatePersistentContactAssociation | 182 |
| CreatePredefinedAttribute | 187 |
| CreatePrompt | 190 |
| CreateQueue | 194 |
| CreateQuickConnect | 200 |
| CreateRoutingProfile | 205 |
| CreateRule | 211 |
| CreateSecurityProfile | 217 |
| CreateTaskTemplate | 223 |
| CreateTrafficDistributionGroup | 229 |
| CreateUseCase | 234 |
| CreateUser | 238 |
| CreateUserHierarchyGroup | 244 |
| CreateView | 248 |
| CreateViewVersion | 254 |
| CreateVocabulary | 259 |

| | |
|--------------------------------------|-----|
| DeactivateEvaluationForm | 264 |
| DeleteAttachedFile | 268 |
| DeleteContactEvaluation | 271 |
| DeleteContactFlow | 274 |
| DeleteContactFlowModule | 277 |
| DeleteEvaluationForm | 280 |
| DeleteHoursOfOperation | 283 |
| DeleteInstance | 286 |
| DeleteIntegrationAssociation | 288 |
| DeletePredefinedAttribute | 291 |
| DeletePrompt | 294 |
| DeleteQueue | 297 |
| DeleteQuickConnect | 300 |
| DeleteRoutingProfile | 303 |
| DeleteRule | 306 |
| DeleteSecurityProfile | 309 |
| DeleteTaskTemplate | 312 |
| DeleteTrafficDistributionGroup | 315 |
| DeleteUseCase | 318 |
| DeleteUser | 321 |
| DeleteUserHierarchyGroup | 324 |
| DeleteView | 327 |
| DeleteViewVersion | 330 |
| DeleteVocabulary | 333 |
| DescribeAgentStatus | 336 |
| DescribeContact | 339 |
| DescribeContactEvaluation | 345 |
| DescribeContactFlow | 353 |
| DescribeContactFlowModule | 357 |
| DescribeEvaluationForm | 360 |
| DescribeHoursOfOperation | 367 |
| DescribeInstance | 371 |
| DescribeInstanceAttribute | 374 |
| DescribeInstanceStorageConfig | 377 |
| DescribePhoneNumber | 381 |
| DescribePredefinedAttribute | 384 |

| | |
|--|-----|
| DescribePrompt | 387 |
| DescribeQueue | 390 |
| DescribeQuickConnect | 393 |
| DescribeRoutingProfile | 396 |
| DescribeRule | 400 |
| DescribeSecurityProfile | 405 |
| DescribeTrafficDistributionGroup | 408 |
| DescribeUser | 411 |
| DescribeUserHierarchyGroup | 415 |
| DescribeUserHierarchyStructure | 419 |
| DescribeView | 423 |
| DescribeVocabulary | 427 |
| DisassociateAnalyticsDataSet | 430 |
| DisassociateApprovedOrigin | 433 |
| DisassociateBot | 436 |
| DisassociateFlow | 439 |
| DisassociateInstanceStorageConfig | 442 |
| DisassociateLambdaFunction | 445 |
| DisassociateLexBot | 448 |
| DisassociatePhoneNumberContactFlow | 451 |
| DisassociateQueueQuickConnects | 454 |
| DisassociateRoutingProfileQueues | 457 |
| DisassociateSecurityKey | 460 |
| DisassociateTrafficDistributionGroupUser | 463 |
| DisassociateUserProficiencies | 467 |
| DismissUserContact | 470 |
| GetAttachedFile | 473 |
| GetContactAttributes | 479 |
| GetCurrentMetricData | 482 |
| GetCurrentUserData | 493 |
| GetFederationToken | 499 |
| GetFlowAssociation | 503 |
| GetMetricData | 507 |
| GetMetricDataV2 | 520 |
| GetPromptFile | 548 |
| GetTaskTemplate | 551 |

| | |
|---|-----|
| GetTrafficDistribution | 557 |
| ImportPhoneNumber | 561 |
| ListAgentStatuses | 566 |
| ListAnalyticsDataAssociations | 570 |
| ListApprovedOrigins | 574 |
| ListBots | 577 |
| ListContactEvaluations | 581 |
| ListContactFlowModules | 586 |
| ListContactFlows | 590 |
| ListContactReferences | 594 |
| ListDefaultVocabularies | 598 |
| ListEvaluationForms | 602 |
| ListEvaluationFormVersions | 606 |
| ListFlowAssociations | 611 |
| ListHoursOfOperations | 615 |
| ListInstanceAttributes | 618 |
| ListInstances | 621 |
| ListInstanceStorageConfigs | 624 |
| ListIntegrationAssociations | 628 |
| ListLambdaFunctions | 632 |
| ListLexBots | 635 |
| ListPhoneNumbers | 638 |
| ListPhoneNumbersV2 | 643 |
| ListPredefinedAttributes | 649 |
| ListPrompts | 652 |
| ListQueueQuickConnects | 655 |
| ListQueues | 659 |
| ListQuickConnects | 663 |
| ListRealtimeContactAnalysisSegmentsV2 | 667 |
| ListRoutingProfileQueues | 672 |
| ListRoutingProfiles | 676 |
| ListRules | 679 |
| ListSecurityKeys | 683 |
| ListSecurityProfileApplications | 686 |
| ListSecurityProfilePermissions | 690 |
| ListSecurityProfiles | 694 |

| | |
|---|-----|
| ListTagsForResource | 697 |
| ListTaskTemplates | 700 |
| ListTrafficDistributionGroups | 704 |
| ListTrafficDistributionGroupUsers | 707 |
| ListUseCases | 711 |
| ListUserHierarchyGroups | 714 |
| ListUserProficiencies | 717 |
| ListUsers | 721 |
| ListViews | 724 |
| ListViewVersions | 728 |
| MonitorContact | 732 |
| PauseContact | 737 |
| PutUserStatus | 741 |
| ReleasePhoneNumber | 744 |
| ReplicateInstance | 748 |
| ResumeContact | 753 |
| ResumeContactRecording | 756 |
| SearchAvailablePhoneNumbers | 759 |
| SearchContactFlowModules | 764 |
| SearchContactFlows | 769 |
| SearchContacts | 774 |
| SearchHoursOfOperations | 780 |
| SearchPredefinedAttributes | 785 |
| SearchPrompts | 789 |
| SearchQueues | 794 |
| SearchQuickConnects | 800 |
| SearchResourceTags | 805 |
| SearchRoutingProfiles | 810 |
| SearchSecurityProfiles | 816 |
| SearchUsers | 821 |
| SearchVocabularies | 828 |
| SendChatIntegrationEvent | 833 |
| StartAttachedFileUpload | 838 |
| StartChatContact | 844 |
| StartContactEvaluation | 852 |
| StartContactRecording | 857 |

| | |
|---------------------------------------|------|
| StartContactStreaming | 861 |
| StartOutboundVoiceContact | 865 |
| StartTaskContact | 873 |
| StartWebRTCContact | 880 |
| StopContact | 887 |
| StopContactRecording | 890 |
| StopContactStreaming | 893 |
| SubmitContactEvaluation | 896 |
| SuspendContactRecording | 901 |
| TagContact | 904 |
| TagResource | 907 |
| TransferContact | 910 |
| UntagContact | 915 |
| UntagResource | 918 |
| UpdateAgentStatus | 921 |
| UpdateContact | 925 |
| UpdateContactAttributes | 929 |
| UpdateContactEvaluation | 933 |
| UpdateContactFlowContent | 938 |
| UpdateContactFlowMetadata | 941 |
| UpdateContactFlowModuleContent | 945 |
| UpdateContactFlowModuleMetadata | 948 |
| UpdateContactFlowName | 952 |
| UpdateContactRoutingData | 955 |
| UpdateContactSchedule | 959 |
| UpdateEvaluationForm | 962 |
| UpdateHoursOfOperation | 971 |
| UpdateInstanceAttribute | 975 |
| UpdateInstanceStorageConfig | 978 |
| UpdateParticipantRoleConfig | 982 |
| UpdatePhoneNumber | 985 |
| UpdatePhoneNumberMetadata | 989 |
| UpdatePredefinedAttribute | 993 |
| UpdatePrompt | 996 |
| UpdateQueueHoursOfOperation | 1000 |
| UpdateQueueMaxContacts | 1003 |

| | |
|--|------|
| UpdateQueueName | 1006 |
| UpdateQueueOutboundCallerConfig | 1009 |
| UpdateQueueStatus | 1013 |
| UpdateQuickConnectConfig | 1016 |
| UpdateQuickConnectName | 1019 |
| UpdateRoutingProfileAgentAvailabilityTimer | 1022 |
| UpdateRoutingProfileConcurrency | 1025 |
| UpdateRoutingProfileDefaultOutboundQueue | 1028 |
| UpdateRoutingProfileName | 1031 |
| UpdateRoutingProfileQueues | 1034 |
| UpdateRule | 1037 |
| UpdateSecurityProfile | 1042 |
| UpdateTaskTemplate | 1047 |
| UpdateTrafficDistribution | 1056 |
| UpdateUserHierarchy | 1060 |
| UpdateUserHierarchyGroupName | 1063 |
| UpdateUserHierarchyStructure | 1066 |
| UpdateUserIdentityInfo | 1069 |
| UpdateUserPhoneConfig | 1072 |
| UpdateUserProficiencies | 1075 |
| UpdateUserRoutingProfile | 1078 |
| UpdateUserSecurityProfiles | 1081 |
| UpdateViewContent | 1084 |
| UpdateViewMetadata | 1089 |
| Amazon AppIntegrations Service | 1092 |
| CreateApplication | 1094 |
| CreateDataIntegration | 1100 |
| CreateEventIntegration | 1109 |
| DeleteApplication | 1114 |
| DeleteDataIntegration | 1117 |
| DeleteEventIntegration | 1120 |
| GetApplication | 1123 |
| GetDataIntegration | 1129 |
| GetEventIntegration | 1135 |
| ListApplicationAssociations | 1139 |
| ListApplications | 1143 |

| | |
|---|------|
| ListDataIntegrationAssociations | 1146 |
| ListDataIntegrations | 1150 |
| ListEventIntegrationAssociations | 1153 |
| ListEventIntegrations | 1157 |
| ListTagsForResource | 1160 |
| TagResource | 1163 |
| UntagResource | 1166 |
| UpdateApplication | 1169 |
| UpdateDataIntegration | 1174 |
| UpdateEventIntegration | 1177 |
| Amazon Connect Contact Lens | 1179 |
| ListRealtimeContactAnalysisSegments | 1180 |
| Amazon Connect Outbound Campaigns | 1186 |
| CreateCampaign | 1187 |
| DeleteCampaign | 1192 |
| DeleteConnectInstanceConfig | 1194 |
| DeleteInstanceOnboardingJob | 1197 |
| DescribeCampaign | 1200 |
| GetCampaignState | 1203 |
| GetCampaignStateBatch | 1206 |
| GetConnectInstanceConfig | 1209 |
| GetInstanceOnboardingJobStatus | 1212 |
| ListCampaigns | 1215 |
| ListTagsForResource | 1219 |
| PauseCampaign | 1222 |
| PutDialRequestBatch | 1225 |
| ResumeCampaign | 1229 |
| StartCampaign | 1232 |
| StartInstanceOnboardingJob | 1235 |
| StopCampaign | 1238 |
| TagResource | 1241 |
| UntagResource | 1244 |
| UpdateCampaignDialerConfig | 1247 |
| UpdateCampaignName | 1250 |
| UpdateCampaignOutboundCallConfig | 1253 |
| Amazon Connect Cases | 1256 |

| | |
|--|------|
| BatchGetField | 1258 |
| BatchPutFieldOptions | 1263 |
| CreateCase | 1268 |
| CreateDomain | 1273 |
| CreateField | 1277 |
| CreateLayout | 1282 |
| CreateRelatedItem | 1287 |
| CreateTemplate | 1292 |
| DeleteDomain | 1298 |
| DeleteField | 1301 |
| DeleteLayout | 1305 |
| DeleteTemplate | 1308 |
| GetCase | 1311 |
| GetCaseAuditEvents | 1316 |
| GetCaseEventConfiguration | 1320 |
| GetDomain | 1324 |
| GetLayout | 1328 |
| GetTemplate | 1334 |
| ListCasesForContact | 1340 |
| ListDomains | 1345 |
| ListFieldOptions | 1349 |
| ListFields | 1354 |
| ListLayouts | 1358 |
| ListTagsForResource | 1362 |
| ListTemplates | 1365 |
| PutCaseEventConfiguration | 1369 |
| SearchCases | 1373 |
| SearchRelatedItems | 1381 |
| TagResource | 1386 |
| UntagResource | 1389 |
| UpdateCase | 1392 |
| UpdateField | 1396 |
| UpdateLayout | 1400 |
| UpdateTemplate | 1405 |
| Amazon Connect Participant Service | 1409 |
| CompleteAttachmentUpload | 1410 |

| | |
|---|------|
| CreateParticipantConnection | 1414 |
| DescribeView | 1419 |
| DisconnectParticipant | 1422 |
| GetAttachment | 1425 |
| GetTranscript | 1429 |
| SendEvent | 1435 |
| SendMessage | 1440 |
| StartAttachmentUpload | 1444 |
| Amazon Connect Customer Profiles | 1448 |
| AddProfileKey | 1450 |
| CreateCalculatedAttributeDefinition | 1455 |
| CreateDomain | 1462 |
| CreateEventStream | 1472 |
| CreateIntegrationWorkflow | 1476 |
| CreateProfile | 1482 |
| DeleteCalculatedAttributeDefinition | 1493 |
| DeleteDomain | 1496 |
| DeleteEventStream | 1499 |
| DeleteIntegration | 1502 |
| DeleteProfile | 1506 |
| DeleteProfileKey | 1510 |
| DeleteProfileObject | 1514 |
| DeleteProfileObjectType | 1518 |
| DeleteWorkflow | 1522 |
| DetectProfileObjectType | 1525 |
| GetAutoMergingPreview | 1529 |
| GetCalculatedAttributeDefinition | 1534 |
| GetCalculatedAttributeForProfile | 1539 |
| GetDomain | 1543 |
| GetEventStream | 1549 |
| GetIdentityResolutionJob | 1553 |
| GetIntegration | 1559 |
| GetMatches | 1565 |
| GetProfileObjectType | 1570 |
| GetProfileObjectTypeTemplate | 1577 |
| GetSimilarProfiles | 1583 |

| | |
|---|------|
| GetWorkflow | 1588 |
| GetWorkflowSteps | 1592 |
| ListAccountIntegrations | 1596 |
| ListCalculatedAttributeDefinitions | 1601 |
| ListCalculatedAttributesForProfile | 1604 |
| ListDomains | 1608 |
| ListEventStreams | 1612 |
| ListIdentityResolutionJobs | 1616 |
| ListIntegrations | 1620 |
| ListProfileObjects | 1624 |
| ListProfileObjectTypes | 1630 |
| ListProfileObjectTypeTemplates | 1634 |
| ListRuleBasedMatches | 1638 |
| ListTagsForResource | 1641 |
| ListWorkflows | 1644 |
| MergeProfiles | 1648 |
| PutIntegration | 1654 |
| PutProfileObject | 1663 |
| PutProfileObjectType | 1668 |
| SearchProfiles | 1680 |
| TagResource | 1695 |
| UntagResource | 1698 |
| UpdateCalculatedAttributeDefinition | 1701 |
| UpdateDomain | 1707 |
| UpdateProfile | 1717 |
| Amazon Q Connect | 1728 |
| CreateAssistant | 1731 |
| CreateAssistantAssociation | 1736 |
| CreateContent | 1741 |
| CreateContentAssociation | 1747 |
| CreateKnowledgeBase | 1752 |
| CreateQuickResponse | 1758 |
| CreateSession | 1765 |
| DeleteAssistant | 1770 |
| DeleteAssistantAssociation | 1772 |
| DeleteContent | 1775 |

| | |
|--------------------------------------|------|
| DeleteContentAssociation | 1778 |
| DeleteImportJob | 1781 |
| DeleteKnowledgeBase | 1784 |
| DeleteQuickResponse | 1787 |
| GetAssistant | 1790 |
| GetAssistantAssociation | 1793 |
| GetContent | 1796 |
| GetContentAssociation | 1799 |
| GetContentSummary | 1803 |
| GetImportJob | 1806 |
| GetKnowledgeBase | 1809 |
| GetQuickResponse | 1812 |
| GetRecommendations | 1816 |
| GetSession | 1821 |
| ListAssistantAssociations | 1824 |
| ListAssistants | 1827 |
| ListContentAssociations | 1830 |
| ListContents | 1834 |
| ListImportJobs | 1838 |
| ListKnowledgeBases | 1841 |
| ListQuickResponses | 1844 |
| ListTagsForResource | 1848 |
| NotifyRecommendationsReceived | 1851 |
| PutFeedback | 1855 |
| QueryAssistant | 1859 |
| RemoveKnowledgeBaseTemplateUri | 1865 |
| SearchContent | 1867 |
| SearchQuickResponses | 1871 |
| SearchSessions | 1876 |
| StartContentUpload | 1880 |
| StartImportJob | 1884 |
| TagResource | 1889 |
| UntagResource | 1892 |
| UpdateContent | 1894 |
| UpdateKnowledgeBaseTemplateUri | 1899 |
| UpdateQuickResponse | 1902 |

| | |
|--|-------------|
| UpdateSession | 1909 |
| Amazon Voice ID | 1912 |
| AssociateFraudster | 1914 |
| CreateDomain | 1918 |
| CreateWatchlist | 1923 |
| DeleteDomain | 1927 |
| DeleteFraudster | 1930 |
| DeleteSpeaker | 1933 |
| DeleteWatchlist | 1936 |
| DescribeDomain | 1939 |
| DescribeFraudster | 1942 |
| DescribeFraudsterRegistrationJob | 1945 |
| DescribeSpeaker | 1949 |
| DescribeSpeakerEnrollmentJob | 1952 |
| DescribeWatchlist | 1956 |
| DisassociateFraudster | 1959 |
| EvaluateSession | 1963 |
| ListDomains | 1968 |
| ListFraudsterRegistrationJobs | 1972 |
| ListFraudsters | 1976 |
| ListSpeakerEnrollmentJobs | 1980 |
| ListSpeakers | 1984 |
| ListTagsForResource | 1988 |
| ListWatchlists | 1991 |
| OptOutSpeaker | 1995 |
| StartFraudsterRegistrationJob | 1999 |
| StartSpeakerEnrollmentJob | 2005 |
| TagResource | 2011 |
| UntagResource | 2014 |
| UpdateDomain | 2017 |
| UpdateWatchlist | 2021 |
| Data Types | 2025 |
| Amazon Connect Service | 2044 |
| ActionSummary | 2054 |
| AgentConfig | 2055 |
| AgentContactReference | 2056 |

| | |
|---|------|
| AgentHierarchyGroup | 2059 |
| AgentHierarchyGroups | 2060 |
| AgentInfo | 2062 |
| AgentQualityMetrics | 2064 |
| AgentsCriteria | 2065 |
| AgentStatus | 2066 |
| AgentStatusReference | 2069 |
| AgentStatusSummary | 2070 |
| AllowedCapabilities | 2072 |
| AnalyticsDataAssociationResult | 2073 |
| AnswerMachineDetectionConfig | 2075 |
| Application | 2076 |
| AssignContactCategoryActionDefinition | 2077 |
| AttachedFile | 2078 |
| AttachedFileError | 2081 |
| AttachmentReference | 2083 |
| Attendee | 2085 |
| Attribute | 2086 |
| AttributeAndCondition | 2087 |
| AttributeCondition | 2088 |
| AudioFeatures | 2090 |
| AudioQualityMetricsInfo | 2091 |
| AvailableNumberSummary | 2092 |
| Campaign | 2094 |
| ChatEvent | 2095 |
| ChatMessage | 2097 |
| ChatParticipantRoleConfig | 2099 |
| ChatStreamingConfiguration | 2100 |
| ClaimedPhoneNumberSummary | 2101 |
| ConnectionData | 2105 |
| Contact | 2106 |
| ContactAnalysis | 2114 |
| ContactDataRequest | 2115 |
| ContactFilter | 2117 |
| ContactFlow | 2118 |
| ContactFlowModule | 2121 |

| | |
|--|------|
| ContactFlowModuleSearchCriteria | 2124 |
| ContactFlowModuleSearchFilter | 2126 |
| ContactFlowModuleSummary | 2127 |
| ContactFlowSearchCriteria | 2129 |
| ContactFlowSearchFilter | 2131 |
| ContactFlowSummary | 2132 |
| ContactSearchSummary | 2134 |
| ContactSearchSummaryAgentInfo | 2137 |
| ContactSearchSummaryQueueInfo | 2138 |
| ControlPlaneTagFilter | 2139 |
| ControlPlaneUserAttributeFilter | 2141 |
| CreateCaseActionDefinition | 2143 |
| CreatedByInfo | 2144 |
| Credentials | 2145 |
| CrossChannelBehavior | 2147 |
| CurrentMetric | 2148 |
| CurrentMetricData | 2149 |
| CurrentMetricResult | 2150 |
| CurrentMetricSortCriteria | 2151 |
| Customer | 2152 |
| CustomerQualityMetrics | 2153 |
| CustomerVoiceActivity | 2154 |
| DateReference | 2155 |
| DefaultVocabulary | 2156 |
| DeviceInfo | 2158 |
| Dimensions | 2160 |
| DisconnectDetails | 2162 |
| DisconnectReason | 2163 |
| Distribution | 2164 |
| DownloadUrlMetadata | 2165 |
| EmailReference | 2166 |
| EmptyFieldValue | 2167 |
| EncryptionConfig | 2168 |
| EndAssociatedTasksActionDefinition | 2170 |
| Endpoint | 2171 |
| ErrorResult | 2172 |

| | |
|--|------|
| Evaluation | 2173 |
| EvaluationAnswerData | 2176 |
| EvaluationAnswerInput | 2178 |
| EvaluationAnswerOutput | 2179 |
| EvaluationForm | 2180 |
| EvaluationFormContent | 2184 |
| EvaluationFormItem | 2186 |
| EvaluationFormNumericQuestionAutomation | 2187 |
| EvaluationFormNumericQuestionOption | 2188 |
| EvaluationFormNumericQuestionProperties | 2190 |
| EvaluationFormQuestion | 2192 |
| EvaluationFormQuestionTypeProperties | 2194 |
| EvaluationFormScoringStrategy | 2195 |
| EvaluationFormSection | 2196 |
| EvaluationFormSingleSelectQuestionAutomation | 2198 |
| EvaluationFormSingleSelectQuestionAutomationOption | 2199 |
| EvaluationFormSingleSelectQuestionOption | 2200 |
| EvaluationFormSingleSelectQuestionProperties | 2202 |
| EvaluationFormSummary | 2204 |
| EvaluationFormVersionSummary | 2207 |
| EvaluationMetadata | 2210 |
| EvaluationNote | 2212 |
| EvaluationScore | 2213 |
| EvaluationSummary | 2215 |
| EventBridgeActionDefinition | 2218 |
| Expiry | 2219 |
| Expression | 2220 |
| FailedRequest | 2221 |
| FieldValue | 2223 |
| FieldValueUnion | 2224 |
| Filters | 2226 |
| FilterV2 | 2228 |
| FlowAssociationSummary | 2230 |
| HierarchyGroup | 2231 |
| HierarchyGroupCondition | 2234 |
| HierarchyGroups | 2235 |

| | |
|--------------------------------------|------|
| HierarchyGroupSummary | 2237 |
| HierarchyGroupSummaryReference | 2239 |
| HierarchyLevel | 2240 |
| HierarchyLevelUpdate | 2242 |
| HierarchyPath | 2243 |
| HierarchyPathReference | 2245 |
| HierarchyStructure | 2247 |
| HierarchyStructureUpdate | 2249 |
| HistoricalMetric | 2251 |
| HistoricalMetricData | 2253 |
| HistoricalMetricResult | 2254 |
| HoursOfOperation | 2255 |
| HoursOfOperationConfig | 2258 |
| HoursOfOperationSearchCriteria | 2260 |
| HoursOfOperationSearchFilter | 2262 |
| HoursOfOperationSummary | 2263 |
| HoursOfOperationTimeSlice | 2265 |
| Instance | 2266 |
| InstanceStatusReason | 2269 |
| InstanceStorageConfig | 2270 |
| InstanceSummary | 2272 |
| IntegrationAssociationSummary | 2275 |
| IntervalDetails | 2278 |
| InvalidRequestExceptionReason | 2280 |
| InvisibleFieldInfo | 2281 |
| KinesisFirehoseConfig | 2282 |
| KinesisStreamConfig | 2283 |
| KinesisVideoStreamConfig | 2284 |
| LexBot | 2286 |
| LexBotConfig | 2287 |
| LexV2Bot | 2288 |
| ListPhoneNumbersSummary | 2289 |
| MatchCriteria | 2292 |
| MediaConcurrency | 2293 |
| MediaPlacement | 2295 |
| Meeting | 2297 |

| | |
|--|------|
| MeetingFeaturesConfiguration | 2299 |
| MetricDataV2 | 2300 |
| MetricFilterV2 | 2301 |
| MetricInterval | 2303 |
| MetricResultV2 | 2305 |
| MetricV2 | 2306 |
| NewSessionDetails | 2308 |
| NotificationRecipientType | 2310 |
| NumberReference | 2311 |
| NumericQuestionPropertyValueAutomation | 2312 |
| OutboundCallerConfig | 2313 |
| ParticipantCapabilities | 2315 |
| ParticipantDetails | 2316 |
| ParticipantDetailsToAdd | 2317 |
| ParticipantTimerConfiguration | 2318 |
| ParticipantTimerValue | 2320 |
| ParticipantTokenCredentials | 2322 |
| PersistentChat | 2323 |
| PhoneNumberQuickConnectConfig | 2325 |
| PhoneNumberStatus | 2326 |
| PhoneNumberSummary | 2328 |
| PredefinedAttribute | 2330 |
| PredefinedAttributeSearchCriteria | 2332 |
| PredefinedAttributeSummary | 2334 |
| PredefinedAttributeValues | 2336 |
| ProblemDetail | 2337 |
| Prompt | 2338 |
| PromptSearchCriteria | 2341 |
| PromptSearchFilter | 2343 |
| PromptSummary | 2344 |
| PropertyValidationExceptionProperty | 2346 |
| QualityMetrics | 2348 |
| Queue | 2349 |
| QueueInfo | 2352 |
| QueueQuickConnectConfig | 2353 |
| QueueReference | 2354 |

| | |
|---|------|
| QueueSearchCriteria | 2355 |
| QueueSearchFilter | 2357 |
| QueueSummary | 2358 |
| QuickConnect | 2360 |
| QuickConnectConfig | 2363 |
| QuickConnectSearchCriteria | 2365 |
| QuickConnectSearchFilter | 2367 |
| QuickConnectSummary | 2368 |
| ReadOnlyFieldInfo | 2370 |
| RealTimeContactAnalysisAttachment | 2371 |
| RealTimeContactAnalysisCategoryDetails | 2373 |
| RealTimeContactAnalysisCharacterInterval | 2374 |
| RealTimeContactAnalysisIssueDetected | 2375 |
| RealTimeContactAnalysisPointOfInterest | 2376 |
| RealtimeContactAnalysisSegment | 2377 |
| RealTimeContactAnalysisSegmentAttachments | 2379 |
| RealTimeContactAnalysisSegmentCategories | 2381 |
| RealTimeContactAnalysisSegmentEvent | 2382 |
| RealTimeContactAnalysisSegmentIssues | 2384 |
| RealTimeContactAnalysisSegmentTranscript | 2385 |
| RealTimeContactAnalysisTimeData | 2388 |
| RealTimeContactAnalysisTranscriptItemRedaction | 2389 |
| RealTimeContactAnalysisTranscriptItemWithCharacterOffsets | 2390 |
| RealTimeContactAnalysisTranscriptItemWithContent | 2391 |
| Reference | 2393 |
| ReferenceSummary | 2394 |
| RequiredFieldInfo | 2396 |
| ResourceTagsSearchCriteria | 2397 |
| RoutingCriteria | 2398 |
| RoutingProfile | 2400 |
| RoutingProfileQueueConfig | 2404 |
| RoutingProfileQueueConfigSummary | 2406 |
| RoutingProfileQueueReference | 2408 |
| RoutingProfileReference | 2409 |
| RoutingProfileSearchCriteria | 2410 |
| RoutingProfileSearchFilter | 2412 |

| | |
|--|------|
| RoutingProfileSummary | 2413 |
| Rule | 2415 |
| RuleAction | 2418 |
| RuleSummary | 2421 |
| RuleTriggerEventSource | 2424 |
| S3Config | 2426 |
| SearchableContactAttributes | 2428 |
| SearchableContactAttributesCriteria | 2429 |
| SearchContactsTimeRange | 2430 |
| SearchCriteria | 2432 |
| SecurityKey | 2435 |
| SecurityProfile | 2437 |
| SecurityProfileSearchCriteria | 2441 |
| SecurityProfileSearchSummary | 2443 |
| SecurityProfilesSearchFilter | 2445 |
| SecurityProfileSummary | 2446 |
| SegmentAttributeValue | 2448 |
| SendNotificationActionDefinition | 2449 |
| SignInConfig | 2451 |
| SignInDistribution | 2452 |
| SingleSelectQuestionRuleCategoryAutomation | 2453 |
| Sort | 2455 |
| Step | 2456 |
| StringCondition | 2457 |
| StringReference | 2459 |
| SubmitAutoEvaluationActionDefinition | 2460 |
| SuccessfulRequest | 2461 |
| TagCondition | 2462 |
| TagSearchCondition | 2463 |
| TagSet | 2465 |
| TaskActionDefinition | 2466 |
| TaskTemplateConstraints | 2468 |
| TaskTemplateDefaultFieldValue | 2469 |
| TaskTemplateDefaults | 2470 |
| TaskTemplateField | 2471 |
| TaskTemplateFieldIdentifier | 2473 |

| | |
|--|------|
| TaskTemplateMetadata | 2474 |
| TelephonyConfig | 2476 |
| Threshold | 2477 |
| ThresholdV2 | 2478 |
| TrafficDistributionGroup | 2479 |
| TrafficDistributionGroupSummary | 2483 |
| TrafficDistributionGroupUserSummary | 2486 |
| Transcript | 2487 |
| TranscriptCriteria | 2488 |
| UpdateCaseActionDefinition | 2490 |
| UpdateParticipantRoleConfigChannelInfo | 2491 |
| UploadUrlMetadata | 2492 |
| UrlReference | 2494 |
| UseCase | 2495 |
| User | 2497 |
| UserData | 2500 |
| UserDataFilters | 2503 |
| UserIdentityInfo | 2505 |
| UserIdentityInfoLite | 2507 |
| UserPhoneConfig | 2508 |
| UserProficiency | 2510 |
| UserProficiencyDisassociate | 2512 |
| UserQuickConnectConfig | 2513 |
| UserReference | 2514 |
| UserSearchCriteria | 2515 |
| UserSearchFilter | 2517 |
| UserSearchSummary | 2519 |
| UserSummary | 2522 |
| View | 2524 |
| ViewContent | 2528 |
| ViewInputContent | 2530 |
| ViewSummary | 2531 |
| ViewVersionSummary | 2533 |
| Vocabulary | 2536 |
| VocabularySummary | 2539 |
| VoiceRecordingConfiguration | 2541 |

| | |
|---|------|
| WisdomInfo | 2542 |
| Amazon AppIntegrations Service | 2542 |
| ApplicationAssociationSummary | 2544 |
| ApplicationSourceConfig | 2546 |
| ApplicationSummary | 2547 |
| DataIntegrationAssociationSummary | 2549 |
| DataIntegrationSummary | 2551 |
| EventFilter | 2553 |
| EventIntegration | 2554 |
| EventIntegrationAssociation | 2557 |
| ExternalUrlConfig | 2560 |
| FileConfiguration | 2562 |
| Publication | 2564 |
| ScheduleConfiguration | 2566 |
| Subscription | 2568 |
| Amazon Connect Contact Lens | 2569 |
| Categories | 2570 |
| CategoryDetails | 2572 |
| CharacterOffsets | 2573 |
| IssueDetected | 2574 |
| PointOfInterest | 2575 |
| RealtimeContactAnalysisSegment | 2576 |
| Transcript | 2577 |
| Amazon Connect Outbound Campaigns | 2579 |
| AgentlessDialerConfig | 2581 |
| AnswerMachineDetectionConfig | 2582 |
| Campaign | 2583 |
| CampaignFilters | 2586 |
| CampaignSummary | 2587 |
| DialerConfig | 2589 |
| DialRequest | 2591 |
| EncryptionConfig | 2593 |
| FailedCampaignStateResponse | 2595 |
| FailedRequest | 2596 |
| InstanceConfig | 2598 |
| InstanceIdFilter | 2600 |

| | |
|---------------------------------------|------|
| InstanceOnboardingJobStatus | 2601 |
| OutboundCallConfig | 2603 |
| PredictiveDialerConfig | 2605 |
| ProgressiveDialerConfig | 2606 |
| SuccessfulCampaignStateResponse | 2607 |
| SuccessfulRequest | 2608 |
| Amazon Connect Cases | 2609 |
| AuditEvent | 2611 |
| AuditEventField | 2613 |
| AuditEventFieldValueUnion | 2615 |
| AuditEventPerformedBy | 2617 |
| BasicLayout | 2618 |
| CaseEventIncludedData | 2619 |
| CaseFilter | 2620 |
| CaseSummary | 2622 |
| CommentContent | 2623 |
| CommentFilter | 2624 |
| Contact | 2625 |
| ContactContent | 2626 |
| ContactFilter | 2628 |
| DomainSummary | 2629 |
| EmptyFieldValue | 2631 |
| EventBridgeConfiguration | 2632 |
| EventIncludedData | 2633 |
| FieldError | 2634 |
| FieldFilter | 2635 |
| FieldGroup | 2637 |
| FieldIdentifier | 2638 |
| FieldItem | 2639 |
| FieldOption | 2640 |
| FieldOptionError | 2642 |
| FieldSummary | 2644 |
| FieldValue | 2646 |
| FieldValueUnion | 2647 |
| FileContent | 2649 |
| FileFilter | 2650 |

| | |
|---|-------------|
| GetFieldResponse | 2651 |
| LayoutConfiguration | 2654 |
| LayoutContent | 2655 |
| LayoutSections | 2656 |
| LayoutSummary | 2657 |
| RelatedItemContent | 2659 |
| RelatedItemEventIncludedData | 2661 |
| RelatedItemInputContent | 2662 |
| RelatedItemTypeFilter | 2664 |
| RequiredField | 2666 |
| SearchCasesResponseItem | 2667 |
| SearchRelatedItemsResponseItem | 2669 |
| Section | 2671 |
| Sort | 2672 |
| TemplateSummary | 2673 |
| UserUnion | 2675 |
| Amazon Connect Participant Service | 2675 |
| AttachmentItem | 2677 |
| ConnectionCredentials | 2679 |
| Item | 2680 |
| MessageMetadata | 2684 |
| Receipt | 2685 |
| StartPosition | 2687 |
| UploadMetadata | 2689 |
| View | 2691 |
| ViewContent | 2693 |
| Websocket | 2695 |
| Amazon Connect Customer Profiles | 2695 |
| AdditionalSearchKey | 2699 |
| Address | 2700 |
| AppflowIntegration | 2703 |
| AppflowIntegrationWorkflowAttributes | 2704 |
| AppflowIntegrationWorkflowMetrics | 2706 |
| AppflowIntegrationWorkflowStep | 2707 |
| AttributeDetails | 2710 |
| AttributeItem | 2711 |

| | |
|---|------|
| AttributeTypesSelector | 2712 |
| AutoMerging | 2715 |
| Batch | 2717 |
| Conditions | 2718 |
| ConflictResolution | 2719 |
| ConnectorOperator | 2721 |
| Consolidation | 2723 |
| DestinationSummary | 2724 |
| DetectedProfileObjectType | 2726 |
| DomainStats | 2728 |
| EventStreamDestinationDetails | 2730 |
| EventStreamSummary | 2732 |
| ExportingConfig | 2735 |
| ExportingLocation | 2736 |
| FieldSourceProfileIds | 2737 |
| FlowDefinition | 2742 |
| FoundByKeyValue | 2744 |
| IdentityResolutionJob | 2745 |
| IncrementalPullConfig | 2748 |
| IntegrationConfig | 2749 |
| JobSchedule | 2750 |
| JobStats | 2751 |
| ListCalculatedAttributeDefinitionItem | 2752 |
| ListCalculatedAttributeForProfileItem | 2754 |
| ListDomainItem | 2756 |
| ListIntegrationItem | 2758 |
| ListProfileObjectsItem | 2761 |
| ListProfileObjectTypeItem | 2763 |
| ListProfileObjectTypeTemplateItem | 2766 |
| ListWorkflowsItem | 2768 |
| MarketoSourceProperties | 2770 |
| MatchingRequest | 2771 |
| MatchingResponse | 2773 |
| MatchingRule | 2775 |
| MatchItem | 2777 |
| ObjectFilter | 2779 |

| | |
|---|------|
| ObjectTypeField | 2781 |
| ObjectTypeKey | 2783 |
| Profile | 2785 |
| Range | 2792 |
| RuleBasedMatchingRequest | 2793 |
| RuleBasedMatchingResponse | 2796 |
| S3ExportingConfig | 2799 |
| S3ExportingLocation | 2800 |
| S3SourceProperties | 2801 |
| SalesforceSourceProperties | 2802 |
| ScheduledTriggerProperties | 2804 |
| ServiceNowSourceProperties | 2806 |
| SourceConnectorProperties | 2807 |
| SourceFlowConfig | 2809 |
| Task | 2811 |
| Threshold | 2813 |
| TriggerConfig | 2814 |
| TriggerProperties | 2815 |
| UpdateAddress | 2816 |
| WorkflowAttributes | 2819 |
| WorkflowMetrics | 2820 |
| WorkflowStepItem | 2821 |
| ZendeskSourceProperties | 2822 |
| Amazon Q Connect | 2822 |
| AmazonConnectGuideAssociationData | 2826 |
| AppIntegrationsConfiguration | 2827 |
| AssistantAssociationData | 2829 |
| AssistantAssociationInputData | 2832 |
| AssistantAssociationOutputData | 2833 |
| AssistantAssociationSummary | 2834 |
| AssistantCapabilityConfiguration | 2837 |
| AssistantData | 2838 |
| AssistantIntegrationConfiguration | 2841 |
| AssistantSummary | 2842 |
| Configuration | 2845 |
| ConnectConfiguration | 2846 |

| | |
|--|------|
| ContentAssociationContents | 2847 |
| ContentAssociationData | 2848 |
| ContentAssociationSummary | 2851 |
| ContentData | 2854 |
| ContentDataDetails | 2858 |
| ContentFeedbackData | 2859 |
| ContentReference | 2860 |
| ContentSummary | 2862 |
| DataDetails | 2866 |
| DataReference | 2868 |
| DataSummary | 2869 |
| Document | 2870 |
| DocumentText | 2871 |
| ExternalSourceConfiguration | 2872 |
| Filter | 2873 |
| GenerativeContentFeedbackData | 2875 |
| GenerativeDataDetails | 2876 |
| GenerativeReference | 2877 |
| GroupingConfiguration | 2878 |
| Highlight | 2880 |
| ImportJobData | 2881 |
| ImportJobSummary | 2885 |
| KnowledgeBaseAssociationData | 2888 |
| KnowledgeBaseData | 2889 |
| KnowledgeBaseSummary | 2893 |
| NotifyRecommendationsReceivedError | 2896 |
| OrCondition | 2897 |
| QueryCondition | 2898 |
| QueryConditionItem | 2899 |
| QueryRecommendationTriggerData | 2901 |
| QuickResponseContentProvider | 2902 |
| QuickResponseContents | 2903 |
| QuickResponseData | 2904 |
| QuickResponseDataProvider | 2909 |
| QuickResponseFilterField | 2910 |
| QuickResponseOrderField | 2912 |

| | |
|---|------|
| QuickResponseQueryField | 2914 |
| QuickResponseSearchExpression | 2916 |
| QuickResponseSearchResultData | 2918 |
| QuickResponseSummary | 2923 |
| RankingData | 2927 |
| RecommendationData | 2928 |
| RecommendationTrigger | 2930 |
| RecommendationTriggerData | 2932 |
| RenderingConfiguration | 2933 |
| ResultData | 2934 |
| SearchExpression | 2936 |
| ServerSideEncryptionConfiguration | 2937 |
| SessionData | 2938 |
| SessionIntegrationConfiguration | 2941 |
| SessionSummary | 2942 |
| SourceConfiguration | 2944 |
| SourceContentDataDetails | 2945 |
| TagCondition | 2947 |
| TagFilter | 2948 |
| TextData | 2950 |
| Amazon Voice ID | 2950 |
| AuthenticationConfiguration | 2952 |
| AuthenticationResult | 2953 |
| Domain | 2956 |
| DomainSummary | 2959 |
| EnrollmentConfig | 2962 |
| EnrollmentJobFraudDetectionConfig | 2963 |
| FailureDetails | 2965 |
| FraudDetectionConfiguration | 2966 |
| FraudDetectionResult | 2967 |
| FraudRiskDetails | 2970 |
| Fraudster | 2971 |
| FraudsterRegistrationJob | 2973 |
| FraudsterRegistrationJobSummary | 2977 |
| FraudsterSummary | 2980 |
| InputDataConfig | 2982 |

| | |
|---|-------------|
| JobProgress | 2983 |
| KnownFraudsterRisk | 2984 |
| OutputDataConfig | 2985 |
| RegistrationConfig | 2987 |
| ServerSideEncryptionConfiguration | 2989 |
| ServerSideEncryptionUpdateDetails | 2990 |
| Speaker | 2992 |
| SpeakerEnrollmentJob | 2994 |
| SpeakerEnrollmentJobSummary | 2998 |
| SpeakerSummary | 3001 |
| Tag | 3003 |
| VoiceSpoofingRisk | 3005 |
| Watchlist | 3006 |
| WatchlistDetails | 3008 |
| WatchlistSummary | 3009 |
| Common Parameters | 3011 |
| Common Errors | 3014 |
| Flow language | 3016 |
| Concepts | 3016 |
| Contact | 3016 |
| Participant | 3016 |
| Action types | 3016 |
| Example flow | 3017 |
| Actions | 3018 |
| Identifier | 3019 |
| Type | 3019 |
| Parameters | 3019 |
| Transitions | 3019 |
| List of Operators | 3021 |
| Parameter restrictions | 3023 |
| Contact actions | 3023 |
| Flow control actions | 3046 |
| Interactions | 3060 |
| Participant actions | 3076 |
| Rules Function language | 3088 |
| Concepts | 3088 |

| | |
|---------------------------------------|------|
| Example rule function | 3089 |
| Conditions | 3090 |
| OnMetricDataUpdate | 3090 |
| OnContactEvaluationSubmit | 3123 |
| OnPostCallAnalysisAvailable | 3128 |
| OnRealTimeCallAnalysisAvailable | 3136 |
| OnPostChatAnalysisAvailable | 3139 |
| OnZendeskTicketCreate | 3146 |
| OnZendeskTicketStatusUpdate | 3150 |
| OnSalesforceCaseCreate | 3154 |
| OnCaseCreate | 3157 |
| OnCaseUpdate | 3162 |
| PatternMatch Operands | 3167 |

Welcome

Amazon Connect Service

- [Amazon Connect actions](#)
- [Amazon Connect data types](#)

Amazon Connect is a cloud-based contact center solution that you use to set up and manage a customer contact center and provide reliable customer engagement at any scale.

Amazon Connect provides metrics and real-time reporting that enable you to optimize contact routing. You can also resolve customer issues more efficiently by getting customers in touch with the appropriate agents.

There are limits to the number of Amazon Connect resources that you can create. There are also limits to the number of requests that you can make per second. For more information, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

You can connect programmatically to an AWS service by using an endpoint. For a list of Amazon Connect endpoints, see [Amazon Connect Endpoints](#).

Amazon AppIntegrations Service

The Amazon AppIntegrations service enables you to configure and reuse connections to external applications.

For information about how you can use external applications with Amazon Connect, see the following topics in the *Amazon Connect Administrator Guide*:

- [Third-party applications \(3p apps\) in the agent workspace](#)
- [Use Amazon Q in Connect for generative AI-powered agent assistance in real-time](#)

Amazon Connect Contact Lens

Amazon Connect Contact Lens enables you to analyze conversations between customer and agents, by using speech transcription, natural language processing, and intelligent search

capabilities. It performs sentiment analysis, detects issues, and enables you to automatically categorize contacts.

Amazon Connect Contact Lens provides both real-time and post-call analytics of customer-agent conversations. For more information, see [Analyze conversations using speech analytics](#) in the *Amazon Connect Administrator Guide*.

Amazon Connect Outbound Campaigns

With the outbound campaigns feature of Amazon Connect, you can create high-volume outbound campaigns. For example, you can use this feature for appointment reminders, telemarketing, subscription renewals, or debt collection. For more information, see [Set up outbound communications](#) in the *Amazon Connect Administrator Guide*.

Amazon Connect Cases

With Amazon Connect Cases, your agents can track and manage customer issues that require multiple interactions, follow-up tasks, and teams in your contact center. A case represents a customer issue. It records the issue, the steps and interactions taken to resolve the issue, and the outcome. For more information, see [Amazon Connect Cases](#) in the *Amazon Connect Administrator Guide*.

Amazon Connect Participant Service

Amazon Connect is an easy-to-use omnichannel cloud contact center service that enables companies of any size to deliver superior customer service at a lower cost. Amazon Connect communications capabilities make it easy for companies to deliver personalized interactions across communication channels, including chat.

Use the Amazon Connect Participant Service to manage participants (for example, agents, customers, and managers listening in), and to send messages and events within a chat contact. The APIs in the service enable the following: sending chat messages, attachment sharing, managing a participant's connection state and message events, and retrieving chat transcripts.

Amazon Connect Customer Profiles

- [Customer Profiles actions](#)

- [Customer Profiles data types](#)

Amazon Connect Customer Profiles is a unified customer profile for your contact center that has pre-built connectors powered by AppFlow that make it easy to combine customer information from third party applications, such as Salesforce (CRM), ServiceNow (ITSM), and your enterprise resource planning (ERP), with contact history from your Amazon Connect contact center.

For more information about the Amazon Connect Customer Profiles feature, see [Use Customer Profiles](#) in the *Amazon Connect Administrator's Guide*.

Amazon Q Connect

- [Amazon Q actions](#)
- [Amazon Q data types](#)

Note

Powered by Amazon Bedrock: AWS implements [automated abuse detection](#). Because Amazon Q in Connect is built on Amazon Bedrock, users can take full advantage of the controls implemented in Amazon Bedrock to enforce safety, security, and the responsible use of artificial intelligence (AI).

Amazon Q in Connect is a generative AI customer service assistant. It is an LLM-enhanced evolution of Amazon Connect Wisdom that delivers real-time recommendations to help contact center agents resolve customer issues quickly and accurately.

Amazon Q in Connect automatically detects customer intent during calls and chats using conversational analytics and natural language understanding (NLU). It then provides agents with immediate, real-time generative responses and suggested actions, and links to relevant documents and articles. Agents can also query Amazon Q in Connect directly using natural language or keywords to answer customer requests.

Use the Amazon Q in Connect APIs to create an assistant and a knowledge base, for example, or manage content by uploading custom files.

For more information, see [Use Amazon Q in Connect for generative AI powered agent assistance in real-time](#) in the *Amazon Connect Administrator Guide*.

Amazon Voice ID

Amazon Connect Voice ID provides real-time caller authentication and fraud risk detection, which make voice interactions in contact centers more secure and efficient.

For more information about the Voice ID feature, see [Use real-time caller authentication with Voice ID](#) in the *Amazon Connect Administrator Guide*.

Programming with the Amazon Connect APIs

The following sections provide additional information about using the Amazon Connect service APIs.

Contents

- [Best practices for using Amazon Connect APIs](#)
- [Working with Attachments](#)
- [Best practices for using PutDialRequestBatch for outbound campaign calling](#)
- [Amazon Connect eventual consistency](#)
- [Resource integrations](#)

Best practices for using Amazon Connect APIs

This topic provides guidance for using Amazon Connect Describe and List APIs so you don't get unexpected 4xx errors for the response. It also explains how to configure your client Read APIs.

Contents

- [Types of errors](#)
- [Throttling in Amazon Connect APIs](#)
- [How to configure your client Read API\(s\)](#)
- [How to make 2 TPS work for List APIs when you have a large number of resources](#)
- [How to make 2 TPS work for Create/Update APIs when you have a large number of resources](#)
- [Hitting a resource quota? Delete unused / stale resources](#)
- [How to request an increase to an API throttling quota](#)
- [Supported SDKs for all Amazon Connect APIs](#)

Types of errors

The Amazon Connect APIs provide an HTTP interface. HTTP defines ranges of HTTP Status Codes for different types of error responses.

- Client errors are indicated by HTTP Status Code class of 4xx

- Service errors are indicated by HTTP Status Code class of 5xx

In this reference guide, the documentation for each API has an **Errors** section that includes a brief discussion about HTTP status codes. We recommend looking there as part of your investigation when you get an error.

For information about the common errors returned by Amazon Connect public APIs, see [Common Errors](#).

Throttling in Amazon Connect APIs

Throttling errors in Amazon Connect public API(s) are defined by HTTP status code 429. This HTTP status code can be retried by the client based on their requirement.

Important

The throttling limits are defined for each API separately at the AWS account level, not for the individual Amazon Connect instance.

To use any API for Amazon Connect resources (such as users, queues, and routing profiles), you need the [ID/ARN for the Amazon Connect instance](#).

By default, Amazon Connect limits the steady-state requests per second (RPS) across all APIs within an AWS account, per Region. It also limits the burst (that is, the maximum bucket size) across all APIs within an AWS account, per Region.

In Amazon Connect the burst limit represents the target maximum number of concurrent request submissions that APIs will fulfill before returning *429 Too Many Requests* error responses.

For more information about throttling quotas, see [Amazon Connect throttling quotas](#).

How to configure your client Read API(s)

Your client configuration will vary based on number of resources that your API tries to describe/list per second.

In the following Java example, the number of retries is set to 3. This means after your Amazon Connect client implementation experiences throttling, it retries for maximum of 3 times. Instead

of retrying immediately and aggressively, the following snippet waits a specified amount of time (between 0 to max of 5 seconds as defined by `maxBackoffTime` parameter) between tries and uses [EqualJitterBackoffStrategy](#).

```
final class ClientBuilder {

    private static final int NUMBER_OF_RETRIES = 3;

    private static final RetryPolicy RETRY_POLICY =
        RetryPolicy.builder()
            .numRetries(NUMBER_OF_RETRIES)
            .retryCondition(RetryCondition.defaultRetryCondition())
            .backoffStrategy(EqualJitterBackoffStrategy.builder()
                .baseDelay(Duration.ofSeconds(1))
                .maxBackoffTime(Duration.ofSeconds(5))
                .build())
            .build();

    public static ConnectClient getClient() {
        return ConnectClient.builder()
            .httpClient(LambdaWrapper.HTTP_CLIENT)

        .overrideConfiguration(ClientOverrideConfiguration.builder().retryPolicy(RETRY_POLICY).build())
            .build();
    }
}
```

When failures are caused by overload or contention, backing off often doesn't help as much as it seems like it should. This is because there's a correlation between failures and backing off/contention:

- If all the failed calls back off to the same time, they cause contention or overload again when they are retried.

To address this, we recommend adding jitter. Jitter adds some amount of randomness to the backoff which spreads the retries around in time. For more information about how much jitter to add and the best ways to add it, see this AWS blog post: [Exponential Backoff and Jitter](#).

For information about types of backoff strategies, see [Interface BackoffStrategy](#).

How to make 2 TPS work for List APIs when you have a large number of resources

There are two options: use List APIs with `maxResults = 1,000`, or use Search APIs as an alternative to List/Describe round trips. Both options are discussed here.

The List API of a particular Amazon Connect resource supports a `maxResults` parameter as part of request body. List API(s) support a maximum of 1,000 results in single API call unless specified otherwise in the documentation.

The following example shows the `maxResults` of the [ListUsers](#) API.

```
String nextToken = null;
do {
    ListUsersRequest listUsersRequest = ListUsersRequest.builder()
        .instanceId(your Amazon Connect instanceId)
        .maxResults(1000)
        .nextToken(nextToken)
        .build();
    ListUsersResponse response = client.listUsers(listUsersRequest);
    System.out.println(response.sdkHttpResponse().statusCode());
} while (nextToken != null);
```

If `nextToken` is returned, then more results are available. The value of `nextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours. Using an expired pagination token will return an HTTP 400 `InvalidToken` error.

When to use Search APIs instead of List APIs

We recommend you assess the speed of pulling details for 100 records at a time (the Search API limit) instead of pulling 1,000 IDs and doing Describe round trips. It's better to try using Search APIs instead of combination of List and Describe API for a specific resource.

Let's say you have a situation where you're listing specific resources in your Amazon Connect instance and then call a Describe API on an individual resource. Instead, we recommend leveraging the Search API for that corresponding resource. Search APIs support several filters that can help to reduce response set as per requirement.

How to make 2 TPS work for Create/Update APIs when you have a large number of resources

There is a performance impact behind creating/updating resources at a default 2 TPS. For example, 100 resources can be created/updated with 2 TPS within 50 seconds. A 1,000 resources with this TPS would need nearly 8 minutes. Based on your use case, if the operation is impacting performance, contact AWS Support and provide a business justification for your request to increase your throttling quota. See [How to request an increase to an API throttling quota](#).

It is your responsibility to always implement the following best practices:

- Check your logic and implement best practices to make your requests as efficient as possible. Check out [AWS Well-Architected Tool](#) (AWS WA Tool) for processes that help measure your architecture using AWS best practices.
- Test your requests and any custom processes *before adding them to production operations*.

Hitting a resource quota? Delete unused / stale resources

If you keep hitting the quota limit for a specific resource, we recommend deleting any unused or stale resources. You can find the Delete API for a resource on the resource-specific [Action pages](#). These pages list all the APIs for a given resource.

How to request an increase to an API throttling quota

Important

- We analyze all requests for quota increases and provide guidance for all queries.
- We rarely approve requests if they apply to situations other than those listed below.
- For smaller increase requests, we can approve in hours. Larger increase requests take time to review, process, approve, and deploy. Depending on your specific implementation, your resource, and the size of quota that you want, a request can take up to 3 weeks. An extra-large worldwide increase can potentially take months. If you're increasing your quotas as part of a larger project, keep this information in mind and plan accordingly.

For instructions about how to use the [Service Quotas console](#), see [Using the AWS Management Console to request an increase](#).

In the Services Quotas console, open an AWS Support case and provide the following information:

1. Have you implemented the best practices explained in the [Retry behavior](#) topic of the *AWS SDKs and Tools Reference Guide*?
2. What is the performance impact without the requested limit increase? Provide some calculations.
3. What is the expected number of resources customer is trying to create/update/describe every second with the APIs?
4. What is the new quota for the API that you want?

Include in your case if the following situation(s) apply:

- It is a migration request and you need high TPS for a specific time range to configure your instance(s).
- There are performance or business impacting usecases, such as handling huge call volume for peak season.
- You have thousands of resources with multiple concurrent agents working at the same time which might increase the overall traffic from your contact center.

Supported SDKs for all Amazon Connect APIs

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Working with Attachments

This topic explains how to work with attachments for Chat and Cases in Amazon Connect. For Chat Attachments, refer to the first section on the Amazon Connect Participant Service API. For Case Attachments, refer to the second section on the Amazon Connect service's Attached Files APIs.

Uploading Attachments with the Participant Service

There are three basic steps for uploading a file using the Amazon Connect Participant Service API.

1. HTTP POST file metadata to `StartAttachmentUpload` API, which will provide a signed Amazon S3 URL and attachment ID for uploading the file directly to Amazon S3.
2. HTTP PUT file data to the signed Amazon S3 URL.
3. HTTP POST attachment ID to `CompleteAttachmentUpload` to finalize the upload to Amazon S3.

Below is a basic JavaScript implementation for reference purposes.

```
//Define the html element for file using input tag

<input type="file" id="fileUpload">
<input type="button" id="btnUploadFile" onclick="uploadFile()" value="Upload file">

async function uploadFile() {
  //Initiate the file upload by calling StartAttachmentUpload, providing the name,
  size, and content type of the file you want to upload.
  //The response will include a pre-signed URL and headers to use when building the
  file upload request, as well as an AttachmentId.
  const files = document.getElementById('fileUpload').files;
  const file = files[0];

  const startUploadRequest = {
    AttachmentName: file.name,
    AttachmentSizeInBytes: file.size,
    ContentType: file.type
  };
  const { AttachmentId, UploadMetadata } = await
  startAttachmentUpload(startUploadRequest);

  //Send the file data to the pre-signed S3 URL.
```

```
//The file is stored in a temporary location in the S3 bucket.

await uploadFileToS3(file, UploadMetadata.Url, UploadMetadata.HeadersToInclude);

//Finalize the file upload by calling CompleteAttachmentUpload, providing the
AttachmentId.
//This moves the file to the final Attachments S3 path configured for the connect
instance.
const completeUploadRequest = {
  AttachmentIds: [ AttachmentId ]
};
await completeAttachmentUpload(completeUploadRequest);
}

async function startAttachmentUpload(requestData){
  const response = await fetch(StartAttachmentUploadEndpoint, {
    method: 'POST',
    headers: {
      'Content-Type': 'application/json'
      'X-Amz-Bearer': ConnectionToken,
    },
    body: JSON.stringify(requestData)
  });

  return response.data;
}

async function uploadFileToS3(file, signedUrl, headersToInclude) {
  return fetch(signedUrl, {
    method: 'PUT',
    headers: headersToInclude,
    body: file
  });
}

async function completeAttachmentUpload(requestData){
  return fetch(CompleteAttachmentUploadEndpoint, {
    method: 'POST',
    headers: {
      'Content-Type': 'application/json'
      'X-Amz-Bearer': ConnectionToken,
    },
    body: JSON.stringify(requestData)
  });
}
```

```
}
```

For an example of a real world implementation, view the [Amazon Connect ChatJS JavaScript client](#) on GitHub.

Uploading Attached Files with the Connect Service

The same basic steps follow from the Participant service instructions, for usage with the Amazon Connect service's attached file APIs.

1. Call the `StartAttachedFileUpload` API with the required attached file information, which will provide a signed Amazon S3 URL, headers, and file ID for uploading the file directly to Amazon S3.
 - If you are attaching a file to a Case, the calling identity must also have the `cases:CreateRelatedItem` permission on the target Case resource.
2. Using your http client of choice, PUT file data to the signed Amazon S3 URL, ensuring that you add the headers as required from the response of Step 1.
3. Call the `CompleteAttachedFileUpload` to finalize the upload to Amazon S3.

Best practices for using `PutDialRequestBatch` for outbound campaign calling

This topic provides guidance and best practices for using the [PutDialRequestBatch](#) API for outbound campaign calling. `PutDialRequestBatch` takes in a list of [DialRequest](#) to be dialed as part of an outbound campaign.

- Before using [PutDialRequestBatch](#), always use the [StartCampaign](#) API to start the outbound campaign.
- In [DialRequest](#), set `expirationTime`—the timestamp when a dial request expires—to a future time, preferably a few minutes in the future to allow the outbound campaigns dialer algorithm to attempt to dial.

Note the following failure codes:

- `InvalidInput`: There's a request input mismatch with the parameters defined in [DialRequest](#). Fix the request input and try again.

- **RequestThrottled:** There aren't enough agents or telecom capacity available. The service maintains an upper limit on the number of records it can accept. When this limit is reached, the service returns a `RequestThrottled` message. This is a signal for you to stop sending more records and instead wait before attempting to retry, allowing the service to process and clear some records so it has room to accept more.
- **UnknownError:** There is an internal failure in outbound campaigns. Please try again.

Recommendations for tracking contact dispositions

A contact disposition is a type of state for a contact. It is either assigned by an agent from a pre-defined list that you provide (for example, **Sold**, **Wrong person**, **Right person**, **didn't sell**) or assigned by Amazon Connect for a contact (for example, `EXPIRED`, `CONTACT_FLOW_DISCONNECT`, or `TELECOM_PROBLEM`). For outbound campaigns, the contact disposition is assigned by Amazon Connect.

You can use Amazon Connect contact records or contact events to track the contact dispositions for outbound campaigns. The key attribute to track contact disposition is `DisconnectReason`, which indicates how the voice contact was terminated.

Disconnect reasons can be grouped into the following 3 categories:

- **Success:** A contact is successfully dialed out. Values: `CUSTOMER_DISCONNECT` | `AGENT_DISCONNECT` | `THIRD_PARTY_DISCONNECT` | `BARGED` | `CONTACT_FLOW_DISCONNECT` | `OTHER`
- **Expired:** This is expected behavior of the dialing algorithm. When the dialing algorithm determines insufficient dialing capacity (for example, because all agents are occupied or all telecom capacity is being used) during the duration set by the `expirationTime` parameter, Amazon Connect does not attempt to call such endpoints. In other words, those endpoints are expired. Values: `EXPIRED`
- **Failed:** Outbound campaigns failed a dial attempt because there are specific systematic errors. Values: `OUTBOUND_DESTINATION_ENDPOINT_ERROR` | `OUTBOUND_RESOURCE_ERROR` | `OUTBOUND_ATTEMPT_FAILED` | `TELECOM_PROBLEM`

For a description of each of these values, see `DisconnectReason` in the [Contact records data model](#) topic in the *Amazon Connect Administrator Guide*.

If the disconnect reason is expired or failed type, take one of the following next steps:

| Disconnect reason value | Recommendation |
|-------------------------------------|---|
| EXPIRED | We recommend that you use PutDialRequestBatch to create a new contact for this destination with a different client token. |
| OUTBOUND_DESTINATION_ENDPOINT_ERROR | Check whether the current configuration of your Amazon Connect instance allows this destination to be dialed. For more information, see Countries you can call by default . |
| OUTBOUND_RESOURCE_ERROR | <ul style="list-style-type: none"> Check whether your Amazon Connect instance allows outbound calls. For more information, see Enable outbound calls. Check that the following resources exist: queue, flow, Amazon Connect source phone number, and campaign. After fixing the configuration of the instance, use PutDialRequestBatch to create a new contact for this destination with a different client token. |
| OUTBOUND_ATTEMPT_FAILED | There is an unidentified error. We recommend that you use PutDialRequestBatch to create a new contact for this destination with a different client token. |
| TELECOM_PROBLEM | Disconnected due to an issue with connecting the call from the carrier, network congestion, network error, etc. We recommend that you use PutDialRequestBatch to create a new contact for this destination with a different client token. |

Amazon Connect eventual consistency

The Amazon Connect API follows an [eventual consistency](#) model due to the distributed nature of the system. As a result, changes to Amazon Connect resources might not be immediately visible to the subsequent commands you run.

When you perform Amazon Connect API calls, there might be a brief delay before the change is available throughout Amazon Connect. It typically takes less than a few seconds for the change to propagate throughout the system, but in some cases it can take several minutes. You might get

unexpected errors, such as a `ResourceNotFoundException` or an `InvalidRequestException`, during this time. For example, Amazon Connect might return a `ResourceNotFoundException` if you call [DescribeUser](#) immediately after calling [CreateUser](#).

We recommend that you configure a retry strategy on your Amazon Connect clients to automatically retry operations after a brief waiting period. For more information, see [Retry behavior](#) in the *AWS SDKs and Tools Reference Guide*.

Resource integrations

CloudFormation

Amazon Connect is integrated with [AWS CloudFormation](#), a service that allows you to treat infrastructure as code. Use CloudFormation to model, provision, and manage AWS and third-party resources.

The following Amazon Connect resource APIs support CloudFormation templates:

- [AWS::Connect::ApprovedOrigin](#)
- [AWS::Connect::ContactFlow](#)
- [AWS::Connect::ContactFlowModule](#)
- [AWS::Connect::EvaluationForm](#)
- [AWS::Connect::HoursOfOperation](#)
- [AWS::Connect::Instance](#)
- [AWS::Connect::InstanceStorageConfig](#)
- [AWS::Connect::IntegrationAssociation](#)
- [AWS::Connect::PhoneNumber](#)
- [AWS::Connect::Prompt](#)
- [AWS::Connect::Queue](#)
- [AWS::Connect::QuickConnect](#)
- [AWS::Connect::RoutingProfile](#)
- [AWS::Connect::Rule](#)
- [AWS::Connect::SecurityKey](#)
- [AWS::Connect::TaskTemplate](#)

- [AWS::Connect::TrafficDistributionGroup](#)
- [AWS::Connect::User](#)
- [AWS::Connect::UserHierarchyGroup](#)
- [AWS::Connect::View](#)
- [AWS::Connect::ViewVersion](#)

CloudTrail

Amazon Connect is integrated with AWS CloudTrail, a service that provides a record of the Amazon Connect API calls that a user, role, or AWS service makes. CloudTrail captures Amazon Connect API calls as events. All public Amazon Connect APIs support CloudTrail.

For more information, see [Logging Amazon Connect API calls with AWS CloudTrail](#).

EventBridge

Amazon Connect is integrated with Amazon EventBridge, a service that provides a record of the Amazon Connect API calls that a user, role, or AWS service makes. All public Amazon Connect APIs support EventBridge, with events published to CloudTrail consumable in EventBridge.

Some Amazon Connect resources are integrated directly into EventBridge. For more information, see [EventBridge events emitted by Amazon Connect](#).

Amazon Connect actions by resource

The following section lists the Amazon Connect API actions by resource.

- [Analytics data lake actions](#)
- [Agent status actions](#)
- [Chat actions](#)
- [Contacts actions](#)
- [Evaluation actions](#)
- [Files actions](#)
- [Flows / Flow module actions](#)
- [Hierarchy group actions](#)
- [Hours of operation actions](#)
- [Instance actions](#)
- [Integration association actions](#)
- [Metrics actions](#)
- [Phone number actions](#)
- [Prompt actions](#)
- [Queue actions](#)
- [Quick connect actions](#)
- [Routing profile actions](#)
- [Rules actions](#)
- [Security profile actions](#)
- [Tag actions](#)
- [Task actions](#)
- [Traffic distribution group actions](#)
- [Use cases actions](#)
- [User management actions](#)
- [View actions](#)
- [Vocabulary actions](#)

- [Voice actions](#)

Analytics data lake actions

These APIs are in preview release for Amazon Connect and are subject to change.

The following API actions are available for analytics datasets:

- [AssociateAnalyticsDataSet](#)
- [BatchAssociateAnalyticsDataSet](#)
- [BatchDisassociateAnalyticsDataSet](#)
- [DisassociateAnalyticsDataSet](#)
- [ListAnalyticsDataAssociations](#)

Agent status actions

The following API actions are available for agent status:

- [CreateAgentStatus](#)
- [DescribeAgentStatus](#)
- [ListAgentStatuses](#)
- [PutUserStatus](#)
- [UpdateAgentStatus](#)

For more information about agent status, see [About agent status](#) in the *Amazon Connect Administrator Guide*.

Chat actions

The following API actions are available for chats:

- [CreatePersistentContactAssociation](#)
- [SendChatIntegrationEvent](#)
- [StartChatContact](#)

For more information about chat, see [Concepts: Web and mobile chat capabilities in Amazon Connect](#) in the *Amazon Connect Administrator Guide*.

Contacts actions

The following API actions are available for contacts:

- [BatchPutContact](#)
- [CreateParticipant](#)
- [DescribeContact](#)
- [DismissUserContact](#)
- [GetContactAttributes](#)
- [ListContactReferences](#)
- [ListRealtimeContactAnalysisSegments](#)
- [ListRealtimeContactAnalysisSegmentsV2](#)
- [MonitorContact](#)
- [SearchContacts](#)
- [StartContactStreaming](#)
- [StartWebRTCContact](#)
- [StopContactStreaming](#)
- [StopContact](#)
- [TagContact](#)
- [TransferContact](#)
- [UntagContact](#)
- [UpdateContact](#)
- [UpdateContactAttributes](#)
- [UpdateContactSchedule](#)

For more information about contacts, see the following topics in the *Amazon Connect Administrator Guide*:

- [Amazon Connect contact events](#)

- [Contact records data model](#)
- [Capture customer audio: live media streaming](#)
- [Customize chat flow experiences by integrating custom participants](#)

Evaluation actions

The following API actions are available for evaluations:

- [ActivateEvaluationForm](#)
- [CreateEvaluationForm](#)
- [DeactivateEvaluationForm](#)
- [DeleteContactEvaluation](#)
- [DescribeContactEvaluation](#)
- [DeleteEvaluationForm](#)
- [DescribeEvaluationForm](#)
- [ListContactEvaluations](#)
- [ListEvaluationForms](#)
- [ListEvaluationFormVersions](#)
- [StartContactEvaluation](#)
- [SubmitContactEvaluation](#)
- [UpdateContactEvaluation](#)
- [UpdateEvaluationForm](#)

To create a CloudFormation template for evaluation forms, see the following topic:

- [AWS::Connect::EvaluationForm](#) resource in the *AWS CloudFormation User Guide*

For more information about evaluations, see [Evaluate agent performance](#) in the *Amazon Connect Administrator Guide*.

Files actions

The following API actions are available for Files:

- [StartAttachedFileUpload](#)
- [CompleteAttachedFileUpload](#)
- [GetAttachedFile](#)
- [BatchGetAttachedFileMetadata](#)
- [DeleteAttachedFile](#)

For more information about attached files, see [Enable attachments to share files using chat and upload files to cases](#) in the *Amazon Connect Administrator Guide*.

Flows / Flow module actions

The following API actions are available for flows and flow modules:

- [AssociateFlow](#)
- [BatchGetFlowAssociation](#)
- [CreateContactFlow](#)
- [CreateContactFlowModule](#)
- [DeleteContactFlow](#)
- [DeleteContactFlowModule](#)
- [DescribeContactFlow](#)
- [DescribeContactFlowModule](#)
- [DisassociateFlow](#)
- [GetFlowAssociation](#)
- [ListContactFlows](#)
- [ListContactFlowModules](#)
- [ListFlowAssociations](#)
- [SearchContactFlows](#)
- [SearchContactFlowModules](#)
- [UpdateContactFlowContent](#)
- [UpdateContactFlowMetadata](#)
- [UpdateContactFlowModuleContent](#)
- [UpdateContactFlowModuleMetadata](#)

- [UpdateContactFlowName](#)

To create a CloudFormation template for flows, see the following topics:

- [AWS::Connect::ContactFlow](#)
- [AWS::Connect::ContactFlowModule](#)

Use the [Flow language](#) to programmatically write flows rather than drag blocks onto the flow designer.

For more information about flows, see [Create Amazon Connect flows](#) in the *Amazon Connect Administrator Guide*.

Hierarchy group actions

The following API actions are available for hierarchy groups:

- [CreateUserHierarchyGroup](#)
- [DeleteUserHierarchyGroup](#)
- [DescribeUserHierarchyGroup](#)
- [DescribeUserHierarchyStructure](#)
- [ListUserHierarchyGroups](#)
- [UpdateUserHierarchy](#)
- [UpdateUserHierarchyGroupName](#)
- [UpdateUserHierarchyStructure](#)

To create a CloudFormation template for hierarchy groups, see the following topic:

- [AWS::Connect::UserHierarchyGroup](#)

For more information about managing users, see [Manage users in Amazon Connect](#) in the *Amazon Connect Administrator Guide*.

For more information about agent hierarchies, see [Set up agent hierarchies](#) in the *Amazon Connect Administrator Guide*.

Hours of operation actions

The following API actions are available for hours of operation:

- [CreateHoursOfOperation](#)
- [DescribeHoursOfOperation](#)
- [DeleteHoursOfOperation](#)
- [ListHoursOfOperations](#)
- [SearchHoursOfOperations](#)
- [UpdateHoursOfOperation](#)

To create a CloudFormation template for hours of operation, see the following topic:

- [AWS::Connect::HoursOfOperation](#)

For more information about hours of operation, see [Set the hours of operation and timezone for a queue](#) in the *Amazon Connect Administrator Guide*.

Instance actions

The following API actions are available for instances:

- [AssociateApprovedOrigin](#)
- [AssociateBot](#)
- [AssociateInstanceStorageConfig](#)
- [AssociateLambdaFunction](#)
- [AssociateLexBot](#)
- [AssociateSecurityKey](#)
- [CreateInstance](#)
- [DeleteInstance](#)
- [DescribeInstance](#)
- [DescribeInstanceAttribute](#)
- [DescribeInstanceStorageConfig](#)
- [DisassociateApprovedOrigin](#)

- [DisassociateBot](#)
- [DisassociateInstanceStorageConfig](#)
- [DisassociateLambdaFunction](#)
- [DisassociateLexBot](#)
- [DisassociateSecurityKey](#)
- [GetFederationToken](#)
- [ListApprovedOrigins](#)
- [ListBots](#)
- [ListInstances](#)
- [ListInstanceAttributes](#)
- [ListInstanceStorageConfigs](#)
- [ListLambdaFunctions](#)
- [ListLexBots](#)
- [ListSecurityKeys](#)
- [ReplicateInstance](#)
- [UpdateInstanceAttribute](#)
- [UpdateInstanceStorageConfig](#)

To create a CloudFormation template for instances, see the following topics:

- [AWS::Connect::Instance](#)
- [AWS::Connect::InstanceStorageConfig](#)

For more information about instances, see [Create an Amazon Connect instance](#) in the *Amazon Connect Administrator Guide*.

Integration association actions

The following API actions are available for integration associations:

- [CreateIntegrationAssociation](#)
- [DeleteIntegrationAssociation](#)
- [ListIntegrationAssociations](#)

To create a CloudFormation template for instance associations, see the following topic:

- [AWS::Connect::IntegrationAssociation](#)

For more information about integration associations, see [Set up pre-built integrations](#) in the *Amazon Connect Administrator Guide*.

Metrics actions

The following API actions are available for metrics:

- [GetCurrentMetricData](#)
- [GetCurrentUserData](#)
- [GetMetricData](#)
- [GetMetricDataV2](#)

For more information about metrics, see [Monitor metrics and run reports](#) in the *Amazon Connect Administrator Guide*.

Phone number actions

The following API actions are available for phone numbers:

- [AssociatePhoneNumberContactFlow](#)
- [ClaimPhoneNumber](#)
- [DescribePhoneNumber](#)
- [DisassociatePhoneNumberContactFlow](#)
- [ImportPhoneNumber](#)
- [ListPhoneNumbers](#)
- [ListPhoneNumbersV2](#)
- [ReleasePhoneNumber](#)
- [SearchAvailablePhoneNumbers](#)
- [UpdatePhoneNumber](#)
- [UpdatePhoneNumberMetadata](#)

To create a CloudFormation template for phone numbers, see the following topic:

- [AWS::Connect::PhoneNumber](#)

For more information about phone numbers, see [Set up phone numbers for your contact center](#) in the *Amazon Connect Administrator Guide*.

Prompt actions

The following API actions are available for prompts:

- [CreatePrompt](#)
- [DeletePrompt](#)
- [DescribePrompt](#)
- [GetPromptFile](#)
- [ListPrompts](#)
- [SearchPrompts](#)
- [UpdatePrompt](#)

To create a CloudFormation template for prompts, see the following topic:

- [AWS::Connect::Prompt](#)

For more information about prompts, see [Create prompts](#) in the *Amazon Connect Administrator Guide*.

Queue actions

The following API actions are available for queues:

- [CreateQueue](#)
- [DeleteQueue](#)
- [DescribeQueue](#)
- [ListQueues](#)
- [SearchQueues](#)

- [UpdateQueueHoursOfOperation](#)
- [UpdateQueueMaxContacts](#)
- [UpdateQueueName](#)
- [UpdateQueueOutboundCallerConfig](#)
- [UpdateQueueStatus](#)

To create a CloudFormation template for queues, see the following topic:

- [AWS::Connect::Queue](#)

For more information about queues, see [Set up routing](#) in the *Amazon Connect Administrator Guide*.

Quick connect actions

The following API actions are available for quick connects:

- [AssociateQueueQuickConnects](#)
- [CreateQuickConnect](#)
- [DeleteQuickConnect](#)
- [DescribeQuickConnect](#)
- [DisassociateQueueQuickConnects](#)
- [ListQueueQuickConnects](#)
- [ListQuickConnects](#)
- [SearchQuickConnects](#)
- [UpdateQuickConnectConfig](#)
- [UpdateQuickConnectName](#)

To create a CloudFormation template for quick connects, see the following topic:

- [AWS::Connect::QuickConnect](#)

For more information about quick connects, see [Create quick connects](#) in the *Amazon Connect Administrator Guide*.

Routing profile actions

The following API actions are available for routing profiles:

- [AssociateRoutingProfileQueues](#)
- [CreateRoutingProfile](#)
- [DeleteRoutingProfile](#)
- [DescribeRoutingProfile](#)
- [DisassociateRoutingProfileQueues](#)
- [ListRoutingProfiles](#)
- [ListRoutingProfileQueues](#)
- [SearchRoutingProfiles](#)
- [UpdateRoutingProfileConcurrency](#)
- [UpdateRoutingProfileDefaultOutboundQueue](#)
- [UpdateRoutingProfileName](#)
- [UpdateRoutingProfileQueues](#)

To create a CloudFormation template for routing profiles, see the following topic:

- [AWS::Connect::RoutingProfile](#)

For more information about routing profiles, see [Create a routing profile](#) in the *Amazon Connect Administrator Guide*.

Rules actions

The following API actions are available for rules:

- [CreateRule](#)
- [DeleteRule](#)
- [DescribeRule](#)
- [ListRules](#)
- [UpdateRule](#)

To create a CloudFormation template for rules, see the following topic:

- [AWS::Connect::Rule](#)

Use the [Rules Function language](#) to code conditions for the rules.

For more information about Amazon Connect rules, see [Create rules](#) and [Create rules with Contact Lens](#) in the *Amazon Connect Administrator Guide*.

Security profile actions

The following API actions are available for security profiles:

- [CreateSecurityProfile](#)
- [DescribeSecurityProfile](#)
- [DeleteSecurityProfile](#)
- [ListSecurityProfiles](#)
- [ListSecurityProfileApplications](#)
- [ListSecurityProfilePermissions](#)
- [SearchSecurityProfiles](#)
- [UpdateSecurityProfile](#)

To create a CloudFormation template for tasks, see the following topic:

- [AWS::Connect::SecurityProfile](#)

For more information about security profiles, see [Security profiles](#) in the *Amazon Connect Administrator Guide*.

Tag actions

The following API actions are available for tags:

- [SearchResourceTags](#)
- [TagResource](#)

- [ListTagsForResource](#)
- [UntagResource](#)

For more information about tags, see [Tagging resources in Amazon Connect](#) in the *Amazon Connect Administrator Guide*.

Task actions

The following API actions are available for tasks:

- [CreateTaskTemplate](#)
- [DeleteTaskTemplate](#)
- [GetTaskTemplate](#)
- [ListTaskTemplates](#)
- [StartTaskContact](#)
- [UpdateTaskTemplate](#)

To create a CloudFormation template for tasks, see the following topic:

- [AWS::Connect::TaskTemplate](#)

For more information about tasks, see the following topics in the *Amazon Connect Administrator Guide*:

- [Tasks](#)
- [Set up tasks](#)
- [Set up applications for task creation](#)

Traffic distribution group actions

The following API actions are available for traffic distribution groups:

- [AssociateTrafficDistributionGroupUser](#)
- [CreateTrafficDistributionGroup](#)

- [DeleteTrafficDistributionGroup](#)
- [DescribeTrafficDistributionGroup](#)
- [DisassociateTrafficDistributionGroupUser](#)
- [GetTrafficDistribution](#)
- [ListTrafficDistributionGroups](#)
- [ListTrafficDistributionGroupUsers](#)
- [UpdateTrafficDistribution](#)

To create a CloudFormation template for traffic distribution groups, see the following topic:

- [AWS::Connect::TrafficDistributionGroup](#)

For more information about traffic distribution groups, see [Set up Amazon Connect Global Resiliency](#) in the *Amazon Connect Administrator Guide*.

Use cases actions

The following API actions are available for use cases:

- [CreateUseCase](#)
- [DeleteUseCase](#)
- [ListUseCases](#)

User management actions

The following API actions are available for user management:

- [CreateUser](#)
- [DeleteUser](#)
- [DescribeUser](#)
- [ListUsers](#)
- [SearchUsers](#)
- [UpdateUserIdentityInfo](#)
- [UpdateUserPhoneConfig](#)

- [UpdateUserRoutingProfile](#)
- [UpdateUserSecurityProfiles](#)

To create a CloudFormation template for users, see the following topic:

- [AWS::Connect::User](#)

For more information about managing users, see [Manage users in Amazon Connect](#) in the *Amazon Connect Administrator Guide*.

View actions

The following API actions are available for views:

- [CreateView](#)
- [CreateViewVersion](#)
- [DeleteView](#)
- [DeleteViewVersion](#)
- [DescribeView](#)
- [ListViews](#)
- [ListViewVersions](#)
- [UpdateViewContent](#)
- [UpdateViewMetadata](#)
- [View](#)
- [ViewContent](#)
- [ViewInputContent](#)
- [ViewSummary](#)
- [ViewVersionSummary](#)

To create a CloudFormation template for views, see the following topics:

- [AWS::Connect::View](#)
- [AWS::Connect::ViewVersion](#)

For more information about views, see the following topic in the *Amazon Connect Administrator Guide*:

- [View resource](#)

Vocabulary actions

The following API actions are available for vocabularies:

- [AssociateDefaultVocabulary](#)
- [CreateVocabulary](#)
- [DeleteVocabulary](#)
- [DescribeVocabulary](#)
- [ListDefaultVocabularies](#)
- [SearchVocabularies](#)

For more information about custom vocabularies, see [Add custom vocabularies](#) in the *Amazon Connect Administrator Guide*.

Voice actions

The following API actions are available for voice:

- [ResumeContactRecording](#)
- [StartContactRecording](#)
- [StartOutboundVoiceContact](#)
- [StopContactRecording](#)
- [SuspendContactRecording](#)

For more information, see the following topics in the *Amazon Connect Administrator Guide*:

- [Monitor live conversations](#)
- [Review recorded conversations](#)

Actions

The following actions are supported by Amazon Connect Service:

- [ActivateEvaluationForm](#)
- [AssociateAnalyticsDataSet](#)
- [AssociateApprovedOrigin](#)
- [AssociateBot](#)
- [AssociateDefaultVocabulary](#)
- [AssociateFlow](#)
- [AssociateInstanceStorageConfig](#)
- [AssociateLambdaFunction](#)
- [AssociateLexBot](#)
- [AssociatePhoneNumberContactFlow](#)
- [AssociateQueueQuickConnects](#)
- [AssociateRoutingProfileQueues](#)
- [AssociateSecurityKey](#)
- [AssociateTrafficDistributionGroupUser](#)
- [AssociateUserProficiencies](#)
- [BatchAssociateAnalyticsDataSet](#)
- [BatchDisassociateAnalyticsDataSet](#)
- [BatchGetAttachedFileMetadata](#)
- [BatchGetFlowAssociation](#)
- [BatchPutContact](#)
- [ClaimPhoneNumber](#)
- [CompleteAttachedFileUpload](#)
- [CreateAgentStatus](#)
- [CreateContactFlow](#)
- [CreateContactFlowModule](#)
- [CreateEvaluationForm](#)
- [CreateHoursOfOperation](#)

- [CreateInstance](#)
- [CreateIntegrationAssociation](#)
- [CreateParticipant](#)
- [CreatePersistentContactAssociation](#)
- [CreatePredefinedAttribute](#)
- [CreatePrompt](#)
- [CreateQueue](#)
- [CreateQuickConnect](#)
- [CreateRoutingProfile](#)
- [CreateRule](#)
- [CreateSecurityProfile](#)
- [CreateTaskTemplate](#)
- [CreateTrafficDistributionGroup](#)
- [CreateUseCase](#)
- [CreateUser](#)
- [CreateUserHierarchyGroup](#)
- [CreateView](#)
- [CreateViewVersion](#)
- [CreateVocabulary](#)
- [DeactivateEvaluationForm](#)
- [DeleteAttachedFile](#)
- [DeleteContactEvaluation](#)
- [DeleteContactFlow](#)
- [DeleteContactFlowModule](#)
- [DeleteEvaluationForm](#)
- [DeleteHoursOfOperation](#)
- [DeleteInstance](#)
- [DeleteIntegrationAssociation](#)
- [DeletePredefinedAttribute](#)
- [DeletePrompt](#)

- [DeleteQueue](#)
- [DeleteQuickConnect](#)
- [DeleteRoutingProfile](#)
- [DeleteRule](#)
- [DeleteSecurityProfile](#)
- [DeleteTaskTemplate](#)
- [DeleteTrafficDistributionGroup](#)
- [DeleteUseCase](#)
- [DeleteUser](#)
- [DeleteUserHierarchyGroup](#)
- [DeleteView](#)
- [DeleteViewVersion](#)
- [DeleteVocabulary](#)
- [DescribeAgentStatus](#)
- [DescribeContact](#)
- [DescribeContactEvaluation](#)
- [DescribeContactFlow](#)
- [DescribeContactFlowModule](#)
- [DescribeEvaluationForm](#)
- [DescribeHoursOfOperation](#)
- [DescribeInstance](#)
- [DescribeInstanceAttribute](#)
- [DescribeInstanceStorageConfig](#)
- [DescribePhoneNumber](#)
- [DescribePredefinedAttribute](#)
- [DescribePrompt](#)
- [DescribeQueue](#)
- [DescribeQuickConnect](#)
- [DescribeRoutingProfile](#)
- [DescribeRule](#)

- [DescribeSecurityProfile](#)
- [DescribeTrafficDistributionGroup](#)
- [DescribeUser](#)
- [DescribeUserHierarchyGroup](#)
- [DescribeUserHierarchyStructure](#)
- [DescribeView](#)
- [DescribeVocabulary](#)
- [DisassociateAnalyticsDataSet](#)
- [DisassociateApprovedOrigin](#)
- [DisassociateBot](#)
- [DisassociateFlow](#)
- [DisassociateInstanceStorageConfig](#)
- [DisassociateLambdaFunction](#)
- [DisassociateLexBot](#)
- [DisassociatePhoneNumberContactFlow](#)
- [DisassociateQueueQuickConnects](#)
- [DisassociateRoutingProfileQueues](#)
- [DisassociateSecurityKey](#)
- [DisassociateTrafficDistributionGroupUser](#)
- [DisassociateUserProficiencies](#)
- [DismissUserContact](#)
- [GetAttachedFile](#)
- [GetContactAttributes](#)
- [GetCurrentMetricData](#)
- [GetCurrentUserData](#)
- [GetFederationToken](#)
- [GetFlowAssociation](#)
- [GetMetricData](#)
- [GetMetricDataV2](#)
- [GetPromptFile](#)

- [GetTaskTemplate](#)
- [GetTrafficDistribution](#)
- [ImportPhoneNumber](#)
- [ListAgentStatuses](#)
- [ListAnalyticsDataAssociations](#)
- [ListApprovedOrigins](#)
- [ListBots](#)
- [ListContactEvaluations](#)
- [ListContactFlowModules](#)
- [ListContactFlows](#)
- [ListContactReferences](#)
- [ListDefaultVocabularies](#)
- [ListEvaluationForms](#)
- [ListEvaluationFormVersions](#)
- [ListFlowAssociations](#)
- [ListHoursOfOperations](#)
- [ListInstanceAttributes](#)
- [ListInstances](#)
- [ListInstanceStorageConfigs](#)
- [ListIntegrationAssociations](#)
- [ListLambdaFunctions](#)
- [ListLexBots](#)
- [ListPhoneNumbers](#)
- [ListPhoneNumbersV2](#)
- [ListPredefinedAttributes](#)
- [ListPrompts](#)
- [ListQueueQuickConnects](#)
- [ListQueues](#)
- [ListQuickConnects](#)
- [ListRealtimeContactAnalysisSegmentsV2](#)

- [ListRoutingProfileQueues](#)
- [ListRoutingProfiles](#)
- [ListRules](#)
- [ListSecurityKeys](#)
- [ListSecurityProfileApplications](#)
- [ListSecurityProfilePermissions](#)
- [ListSecurityProfiles](#)
- [ListTagsForResource](#)
- [ListTaskTemplates](#)
- [ListTrafficDistributionGroups](#)
- [ListTrafficDistributionGroupUsers](#)
- [ListUseCases](#)
- [ListUserHierarchyGroups](#)
- [ListUserProficiencies](#)
- [ListUsers](#)
- [ListViews](#)
- [ListViewVersions](#)
- [MonitorContact](#)
- [PauseContact](#)
- [PutUserStatus](#)
- [ReleasePhoneNumber](#)
- [ReplicateInstance](#)
- [ResumeContact](#)
- [ResumeContactRecording](#)
- [SearchAvailablePhoneNumbers](#)
- [SearchContactFlowModules](#)
- [SearchContactFlows](#)
- [SearchContacts](#)
- [SearchHoursOfOperations](#)
- [SearchPredefinedAttributes](#)

- [SearchPrompts](#)
- [SearchQueues](#)
- [SearchQuickConnects](#)
- [SearchResourceTags](#)
- [SearchRoutingProfiles](#)
- [SearchSecurityProfiles](#)
- [SearchUsers](#)
- [SearchVocabularies](#)
- [SendChatIntegrationEvent](#)
- [StartAttachedFileUpload](#)
- [StartChatContact](#)
- [StartContactEvaluation](#)
- [StartContactRecording](#)
- [StartContactStreaming](#)
- [StartOutboundVoiceContact](#)
- [StartTaskContact](#)
- [StartWebRTCContact](#)
- [StopContact](#)
- [StopContactRecording](#)
- [StopContactStreaming](#)
- [SubmitContactEvaluation](#)
- [SuspendContactRecording](#)
- [TagContact](#)
- [TagResource](#)
- [TransferContact](#)
- [UntagContact](#)
- [UntagResource](#)
- [UpdateAgentStatus](#)
- [UpdateContact](#)
- [UpdateContactAttributes](#)

- [UpdateContactEvaluation](#)
- [UpdateContactFlowContent](#)
- [UpdateContactFlowMetadata](#)
- [UpdateContactFlowModuleContent](#)
- [UpdateContactFlowModuleMetadata](#)
- [UpdateContactFlowName](#)
- [UpdateContactRoutingData](#)
- [UpdateContactSchedule](#)
- [UpdateEvaluationForm](#)
- [UpdateHoursOfOperation](#)
- [UpdateInstanceAttribute](#)
- [UpdateInstanceStorageConfig](#)
- [UpdateParticipantRoleConfig](#)
- [UpdatePhoneNumber](#)
- [UpdatePhoneNumberMetadata](#)
- [UpdatePredefinedAttribute](#)
- [UpdatePrompt](#)
- [UpdateQueueHoursOfOperation](#)
- [UpdateQueueMaxContacts](#)
- [UpdateQueueName](#)
- [UpdateQueueOutboundCallerConfig](#)
- [UpdateQueueStatus](#)
- [UpdateQuickConnectConfig](#)
- [UpdateQuickConnectName](#)
- [UpdateRoutingProfileAgentAvailabilityTimer](#)
- [UpdateRoutingProfileConcurrency](#)
- [UpdateRoutingProfileDefaultOutboundQueue](#)
- [UpdateRoutingProfileName](#)
- [UpdateRoutingProfileQueues](#)
- [UpdateRule](#)

- [UpdateSecurityProfile](#)
- [UpdateTaskTemplate](#)
- [UpdateTrafficDistribution](#)
- [UpdateUserHierarchy](#)
- [UpdateUserHierarchyGroupName](#)
- [UpdateUserHierarchyStructure](#)
- [UpdateUserIdentityInfo](#)
- [UpdateUserPhoneConfig](#)
- [UpdateUserProficiencies](#)
- [UpdateUserRoutingProfile](#)
- [UpdateUserSecurityProfiles](#)
- [UpdateViewContent](#)
- [UpdateViewMetadata](#)

The following actions are supported by Amazon AppIntegrations Service:

- [CreateApplication](#)
- [CreateDataIntegration](#)
- [CreateEventIntegration](#)
- [DeleteApplication](#)
- [DeleteDataIntegration](#)
- [DeleteEventIntegration](#)
- [GetApplication](#)
- [GetDataIntegration](#)
- [GetEventIntegration](#)
- [ListApplicationAssociations](#)
- [ListApplications](#)
- [ListDataIntegrationAssociations](#)
- [ListDataIntegrations](#)
- [ListEventIntegrationAssociations](#)
- [ListEventIntegrations](#)

- [ListTagsForResource](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateApplication](#)
- [UpdateDataIntegration](#)
- [UpdateEventIntegration](#)

The following actions are supported by Amazon Connect Contact Lens:

- [ListRealtimeContactAnalysisSegments](#)

The following actions are supported by Amazon Connect Outbound Campaigns:

- [CreateCampaign](#)
- [DeleteCampaign](#)
- [DeleteConnectInstanceConfig](#)
- [DeleteInstanceOnboardingJob](#)
- [DescribeCampaign](#)
- [GetCampaignState](#)
- [GetCampaignStateBatch](#)
- [GetConnectInstanceConfig](#)
- [GetInstanceOnboardingJobStatus](#)
- [ListCampaigns](#)
- [ListTagsForResource](#)
- [PauseCampaign](#)
- [PutDialRequestBatch](#)
- [ResumeCampaign](#)
- [StartCampaign](#)
- [StartInstanceOnboardingJob](#)
- [StopCampaign](#)
- [TagResource](#)
- [UntagResource](#)

- [UpdateCampaignDialerConfig](#)
- [UpdateCampaignName](#)
- [UpdateCampaignOutboundCallConfig](#)

The following actions are supported by Amazon Connect Cases:

- [BatchGetField](#)
- [BatchPutFieldOptions](#)
- [CreateCase](#)
- [CreateDomain](#)
- [CreateField](#)
- [CreateLayout](#)
- [CreateRelatedItem](#)
- [CreateTemplate](#)
- [DeleteDomain](#)
- [DeleteField](#)
- [DeleteLayout](#)
- [DeleteTemplate](#)
- [GetCase](#)
- [GetCaseAuditEvents](#)
- [GetCaseEventConfiguration](#)
- [GetDomain](#)
- [GetLayout](#)
- [GetTemplate](#)
- [ListCasesForContact](#)
- [ListDomains](#)
- [ListFieldOptions](#)
- [ListFields](#)
- [ListLayouts](#)
- [ListTagsForResource](#)
- [ListTemplates](#)

- [PutCaseEventConfiguration](#)
- [SearchCases](#)
- [SearchRelatedItems](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateCase](#)
- [UpdateField](#)
- [UpdateLayout](#)
- [UpdateTemplate](#)

The following actions are supported by Amazon Connect Participant Service:

- [CompleteAttachmentUpload](#)
- [CreateParticipantConnection](#)
- [DescribeView](#)
- [DisconnectParticipant](#)
- [GetAttachment](#)
- [GetTranscript](#)
- [SendEvent](#)
- [SendMessage](#)
- [StartAttachmentUpload](#)

The following actions are supported by Amazon Connect Customer Profiles:

- [AddProfileKey](#)
- [CreateCalculatedAttributeDefinition](#)
- [CreateDomain](#)
- [CreateEventStream](#)
- [CreateIntegrationWorkflow](#)
- [CreateProfile](#)
- [DeleteCalculatedAttributeDefinition](#)
- [DeleteDomain](#)

- [DeleteEventStream](#)
- [DeleteIntegration](#)
- [DeleteProfile](#)
- [DeleteProfileKey](#)
- [DeleteProfileObject](#)
- [DeleteProfileObjectType](#)
- [DeleteWorkflow](#)
- [DetectProfileObjectType](#)
- [GetAutoMergingPreview](#)
- [GetCalculatedAttributeDefinition](#)
- [GetCalculatedAttributeForProfile](#)
- [GetDomain](#)
- [GetEventStream](#)
- [GetIdentityResolutionJob](#)
- [GetIntegration](#)
- [GetMatches](#)
- [GetProfileObjectType](#)
- [GetProfileObjectTypeTemplate](#)
- [GetSimilarProfiles](#)
- [GetWorkflow](#)
- [GetWorkflowSteps](#)
- [ListAccountIntegrations](#)
- [ListCalculatedAttributeDefinitions](#)
- [ListCalculatedAttributesForProfile](#)
- [ListDomains](#)
- [ListEventStreams](#)
- [ListIdentityResolutionJobs](#)
- [ListIntegrations](#)
- [ListProfileObjects](#)
- [ListProfileObjectTypes](#)

- [ListProfileObjectTypeTemplates](#)
- [ListRuleBasedMatches](#)
- [ListTagsForResource](#)
- [ListWorkflows](#)
- [MergeProfiles](#)
- [PutIntegration](#)
- [PutProfileObject](#)
- [PutProfileObjectType](#)
- [SearchProfiles](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateCalculatedAttributeDefinition](#)
- [UpdateDomain](#)
- [UpdateProfile](#)

The following actions are supported by Amazon Q Connect:

- [CreateAssistant](#)
- [CreateAssistantAssociation](#)
- [CreateContent](#)
- [CreateContentAssociation](#)
- [CreateKnowledgeBase](#)
- [CreateQuickResponse](#)
- [CreateSession](#)
- [DeleteAssistant](#)
- [DeleteAssistantAssociation](#)
- [DeleteContent](#)
- [DeleteContentAssociation](#)
- [DeleteImportJob](#)
- [DeleteKnowledgeBase](#)
- [DeleteQuickResponse](#)

- [GetAssistant](#)
- [GetAssistantAssociation](#)
- [GetContent](#)
- [GetContentAssociation](#)
- [GetContentSummary](#)
- [GetImportJob](#)
- [GetKnowledgeBase](#)
- [GetQuickResponse](#)
- [GetRecommendations](#)
- [GetSession](#)
- [ListAssistantAssociations](#)
- [ListAssistants](#)
- [ListContentAssociations](#)
- [ListContents](#)
- [ListImportJobs](#)
- [ListKnowledgeBases](#)
- [ListQuickResponses](#)
- [ListTagsForResource](#)
- [NotifyRecommendationsReceived](#)
- [PutFeedback](#)
- [QueryAssistant](#)
- [RemoveKnowledgeBaseTemplateUri](#)
- [SearchContent](#)
- [SearchQuickResponses](#)
- [SearchSessions](#)
- [StartContentUpload](#)
- [StartImportJob](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateContent](#)

- [UpdateKnowledgeBaseTemplateUri](#)
- [UpdateQuickResponse](#)
- [UpdateSession](#)

The following actions are supported by Amazon Voice ID:

- [AssociateFraudster](#)
- [CreateDomain](#)
- [CreateWatchlist](#)
- [DeleteDomain](#)
- [DeleteFraudster](#)
- [DeleteSpeaker](#)
- [DeleteWatchlist](#)
- [DescribeDomain](#)
- [DescribeFraudster](#)
- [DescribeFraudsterRegistrationJob](#)
- [DescribeSpeaker](#)
- [DescribeSpeakerEnrollmentJob](#)
- [DescribeWatchlist](#)
- [DisassociateFraudster](#)
- [EvaluateSession](#)
- [ListDomains](#)
- [ListFraudsterRegistrationJobs](#)
- [ListFraudsters](#)
- [ListSpeakerEnrollmentJobs](#)
- [ListSpeakers](#)
- [ListTagsForResource](#)
- [ListWatchlists](#)
- [OptOutSpeaker](#)
- [StartFraudsterRegistrationJob](#)
- [StartSpeakerEnrollmentJob](#)

- [TagResource](#)
- [UntagResource](#)
- [UpdateDomain](#)
- [UpdateWatchlist](#)

Amazon Connect Service

The following actions are supported by Amazon Connect Service:

- [ActivateEvaluationForm](#)
- [AssociateAnalyticsDataSet](#)
- [AssociateApprovedOrigin](#)
- [AssociateBot](#)
- [AssociateDefaultVocabulary](#)
- [AssociateFlow](#)
- [AssociateInstanceStorageConfig](#)
- [AssociateLambdaFunction](#)
- [AssociateLexBot](#)
- [AssociatePhoneNumberContactFlow](#)
- [AssociateQueueQuickConnects](#)
- [AssociateRoutingProfileQueues](#)
- [AssociateSecurityKey](#)
- [AssociateTrafficDistributionGroupUser](#)
- [AssociateUserProficiencies](#)
- [BatchAssociateAnalyticsDataSet](#)
- [BatchDisassociateAnalyticsDataSet](#)
- [BatchGetAttachedFileMetadata](#)
- [BatchGetFlowAssociation](#)
- [BatchPutContact](#)
- [ClaimPhoneNumber](#)
- [CompleteAttachedFileUpload](#)

- [CreateAgentStatus](#)
- [CreateContactFlow](#)
- [CreateContactFlowModule](#)
- [CreateEvaluationForm](#)
- [CreateHoursOfOperation](#)
- [CreateInstance](#)
- [CreateIntegrationAssociation](#)
- [CreateParticipant](#)
- [CreatePersistentContactAssociation](#)
- [CreatePredefinedAttribute](#)
- [CreatePrompt](#)
- [CreateQueue](#)
- [CreateQuickConnect](#)
- [CreateRoutingProfile](#)
- [CreateRule](#)
- [CreateSecurityProfile](#)
- [CreateTaskTemplate](#)
- [CreateTrafficDistributionGroup](#)
- [CreateUseCase](#)
- [CreateUser](#)
- [CreateUserHierarchyGroup](#)
- [CreateView](#)
- [CreateViewVersion](#)
- [CreateVocabulary](#)
- [DeactivateEvaluationForm](#)
- [DeleteAttachedFile](#)
- [DeleteContactEvaluation](#)
- [DeleteContactFlow](#)
- [DeleteContactFlowModule](#)
- [DeleteEvaluationForm](#)

- [DeleteHoursOfOperation](#)
- [DeleteInstance](#)
- [DeleteIntegrationAssociation](#)
- [DeletePredefinedAttribute](#)
- [DeletePrompt](#)
- [DeleteQueue](#)
- [DeleteQuickConnect](#)
- [DeleteRoutingProfile](#)
- [DeleteRule](#)
- [DeleteSecurityProfile](#)
- [DeleteTaskTemplate](#)
- [DeleteTrafficDistributionGroup](#)
- [DeleteUseCase](#)
- [DeleteUser](#)
- [DeleteUserHierarchyGroup](#)
- [DeleteView](#)
- [DeleteViewVersion](#)
- [DeleteVocabulary](#)
- [DescribeAgentStatus](#)
- [DescribeContact](#)
- [DescribeContactEvaluation](#)
- [DescribeContactFlow](#)
- [DescribeContactFlowModule](#)
- [DescribeEvaluationForm](#)
- [DescribeHoursOfOperation](#)
- [DescribeInstance](#)
- [DescribeInstanceAttribute](#)
- [DescribeInstanceStorageConfig](#)
- [DescribePhoneNumber](#)
- [DescribePredefinedAttribute](#)

- [DescribePrompt](#)
- [DescribeQueue](#)
- [DescribeQuickConnect](#)
- [DescribeRoutingProfile](#)
- [DescribeRule](#)
- [DescribeSecurityProfile](#)
- [DescribeTrafficDistributionGroup](#)
- [DescribeUser](#)
- [DescribeUserHierarchyGroup](#)
- [DescribeUserHierarchyStructure](#)
- [DescribeView](#)
- [DescribeVocabulary](#)
- [DisassociateAnalyticsDataSet](#)
- [DisassociateApprovedOrigin](#)
- [DisassociateBot](#)
- [DisassociateFlow](#)
- [DisassociateInstanceStorageConfig](#)
- [DisassociateLambdaFunction](#)
- [DisassociateLexBot](#)
- [DisassociatePhoneNumberContactFlow](#)
- [DisassociateQueueQuickConnects](#)
- [DisassociateRoutingProfileQueues](#)
- [DisassociateSecurityKey](#)
- [DisassociateTrafficDistributionGroupUser](#)
- [DisassociateUserProficiencies](#)
- [DismissUserContact](#)
- [GetAttachedFile](#)
- [GetContactAttributes](#)
- [GetCurrentMetricData](#)
- [GetCurrentUserData](#)

- [GetFederationToken](#)
- [GetFlowAssociation](#)
- [GetMetricData](#)
- [GetMetricDataV2](#)
- [GetPromptFile](#)
- [GetTaskTemplate](#)
- [GetTrafficDistribution](#)
- [ImportPhoneNumber](#)
- [ListAgentStatuses](#)
- [ListAnalyticsDataAssociations](#)
- [ListApprovedOrigins](#)
- [ListBots](#)
- [ListContactEvaluations](#)
- [ListContactFlowModules](#)
- [ListContactFlows](#)
- [ListContactReferences](#)
- [ListDefaultVocabularies](#)
- [ListEvaluationForms](#)
- [ListEvaluationFormVersions](#)
- [ListFlowAssociations](#)
- [ListHoursOfOperations](#)
- [ListInstanceAttributes](#)
- [ListInstances](#)
- [ListInstanceStorageConfigs](#)
- [ListIntegrationAssociations](#)
- [ListLambdaFunctions](#)
- [ListLexBots](#)
- [ListPhoneNumbers](#)
- [ListPhoneNumbersV2](#)
- [ListPredefinedAttributes](#)

- [ListPrompts](#)
- [ListQueueQuickConnects](#)
- [ListQueues](#)
- [ListQuickConnects](#)
- [ListRealtimeContactAnalysisSegmentsV2](#)
- [ListRoutingProfileQueues](#)
- [ListRoutingProfiles](#)
- [ListRules](#)
- [ListSecurityKeys](#)
- [ListSecurityProfileApplications](#)
- [ListSecurityProfilePermissions](#)
- [ListSecurityProfiles](#)
- [ListTagsForResource](#)
- [ListTaskTemplates](#)
- [ListTrafficDistributionGroups](#)
- [ListTrafficDistributionGroupUsers](#)
- [ListUseCases](#)
- [ListUserHierarchyGroups](#)
- [ListUserProficiencies](#)
- [ListUsers](#)
- [ListViews](#)
- [ListViewVersions](#)
- [MonitorContact](#)
- [PauseContact](#)
- [PutUserStatus](#)
- [ReleasePhoneNumber](#)
- [ReplicateInstance](#)
- [ResumeContact](#)
- [ResumeContactRecording](#)
- [SearchAvailablePhoneNumbers](#)

- [SearchContactFlowModules](#)
- [SearchContactFlows](#)
- [SearchContacts](#)
- [SearchHoursOfOperations](#)
- [SearchPredefinedAttributes](#)
- [SearchPrompts](#)
- [SearchQueues](#)
- [SearchQuickConnects](#)
- [SearchResourceTags](#)
- [SearchRoutingProfiles](#)
- [SearchSecurityProfiles](#)
- [SearchUsers](#)
- [SearchVocabularies](#)
- [SendChatIntegrationEvent](#)
- [StartAttachedFileUpload](#)
- [StartChatContact](#)
- [StartContactEvaluation](#)
- [StartContactRecording](#)
- [StartContactStreaming](#)
- [StartOutboundVoiceContact](#)
- [StartTaskContact](#)
- [StartWebRTCContact](#)
- [StopContact](#)
- [StopContactRecording](#)
- [StopContactStreaming](#)
- [SubmitContactEvaluation](#)
- [SuspendContactRecording](#)
- [TagContact](#)
- [TagResource](#)
- [TransferContact](#)

- [UntagContact](#)
- [UntagResource](#)
- [UpdateAgentStatus](#)
- [UpdateContact](#)
- [UpdateContactAttributes](#)
- [UpdateContactEvaluation](#)
- [UpdateContactFlowContent](#)
- [UpdateContactFlowMetadata](#)
- [UpdateContactFlowModuleContent](#)
- [UpdateContactFlowModuleMetadata](#)
- [UpdateContactFlowName](#)
- [UpdateContactRoutingData](#)
- [UpdateContactSchedule](#)
- [UpdateEvaluationForm](#)
- [UpdateHoursOfOperation](#)
- [UpdateInstanceAttribute](#)
- [UpdateInstanceStorageConfig](#)
- [UpdateParticipantRoleConfig](#)
- [UpdatePhoneNumber](#)
- [UpdatePhoneNumberMetadata](#)
- [UpdatePredefinedAttribute](#)
- [UpdatePrompt](#)
- [UpdateQueueHoursOfOperation](#)
- [UpdateQueueMaxContacts](#)
- [UpdateQueueName](#)
- [UpdateQueueOutboundCallerConfig](#)
- [UpdateQueueStatus](#)
- [UpdateQuickConnectConfig](#)
- [UpdateQuickConnectName](#)
- [UpdateRoutingProfileAgentAvailabilityTimer](#)

- [UpdateRoutingProfileConcurrency](#)
- [UpdateRoutingProfileDefaultOutboundQueue](#)
- [UpdateRoutingProfileName](#)
- [UpdateRoutingProfileQueues](#)
- [UpdateRule](#)
- [UpdateSecurityProfile](#)
- [UpdateTaskTemplate](#)
- [UpdateTrafficDistribution](#)
- [UpdateUserHierarchy](#)
- [UpdateUserHierarchyGroupName](#)
- [UpdateUserHierarchyStructure](#)
- [UpdateUserIdentityInfo](#)
- [UpdateUserPhoneConfig](#)
- [UpdateUserProficiencies](#)
- [UpdateUserRoutingProfile](#)
- [UpdateUserSecurityProfiles](#)
- [UpdateViewContent](#)
- [UpdateViewMetadata](#)

ActivateEvaluationForm

Service: Amazon Connect Service

Activates an evaluation form in the specified Amazon Connect instance. After the evaluation form is activated, it is available to start new evaluations based on the form.

Request Syntax

```
POST /evaluation-forms/InstanceId/EvaluationFormId/activate HTTP/1.1
Content-type: application/json

{
  "EvaluationFormVersion": number
}
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationFormId

The unique identifier for the evaluation form.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

EvaluationFormVersion

The version of the evaluation form to activate. If the version property is not provided, the latest version of the evaluation form is activated.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationFormArn": "string",
  "EvaluationFormId": "string",
  "EvaluationFormVersion": number
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EvaluationFormArn

The Amazon Resource Name (ARN) for the evaluation form resource.

Type: String

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

EvaluationFormVersion

A version of the evaluation form.

Type: Integer

Valid Range: Minimum value of 1.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example activates version 3 of an evaluation form.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormVersion": 3
}
```

Sample Response

```
{
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
  "EvaluationFormVersion": 3
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateAnalyticsDataSet

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Associates the specified dataset for a Amazon Connect instance with the target account. You can associate only one dataset in a single call.

Request Syntax

```
PUT /analytics-data/instance/InstanceId/association HTTP/1.1
Content-type: application/json

{
  "DataSetId": "string",
  "TargetAccountId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

DataSetId

The identifier of the dataset to associate with the target account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

TargetAccountId

The identifier of the target account. Use to associate a dataset to a different account than the one containing the Amazon Connect instance. If not specified, by default this value is the AWS account that has the Amazon Connect instance.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "DataSetId": "string",
  "ResourceShareArn": "string",
  "ResourceShareId": "string",
  "TargetAccountId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

DataSetId

The identifier of the dataset that was associated.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

ResourceShareArn

The Amazon Resource Name (ARN) of the AWS Resource Access Manager share.

Type: String

ResourceShareId

The AWS Resource Access Manager share ID that is generated.

Type: String

TargetAccountId

The identifier of the target account.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateApprovedOrigin

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Associates an approved origin to an Amazon Connect instance.

Request Syntax

```
PUT /instance/InstanceId/approved-origin HTTP/1.1  
Content-type: application/json
```

```
{  
  "Origin": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Origin

The domain to add to your allow list.

Type: String

Length Constraints: Maximum length of 267.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateBot

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Allows the specified Amazon Connect instance to access the specified Amazon Lex or Amazon Lex V2 bot.

Request Syntax

```
PUT /instance/InstanceId/bot HTTP/1.1
Content-type: application/json
```

```
{
  "LexBot": {
    "LexRegion": "string",
    "Name": "string"
  },
  "LexV2Bot": {
    "AliasArn": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

LexBot

Configuration information of an Amazon Lex bot.

Type: [LexBot](#) object

Required: No

LexV2Bot

The Amazon Lex V2 bot to associate with the instance.

Type: [LexV2Bot](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateDefaultVocabulary

Service: Amazon Connect Service

Associates an existing vocabulary as the default. Contact Lens for Amazon Connect uses the vocabulary in post-call and real-time analysis sessions for the given language.

Request Syntax

```
PUT /default-vocabulary/InstanceId/LanguageCode HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "VocabularyId": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

LanguageCode

The language code of the vocabulary entries. For a list of languages and their corresponding language codes, see [What is Amazon Transcribe?](#)

Valid Values: ar-AE | de-CH | de-DE | en-AB | en-AU | en-GB | en-IE | en-IN
| en-US | en-WL | es-ES | es-US | fr-CA | fr-FR | hi-IN | it-IT | ja-JP
| ko-KR | pt-BR | pt-PT | zh-CN | en-NZ | en-ZA

Required: Yes

Request Body

The request accepts the following data in JSON format.

VocabularyId

The identifier of the custom vocabulary. If this is empty, the default is set to none.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateFlow

Service: Amazon Connect Service

Associates a connect resource to a flow.

Request Syntax

```
PUT /flow-associations/InstanceId HTTP/1.1  
Content-type: application/json
```

```
{  
  "FlowId": "string",  
  "ResourceId": "string",  
  "ResourceType": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

FlowId

The identifier of the flow.

Type: String

Required: Yes

ResourceId

The identifier of the resource.

Type: String

Required: Yes

ResourceType

A valid resource type.

Type: String

Valid Values: SMS_PHONE_NUMBER

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateInstanceStorageConfig

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Associates a storage resource type for the first time. You can only associate one type of storage configuration in a single call. This means, for example, that you can't define an instance with multiple S3 buckets for storing chat transcripts.

This API does not create a resource that doesn't exist. It only associates it to the instance. Ensure that the resource being specified in the storage configuration, like an S3 bucket, exists when being used for association.

Request Syntax

```
PUT /instance/InstanceId/storage-config HTTP/1.1
Content-type: application/json
```

```
{
  "ResourceType": "string",
  "StorageConfig": {
    "AssociationId": "string",
    "KinesisFirehoseConfig": {
      "FirehoseArn": "string"
    },
    "KinesisStreamConfig": {
      "StreamArn": "string"
    },
    "KinesisVideoStreamConfig": {
      "EncryptionConfig": {
        "EncryptionType": "string",
        "KeyId": "string"
      },
      "Prefix": "string",
      "RetentionPeriodHours": number
    },
    "S3Config": {
      "BucketName": "string",
      "BucketPrefix": "string",
      "EncryptionConfig": {
        "EncryptionType": "string",
        "KeyId": "string"
      }
    }
  }
}
```

```
    }  
  },  
  "StorageType": "string"  
}  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ResourceType

A valid resource type. To [enable streaming for real-time analysis of contacts](#), use the following types:

- For chat contacts, use REAL_TIME_CONTACT_ANALYSIS_CHAT_SEGMENTS.
- For voice contacts, use REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS.

Note

REAL_TIME_CONTACT_ANALYSIS_SEGMENTS is deprecated, but it is still supported and will apply only to VOICE channel contacts. Use REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS for voice contacts moving forward.

If you have previously associated a stream with REAL_TIME_CONTACT_ANALYSIS_SEGMENTS, no action is needed to update the stream to REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS.

Type: String

Valid Values: CHAT_TRANSCRIPTS | CALL_RECORDINGS | SCHEDULED_REPORTS
| MEDIA_STREAMS | CONTACT_TRACE_RECORDS | AGENT_EVENTS |
REAL_TIME_CONTACT_ANALYSIS_SEGMENTS | ATTACHMENTS | CONTACT_EVALUATIONS
| SCREEN_RECORDINGS | REAL_TIME_CONTACT_ANALYSIS_CHAT_SEGMENTS |
REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS

Required: Yes

StorageConfig

A valid storage type.

Type: [InstanceStorageConfig](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AssociationId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateLambdaFunction

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Allows the specified Amazon Connect instance to access the specified Lambda function.

Request Syntax

```
PUT /instance/InstanceId/lambda-function HTTP/1.1
Content-type: application/json

{
  "FunctionArn": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

FunctionArn

The Amazon Resource Name (ARN) for the Lambda function being associated. Maximum number of characters allowed is 140.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 140.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateLexBot

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Allows the specified Amazon Connect instance to access the specified Amazon Lex V1 bot. This API only supports the association of Amazon Lex V1 bots.

Request Syntax

```
PUT /instance/InstanceId/lex-bot HTTP/1.1
Content-type: application/json

{
  "LexBot": {
    "LexRegion": "string",
    "Name": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

LexBot

The Amazon Lex bot to associate with the instance.

Type: [LexBot](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociatePhoneNumberContactFlow

Service: Amazon Connect Service

Associates a flow with a phone number claimed to your Amazon Connect instance.

Important

If the number is claimed to a traffic distribution group, and you are calling this API using an instance in the AWS Region where the traffic distribution group was created, you can use either a full phone number ARN or UUID value for the `PhoneNumberId` URI request parameter. However, if the number is claimed to a traffic distribution group and you are calling this API using an instance in the alternate AWS Region associated with the traffic distribution group, you must provide a full phone number ARN. If a UUID is provided in this scenario, you will receive a `ResourceNotFoundException`.

Request Syntax

```
PUT /phone-number/PhoneNumberId/contact-flow HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ContactFlowId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

PhoneNumberId

A unique identifier for the phone number.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateQueueQuickConnects

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Associates a set of quick connects with a queue.

Request Syntax

```
POST /queues/InstanceId/QueueId/associate-quick-connects HTTP/1.1
Content-type: application/json

{
  "QuickConnectIds": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request accepts the following data in JSON format.

QuickConnectIds

The quick connects to associate with this queue.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateRoutingProfileQueues

Service: Amazon Connect Service

Associates a set of queues with a routing profile.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/associate-queues HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "QueueConfigs": [
    {
      "Delay": number,
      "Priority": number,
      "QueueReference": {
        "Channel": "string",
        "QueueId": "string"
      }
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

QueueConfigs

The queues to associate with this routing profile.

Type: Array of [RoutingProfileQueueConfig](#) objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateSecurityKey

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Associates a security key to the instance.

Request Syntax

```
PUT /instance/InstanceId/security-key HTTP/1.1
Content-type: application/json

{
  "Key": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Key

A valid security key in PEM format.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AssociationId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateTrafficDistributionGroupUser

Service: Amazon Connect Service

Associates an agent with a traffic distribution group.

Request Syntax

```
PUT /traffic-distribution-group/TrafficDistributionGroupId/user HTTP/1.1
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "UserId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

TrafficDistributionGroupId

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z-]+-[0-9]{1}:[0-9]{1,2}:traffic-distribution-group/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account. This can be the ID or the ARN of the user.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example associates an agent with a traffic distribution group.

Sample Request

```
PUT connect.[region].amazonaws.com/traffic-distribution-group/  
[traffic_distribution_group_id]/user  
{  
  "InstanceId": "[instance_id]",  
  "UserId": "[user_id]"  
}
```

Sample Response

```
{}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

AssociateUserProficiencies

Service: Amazon Connect Service

>Associates a set of proficiencies with a user.

Request Syntax

```
POST /users/InstanceId/UserId/associate-proficiencies HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "UserProficiencies": [
    {
      "AttributeName": "string",
      "AttributeValue": "string",
      "Level": number
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN of the instance).

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

UserProficiencies

The proficiencies to associate with the user.

Type: Array of [UserProficiency](#) objects

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

BatchAssociateAnalyticsDataSet

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Associates a list of analytics datasets for a given Amazon Connect instance to a target account. You can associate multiple datasets in a single call.

Request Syntax

```
PUT /analytics-data/instance/InstanceId/associations HTTP/1.1
Content-type: application/json

{
  "DataSetIds": [ "string" ],
  "TargetAccountId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

DataSetIds

An array of dataset identifiers to associate.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

TargetAccountId

The identifier of the target account. Use to associate a dataset to a different account than the one containing the Amazon Connect instance. If not specified, by default this value is the AWS account that has the Amazon Connect instance.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Created": [
    {
      "DataSetId": "string",
      "ResourceShareArn": "string",
      "ResourceShareId": "string",
      "TargetAccountId": "string"
    }
  ],
  "Errors": [
    {
      "ErrorCode": "string",
      "ErrorMessage": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Created

Information about associations that are successfully created: DataSetId, TargetAccountId, ResourceShareId, ResourceShareArn.

Type: Array of [AnalyticsDataAssociationResult](#) objects

Errors

A list of errors for datasets that aren't successfully associated with the target account.

Type: Array of [ErrorResult](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

BatchDisassociateAnalyticsDataSet

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Removes a list of analytics datasets associated with a given Amazon Connect instance. You can disassociate multiple datasets in a single call.

Request Syntax

```
POST /analytics-data/instance/InstanceId/associations HTTP/1.1
Content-type: application/json

{
  "DataSetIds": [ "string" ],
  "TargetAccountId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

DataSetIds

An array of associated dataset identifiers to remove.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

TargetAccountId

The identifier of the target account. Use to disassociate a dataset from a different account than the one containing the Amazon Connect instance. If not specified, by default this value is the AWS account that has the Amazon Connect instance.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Deleted": [ "string" ],
  "Errors": [
    {
      "ErrorCode": "string",
      "ErrorMessage": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Deleted

An array of successfully disassociated dataset identifiers.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Errors

A list of errors for any datasets not successfully removed.

Type: Array of [ErrorResult](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

BatchGetAttachedFileMetadata

Service: Amazon Connect Service

Allows you to retrieve metadata about multiple attached files on an associated resource. Each attached file provided in the input list must be associated with the input `AssociatedResourceArn`.

Request Syntax

```
POST /attached-files/InstanceId?associatedResourceArn=AssociatedResourceArn HTTP/1.1  
Content-type: application/json
```

```
{  
  "FileIds": [ "string" ]  
}
```

URI Request Parameters

The request uses the following URI parameters.

AssociatedResourceArn

The resource to which the attached file is (being) uploaded to. [Cases](#) are the only current supported resource.

Note

This value must be a valid ARN.

Required: Yes

InstanceId

The unique identifier of the Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

FileIds

The unique identifiers of the attached file resource.

Type: Array of strings

Array Members: Minimum number of 1 item.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Errors": [
    {
      "ErrorCode": "string",
      "ErrorMessage": "string",
      "FileId": "string"
    }
  ],
  "Files": [
    {
      "AssociatedResourceArn": "string",
      "CreatedBy": { ... },
      "CreationTime": "string",
      "FileArn": "string",
      "FileId": "string",
      "FileName": "string",
      "FileSizeInBytes": number,
      "FileStatus": "string",
      "FileUseCaseType": "string",
      "Tags": {
        "string" : "string"
      }
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Errors

List of errors of attached files that could not be retrieved.

Type: Array of [AttachedFileError](#) objects

Files

List of attached files that were successfully retrieved.

Type: Array of [AttachedFile](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

BatchGetFlowAssociation

Service: Amazon Connect Service

Retrieve the flow associations for the given resources.

Request Syntax

```
POST /flow-associations-batch/InstanceId HTTP/1.1
Content-type: application/json
```

```
{
  "ResourceIds": [ "string" ],
  "ResourceType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ResourceIds

A list of resource identifiers to retrieve flow associations.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: Yes

ResourceType

The type of resource association.

Type: String

Valid Values: VOICE_PHONE_NUMBER

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "FlowAssociationSummaryList": [
    {
      "FlowId": "string",
      "ResourceId": "string",
      "ResourceType": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

FlowAssociationSummaryList

Information about flow associations.

Type: Array of [FlowAssociationSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

BatchPutContact

Service: Amazon Connect Service

Note

Only the Amazon Connect outbound campaigns service principal is allowed to assume a role in your account and call this API.

Allows you to create a batch of contacts in Amazon Connect. The outbound campaigns capability ingests dial requests via the [PutDialRequestBatch](#) API. It then uses BatchPutContact to create contacts corresponding to those dial requests. If agents are available, the dial requests are dialed out, which results in a voice call. The resulting voice call uses the same contactId that was created by BatchPutContact.

Request Syntax

```
PUT /contact/batch/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "ContactDataRequestList": [
    {
      "Attributes": {
        "string" : "string"
      },
      "Campaign": {
        "CampaignId": "string"
      },
      "CustomerEndpoint": {
        "Address": "string",
        "Type": "string"
      },
      "QueueId": "string",
      "RequestIdentifier": "string",
      "SystemEndpoint": {
        "Address": "string",
        "Type": "string"
      }
    }
  ]
}
```



```
]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactDataRequestList

List of individual contact requests.

Type: Array of [ContactDataRequest](#) objects

Array Members: Minimum number of 1 item. Maximum number of 25 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "FailedRequestList": [
    {
      "FailureReasonCode": "string",
      "FailureReasonMessage": "string",
      "RequestIdentifier": "string"
    }
  ],
  "SuccessfulRequestList": [
    {
      "ContactId": "string",
      "RequestIdentifier": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

FailedRequestList

List of requests for which contact creation failed.

Type: Array of [FailedRequest](#) objects

SuccessfulRequestList

List of requests for which contact was successfully created.

Type: Array of [SuccessfulRequest](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ClaimPhoneNumber

Service: Amazon Connect Service

Claims an available phone number to your Amazon Connect instance or traffic distribution group. You can call this API only in the same AWS Region where the Amazon Connect instance or traffic distribution group was created.

For more information about how to use this operation, see [Claim a phone number in your country](#) and [Claim phone numbers to traffic distribution groups](#) in the *Amazon Connect Administrator Guide*.

Important

You can call the [SearchAvailablePhoneNumbers](#) API for available phone numbers that you can claim. Call the [DescribePhoneNumber](#) API to verify the status of a previous [ClaimPhoneNumber](#) operation.

If you plan to claim and release numbers frequently, contact us for a service quota exception. Otherwise, it is possible you will be blocked from claiming and releasing any more numbers until up to 180 days past the oldest number released has expired.

By default you can claim and release up to 200% of your maximum number of active phone numbers. If you claim and release phone numbers using the UI or API during a rolling 180 day cycle that exceeds 200% of your phone number service level quota, you will be blocked from claiming any more numbers until 180 days past the oldest number released has expired.

For example, if you already have 99 claimed numbers and a service level quota of 99 phone numbers, and in any 180 day period you release 99, claim 99, and then release 99, you will have exceeded the 200% limit. At that point you are blocked from claiming any more numbers until you open an AWS support ticket.

Request Syntax

```
POST /phone-number/claim HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
```

```
"InstanceId": "string",  
"PhoneNumber": "string",  
"PhoneNumberDescription": "string",  
"Tags": {  
  "string" : "string"  
},  
"TargetArn": "string"  
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Type: String

Length Constraints: Maximum length of 500.

Required: No

InstanceId

The identifier of the Amazon Connect instance that phone numbers are claimed to. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance. You must enter InstanceId or TargetArn.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

PhoneNumber

The phone number you want to claim. Phone numbers are formatted [+]
[country code]
[subscriber number including area code].

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: Yes

PhoneNumberDescription

The description of the phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `^[\\W\\S_]*`

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags":
{"key1":"value1", "key2":"value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

TargetArn

The Amazon Resource Name (ARN) for Amazon Connect instances or traffic distribution groups that phone number inbound traffic is routed through. You must enter InstanceId or TargetArn.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "PhoneNumberArn": "string",
  "PhoneNumberId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

PhoneNumberArn

The Amazon Resource Name (ARN) of the phone number.

Type: String

PhoneNumberId

A unique identifier for the phone number.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CompleteAttachedFileUpload

Service: Amazon Connect Service

Allows you to confirm that the attached file has been uploaded using the pre-signed URL provided in the StartAttachedFileUpload API.

Request Syntax

```
POST /attached-files/InstanceId/FileId?associatedResourceArn=AssociatedResourceArn
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AssociatedResourceArn

The resource to which the attached file is (being) uploaded to. [Cases](#) are the only current supported resource.

Note

This value must be a valid ARN.

Required: Yes

FileId

The unique identifier of the attached file resource.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The unique identifier of the Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateAgentStatus

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Creates an agent status for the specified Amazon Connect instance.

Request Syntax

```
PUT /agent-status/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Description": "string",
  "DisplayOrder": number,
  "Name": "string",
  "State": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

DisplayOrder

The display order of the status.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 50.

Required: No

Name

The name of the status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

State

The state of the status.

Type: String

Valid Values: ENABLED | DISABLED

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AgentStatusARN": "string",
  "AgentStatusId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[AgentStatusARN](#)

The Amazon Resource Name (ARN) of the agent status.

Type: String

[AgentStatusId](#)

The identifier of the agent status.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateContactFlow

Service: Amazon Connect Service

Creates a flow for the specified Amazon Connect instance.

You can also create and update flows using the [Amazon Connect Flow language](#).

Request Syntax

```
PUT /contact-flows/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Content": "string",
  "Description": "string",
  "Name": "string",
  "Status": "string",
  "Tags": {
    "string" : "string"
  },
  "Type": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Content

The JSON string that represents the content of the flow. For an example, see [Example flow in Amazon Connect Flow language](#).

Length Constraints: Minimum length of 1. Maximum length of 256000.

Type: String

Required: Yes

Description

The description of the flow.

Type: String

Required: No

Name

The name of the flow.

Type: String

Length Constraints: Minimum length of 1.

Required: Yes

Status

Indicates the flow status as either `SAVED` or `PUBLISHED`. The `PUBLISHED` status will initiate validation on the content. the `SAVED` status does not initiate validation of the content. `SAVED | PUBLISHED`.

Type: String

Valid Values: `PUBLISHED | SAVED`

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, `{ "Tags": { "key1": "value1", "key2": "value2" } }`.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Type

The type of the flow. For descriptions of the available types, see [Choose a flow type](#) in the *Amazon Connect Administrator Guide*.

Type: String

Valid Values: CONTACT_FLOW | CUSTOMER_QUEUE | CUSTOMER_HOLD | CUSTOMER_WHISPER | AGENT_HOLD | AGENT_WHISPER | OUTBOUND_WHISPER | AGENT_TRANSFER | QUEUE_TRANSFER

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContactFlowArn": "string",
  "ContactFlowId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[ContactFlowArn](#)

The Amazon Resource Name (ARN) of the flow.

Type: String

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidContactFlowException

The flow is not valid.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateContactFlowModule

Service: Amazon Connect Service

Creates a flow module for the specified Amazon Connect instance.

Request Syntax

```
PUT /contact-flow-modules/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Content": "string",
  "Description": "string",
  "Name": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Content

The JSON string that represents the content of the flow. For an example, see [Example flow in Amazon Connect Flow language](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256000.

Required: Yes

Description

The description of the flow module.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `.*\S.*`

Required: No

Name

The name of the flow module.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Pattern: `.*\S.*`

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Arn": "string",
  "Id": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN) of the flow module.

Type: String

Id

The identifier of the flow module.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidContactFlowModuleException

The problems with the module. Please fix before trying again.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateEvaluationForm

Service: Amazon Connect Service

Creates an evaluation form in the specified Amazon Connect instance. The form can be used to define questions related to agent performance, and create sections to organize such questions. Question and section identifiers cannot be duplicated within the same evaluation form.

Request Syntax

```
PUT /evaluation-forms/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Description": "string",
  "Items": [
    { ... }
  ],
  "ScoringStrategy": {
    "Mode": "string",
    "Status": "string"
  },
  "Title": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Description

The description of the evaluation form.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: No

Items

Items that are part of the evaluation form. The total number of sections and questions must not exceed 100 each. Questions must be contained in a section.

Type: Array of [EvaluationFormItem](#) objects

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: Yes

ScoringStrategy

A scoring strategy of the evaluation form.

Type: [EvaluationFormScoringStrategy](#) object

Required: No

Title

A title of the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationFormArn": "string",
  "EvaluationFormId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[EvaluationFormArn](#)

The Amazon Resource Name (ARN) for the evaluation form resource.

Type: String

[EvaluationFormId](#)

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example creates an evaluation form with two sections and two questions for each section.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "Title": "form-title",
  "Description": "form-description",
  "ScoringStrategy": {
    "Mode": "SECTION_ONLY",
    "Status": "ENABLED"
  },
}
```



```
"Items": [
  {
    "Section": {
      "Title": "section-title-1",
      "RefId": "section-1",
      "Instructions": "section-instruction-1",
      "Weight": 50,
      "Items": [
        {
          "Question": {
            "Title": "question-title-1-1",
            "RefId": "question-1-1",
            "Instructions": "question-instructions",
            "NotApplicableEnabled": false,
            "QuestionType": "TEXT"
          }
        },
        {
          "Question": {
            "Title": "question-title-1-2",
            "RefId": "question-1-2",
            "QuestionType": "SINGLESELECT",
            "NotApplicableEnabled": false,
            "QuestionTypeProperties": {
              "SingleSelect": {
                "Options": [
                  {
                    "RefId": "option-1-2-1",
                    "Text": "first-option",
                    "Score": 1,
                    "AutomaticFail": true
                  },
                  {
                    "RefId": "option-1-2-2",
                    "Text": "second-option",
                    "Score": 1,
                    "AutomaticFail": false
                  },
                  {
                    "RefId": "option-1-2-3",
                    "Text": "third-option",
                    "Score": 1,
                    "AutomaticFail": true
                  }
                ]
              }
            }
          }
        }
      ]
    }
  }
]
```

```

        ],
        "DisplayAs": "DROPDOWN",
        "Automation": {
            "Options": [
                {
                    "RuleCategory": {
                        "Category": "CATEGORY_LABEL",
                        "Condition": "PRESENT",
                        "OptionRefId": "option-1-2-2"
                    }
                }
            ],
            "DefaultOptionRefId": "option-1-2-1"
        }
    }
}
],
}
},
{
    "Section": {
        "Title": "section-title-2",
        "RefId": "section-2",
        "Instructions": "section-instruction-2",
        "Weight": 50,
        "Items": [
            {
                "Question": {
                    "Title": "question-title-2-1",
                    "RefId": "question-2-1",
                    "QuestionType": "TEXT",
                    "NotApplicableEnabled": true
                }
            },
            {
                "Question": {
                    "Title": "question-title-2-2",
                    "RefId": "question-2-2",
                    "QuestionType": "NUMERIC",
                    "QuestionTypeProperties": {
                        "Numeric": {
                            "MinValue": 0,

```

```

        "MaxValue": 28800,
        "Options": [
            {
                "MinValue": 0,
                "MaxValue": 28800,
                "Score": 1,
                "AutomaticFail": false
            }
        ],
        "Automation": {
            "PropertyValue": {
                "Label": "AGENT_INTERACTION_DURATION"
            }
        }
    }
}

```

Sample Response

```

{
    "EvaluationFormId": "[evaluation_form_id]",
    "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]"
}

```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateHoursOfOperation

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Creates hours of operation.

Request Syntax

```
PUT /hours-of-operations/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Config": [
    {
      "Day": "string",
      "EndTime": {
        "Hours": number,
        "Minutes": number
      },
      "StartTime": {
        "Hours": number,
        "Minutes": number
      }
    }
  ],
  "Description": "string",
  "Name": "string",
  "Tags": {
    "string" : "string"
  },
  "TimeZone": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Config

Configuration information for the hours of operation: day, start time, and end time.

Type: Array of [HoursOfOperationConfig](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: Yes

Description

The description of the hours of operation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

Name

The name of the hours of operation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

TimeZone

The time zone of the hours of operation.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "HoursOfOperationArn": "string",
  "HoursOfOperationId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

HoursOfOperationArn

The Amazon Resource Name (ARN) for the hours of operation.

Type: String

HoursOfOperationId

The identifier for the hours of operation.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateInstance

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Initiates an Amazon Connect instance with all the supported channels enabled. It does not attach any storage, such as Amazon Simple Storage Service (Amazon S3) or Amazon Kinesis. It also does not allow for any configurations on features, such as Contact Lens for Amazon Connect.

Amazon Connect enforces a limit on the total number of instances that you can create or delete in 30 days. If you exceed this limit, you will get an error message indicating there has been an excessive number of attempts at creating or deleting instances. You must wait 30 days before you can restart creating and deleting instances in your account.

Request Syntax

```
PUT /instance HTTP/1.1
Content-type: application/json

{
  "ClientToken": "string",
  "DirectoryId": "string",
  "IdentityManagementType": "string",
  "InboundCallsEnabled": boolean,
  "InstanceAlias": "string",
  "OutboundCallsEnabled": boolean,
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

The idempotency token.

Type: String

Length Constraints: Maximum length of 500.

Required: No

DirectoryId

The identifier for the directory.

Type: String

Length Constraints: Fixed length of 12.

Pattern: `^d-[0-9a-f]{10}$`

Required: No

IdentityManagementType

The type of identity management for your Amazon Connect users.

Type: String

Valid Values: SAML | CONNECT_MANAGED | EXISTING_DIRECTORY

Required: Yes

InboundCallsEnabled

Your contact center handles incoming contacts.

Type: Boolean

Required: Yes

InstanceAlias

The name for your instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 45.

Pattern: `^(?!d-)([\da-zA-Z]+)([-]*[\da-zA-Z])*$`

Required: No

OutboundCallsEnabled

Your contact center allows outbound calls.

Type: Boolean

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "Arn": "string",
  "Id": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN) of the instance.

Type: String

Id

The identifier for the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateIntegrationAssociation

Service: Amazon Connect Service

Creates an AWS resource association with an Amazon Connect instance.

Request Syntax

```
PUT /instance/InstanceId/integration-associations HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "IntegrationArn": "string",
  "IntegrationType": "string",
  "SourceApplicationName": "string",
  "SourceApplicationUrl": "string",
  "SourceType": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

IntegrationArn

The Amazon Resource Name (ARN) of the integration.

Note

When integrating with Amazon Pinpoint, the Amazon Connect and Amazon Pinpoint instances must be in the same account.

Type: String

Required: Yes

IntegrationType

The type of information to be ingested.

Type: String

Valid Values: EVENT | VOICE_ID | PINPOINT_APP | WISDOM_ASSISTANT | WISDOM_KNOWLEDGE_BASE | WISDOM_QUICK_RESPONSES | CASES_DOMAIN | APPLICATION | FILE_SCANNER

Required: Yes

SourceApplicationName

The name of the external application. This field is only required for the EVENT integration type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_ -]+$`

Required: No

SourceApplicationUrl

The URL for the external application. This field is only required for the EVENT integration type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

SourceType

The type of the data source. This field is only required for the EVENT integration type.

Type: String

Valid Values: SALESFORCE | ZENDESK | CASES

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "IntegrationAssociationArn": "string",
  "IntegrationAssociationId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

IntegrationAssociationArn

The Amazon Resource Name (ARN) for the association.

Type: String

IntegrationAssociationId

The identifier for the integration association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateParticipant

Service: Amazon Connect Service

Adds a new participant into an on-going chat contact. For more information, see [Customize chat flow experiences by integrating custom participants](#).

Request Syntax

```
POST /contact/create-participant HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "ContactId": "string",
  "InstanceId": "string",
  "ParticipantDetails": {
    "DisplayName": "string",
    "ParticipantRole": "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactId

The identifier of the contact in this instance of Amazon Connect. Only contacts in the CHAT channel are supported.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ParticipantDetails

Information identifying the participant.

Important

The only Valid value for ParticipantRole is CUSTOM_BOT.
DisplayName is **Required**.

Type: [ParticipantDetailsToAdd](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ParticipantCredentials": {
```

```
    "Expiry": "string",
    "ParticipantToken": "string"
  },
  "ParticipantId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ParticipantCredentials

The token used by the chat participant to call `CreateParticipantConnection`. The participant token is valid for the lifetime of a chat participant.

Type: [ParticipantTokenCredentials](#) object

ParticipantId

The identifier for a chat participant. The `participantId` for a chat participant is the same throughout the chat lifecycle.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreatePersistentContactAssociation

Service: Amazon Connect Service

Enables rehydration of chats for the lifespan of a contact. For more information about chat rehydration, see [Enable persistent chat](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /contact/persistent-contact-association/InstanceId/InitialContactId HTTP/1.1  
Content-type: application/json
```

```
{  
  "ClientToken": "string",  
  "RehydrationType": "string",  
  "SourceContactId": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

[InitialContactId](#)

This is the contactId of the current contact that the CreatePersistentContactAssociation API is being called from.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

[InstanceId](#)

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

RehydrationType

The contactId chosen for rehydration depends on the type chosen.

- **ENTIRE_PAST_SESSION**: Rehydrates a chat from the most recently terminated past chat contact of the specified past ended chat session. To use this type, provide the `initialContactId` of the past ended chat session in the `sourceContactId` field. In this type, Amazon Connect determines what the most recent chat contact on the past ended chat session and uses it to start a persistent chat.
- **FROM_SEGMENT**: Rehydrates a chat from the specified past chat contact provided in the `sourceContactId` field.

The actual contactId used for rehydration is provided in the response of this API.

To illustrate how to use rehydration type, consider the following example: A customer starts a chat session. Agent a1 accepts the chat and a conversation starts between the customer and Agent a1. This first contact creates a contact ID **C1**. Agent a1 then transfers the chat to Agent a2. This creates another contact ID **C2**. At this point Agent a2 ends the chat. The customer is forwarded to the disconnect flow for a post chat survey that creates another contact ID **C3**. After the chat survey, the chat session ends. Later, the customer returns and wants to resume their past chat session. At this point, the customer can have following use cases:

- **Use Case 1**: The customer wants to continue the past chat session but they want to hide the post chat survey. For this they will use the following configuration:
 - **Configuration**
 - `SourceContactId = "C2"`
 - `RehydrationType = "FROM_SEGMENT"`
 - **Expected behavior**

- This starts a persistent chat session from the specified past ended contact (C2). Transcripts of past chat sessions C2 and C1 are accessible in the current persistent chat session. Note that chat segment C3 is dropped from the persistent chat session.
- **Use Case 2:** The customer wants to continue the past chat session and see the transcript of the entire past engagement, including the post chat survey. For this they will use the following configuration:
 - **Configuration**
 - SourceContactId = "C1"
 - RehydrationType = "ENTIRE_PAST_SESSION"
 - **Expected behavior**
 - This starts a persistent chat session from the most recently ended chat contact (C3). Transcripts of past chat sessions C3, C2 and C1 are accessible in the current persistent chat session.

Type: String

Valid Values: ENTIRE_PAST_SESSION | FROM_SEGMENT

Required: Yes

SourceContactId

The contactId from which a persistent chat session must be started.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContinuedFromContactId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ContinuedFromContactId

The contactId from which a persistent chat session is started. This field is populated only for persistent chat.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreatePredefinedAttribute

Service: Amazon Connect Service

Creates a new predefined attribute for the specified Amazon Connect instance.

Request Syntax

```
PUT /predefined-attributes/InstanceId HTTP/1.1
Content-type: application/json

{
  "Name": "string",
  "Values": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Name

The name of the predefined attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

Values

The values of the predefined attribute.

Type: [PredefinedAttributeValues](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreatePrompt

Service: Amazon Connect Service

Creates a prompt. For more information about prompts, such as supported file types and maximum length, see [Create prompts](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /prompts/InstanceId HTTP/1.1
Content-type: application/json
```

```
{
  "Description": "string",
  "Name": "string",
  "S3Uri": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

Name

The name of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

S3Uri

The URI for the S3 bucket where the prompt is stored. You can provide S3 pre-signed URLs returned by the [GetPromptFile](#) API instead of providing S3 URIs.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Pattern: `s3://\S+/.+|https://\S+\.\s3\.\S+\.amazonaws\.\com/\S+`

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "PromptARN": "string",
  "PromptId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

PromptARN

The Amazon Resource Name (ARN) of the prompt.

Type: String

PromptId

A unique identifier for the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateQueue

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Creates a new queue for the specified Amazon Connect instance.

Important

- If the phone number is claimed to a traffic distribution group that was created in the same Region as the Amazon Connect instance where you are calling this API, then you can use a full phone number ARN or a UUID for `OutboundCallerIdNumberId`. However, if the phone number is claimed to a traffic distribution group that is in one Region, and you are calling this API from an instance in another AWS Region that is associated with the traffic distribution group, you must provide a full phone number ARN. If a UUID is provided in this scenario, you will receive a `ResourceNotFoundException`.
- Only use the phone number ARN format that doesn't contain instance in the path, for example, `arn:aws:connect:us-east-1:1234567890:phone-number/uuid`. This is the same ARN format that is returned when you call the [ListPhoneNumbersV2](#) API.
- If you plan to use IAM policies to allow/deny access to this API for phone number resources claimed to a traffic distribution group, see [Allow or Deny queue API actions for phone numbers in a replica Region](#).

Request Syntax

```
PUT /queues/InstanceId HTTP/1.1
Content-type: application/json
```

```
{
  "Description": "string",
  "HoursOfOperationId": "string",
  "MaxContacts": number,
  "Name": "string",
  "OutboundCallerConfig": {
    "OutboundCallerIdName": "string",
    "OutboundCallerIdNumberId": "string",
```

```
    "OutboundFlowId": "string"
  },
  "QuickConnectIds": [ "string" ],
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

HoursOfOperationId

The identifier for the hours of operation.

Type: String

Required: Yes

MaxContacts

The maximum number of contacts that can be in the queue before it is considered full.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

Name

The name of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

OutboundCallerConfig

The outbound caller ID name, number, and outbound whisper flow.

Type: [OutboundCallerConfig](#) object

Required: No

QuickConnectIds

The quick connects available to agents who are working the queue.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "QueueArn": "string",
  "QueueId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

QueueArn

The Amazon Resource Name (ARN) of the queue.

Type: String

QueueId

The identifier for the queue.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateQuickConnect

Service: Amazon Connect Service

Creates a quick connect for the specified Amazon Connect instance.

Request Syntax

```
PUT /quick-connects/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Description": "string",
  "Name": "string",
  "QuickConnectConfig": {
    "PhoneConfig": {
      "PhoneNumber": "string"
    },
    "QueueConfig": {
      "ContactFlowId": "string",
      "QueueId": "string"
    },
    "QuickConnectType": "string",
    "UserConfig": {
      "ContactFlowId": "string",
      "UserId": "string"
    }
  },
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the quick connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

Name

A unique name of the quick connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

QuickConnectConfig

Configuration settings for the quick connect.

Type: [QuickConnectConfig](#) object

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "QuickConnectARN": "string",
  "QuickConnectId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

QuickConnectARN

The Amazon Resource Name (ARN) for the quick connect.

Type: String

QuickConnectId

The identifier for the quick connect.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateRoutingProfile

Service: Amazon Connect Service

Creates a new routing profile.

Request Syntax

```
PUT /routing-profiles/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "AgentAvailabilityTimer": "string",
  "DefaultOutboundQueueId": "string",
  "Description": "string",
  "MediaConcurrencies": [
    {
      "Channel": "string",
      "Concurrency": number,
      "CrossChannelBehavior": {
        "BehaviorType": "string"
      }
    }
  ],
  "Name": "string",
  "QueueConfigs": [
    {
      "Delay": number,
      "Priority": number,
      "QueueReference": {
        "Channel": "string",
        "QueueId": "string"
      }
    }
  ],
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AgentAvailabilityTimer

Whether agents with this routing profile will have their routing order calculated based on *longest idle time* or *time since their last inbound contact*.

Type: String

Valid Values: TIME_SINCE_LAST_ACTIVITY | TIME_SINCE_LAST_INBOUND

Required: No

DefaultOutboundQueueId

The default outbound queue for the routing profile.

Type: String

Required: Yes

Description

Description of the routing profile. Must not be more than 250 characters.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: Yes

MediaConcurrencies

The channels that agents can handle in the Contact Control Panel (CCP) for this routing profile.

Type: Array of [MediaConcurrency](#) objects

Required: Yes

Name

The name of the routing profile. Must not be more than 127 characters.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

QueueConfigs

The inbound queues associated with the routing profile. If no queue is added, the agent can make only outbound calls.

The limit of 10 array members applies to the maximum number of `RoutingProfileQueueConfig` objects that can be passed during a `CreateRoutingProfile` API request. It is different from the quota of 50 queues per routing profile per instance that is listed in [Amazon Connect service quotas](#).

Type: Array of [RoutingProfileQueueConfig](#) objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -= . _ : /] + $`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "RoutingProfileArn": "string",
  "RoutingProfileId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[RoutingProfileArn](#)

The Amazon Resource Name (ARN) of the routing profile.

Type: String

[RoutingProfileId](#)

The identifier of the routing profile.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateRule

Service: Amazon Connect Service

Creates a rule for the specified Amazon Connect instance.

Use the [Rules Function language](#) to code conditions for the rule.

Request Syntax

```
POST /rules/InstanceId HTTP/1.1
Content-type: application/json

{
  "Actions": [
    {
      "ActionType": "string",
      "AssignContactCategoryAction": {
      },
      "CreateCaseAction": {
        "Fields": [
          {
            "Id": "string",
            "Value": {
              "BooleanValue": boolean,
              "DoubleValue": number,
              "EmptyValue": {
              },
              "StringValue": "string"
            }
          }
        ]
      },
      "TemplateId": "string"
    },
    "EndAssociatedTasksAction": {
    },
    "EventBridgeAction": {
      "Name": "string"
    },
    "SendNotificationAction": {
      "Content": "string",
      "ContentType": "string",
      "DeliveryMethod": "string",
      "Recipient": {

```

```

        "UserIds": [ "string" ],
        "UserTags": {
            "string" : "string"
        }
    },
    "Subject": "string"
},
"SubmitAutoEvaluationAction": {
    "EvaluationFormId": "string"
},
"TaskAction": {
    "ContactFlowId": "string",
    "Description": "string",
    "Name": "string",
    "References": {
        "string" : {
            "Type": "string",
            "Value": "string"
        }
    }
},
"UpdateCaseAction": {
    "Fields": [
        {
            "Id": "string",
            "Value": {
                "BooleanValue": boolean,
                "DoubleValue": number,
                "EmptyValue": {
                },
                "StringValue": "string"
            }
        }
    ]
}
},
"ClientToken": "string",
"Function": "string",
"Name": "string",
"PublishStatus": "string",
"TriggerEventSource": {
    "EventSourceName": "string",
    "IntegrationAssociationId": "string"
}

```

```
}  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Actions

A list of actions to be run when the rule is triggered.

Type: Array of [RuleAction](#) objects

Required: Yes

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Function

The conditions of the rule.

Type: String

Required: Yes

Name

A unique name for the rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

PublishStatus

The publish status of the rule.

Type: String

Valid Values: DRAFT | PUBLISHED

Required: Yes

TriggerEventSource

The event source to trigger the rule.

Type: [RuleTriggerEventSource](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "RuleArn": "string",
  "RuleId": "string"
}
```


Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

RuleArn

The Amazon Resource Name (ARN) of the rule.

Type: String

RuleId

A unique identifier for the rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateSecurityProfile

Service: Amazon Connect Service

Creates a security profile.

Request Syntax

```
PUT /security-profiles/InstanceId HTTP/1.1
Content-type: application/json

{
  "AllowedAccessControlHierarchyGroupId": "string",
  "AllowedAccessControlTags": {
    "string" : "string"
  },
  "Applications": [
    {
      "ApplicationPermissions": [ "string" ],
      "Namespace": "string"
    }
  ],
  "Description": "string",
  "HierarchyRestrictedResources": [ "string" ],
  "Permissions": [ "string" ],
  "SecurityProfileName": "string",
  "TagRestrictedResources": [ "string" ],
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AllowedAccessControlHierarchyGroupId

The identifier of the hierarchy group that a security profile uses to restrict access to resources in Amazon Connect.

Type: String

Required: No

AllowedAccessControlTags

The list of tags that a security profile uses to restrict access to resources in Amazon Connect.

Type: String to string map

Map Entries: Maximum number of 2 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Value Length Constraints: Maximum length of 256.

Required: No

Applications

A list of third-party applications that the security profile will give access to.

Type: Array of [Application](#) objects

Array Members: Maximum number of 10 items.

Required: No

Description

The description of the security profile.

Type: String

Length Constraints: Maximum length of 250.

Required: No

HierarchyRestrictedResources

The list of resources that a security profile applies hierarchy restrictions to in Amazon Connect. Following are acceptable ResourceNames: User.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Permissions

Permissions assigned to the security profile. For a list of valid permissions, see [List of security profile permissions](#).

Type: Array of strings

Array Members: Maximum number of 500 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

SecurityProfileName

The name of the security profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Pattern: `^[a-zA-Z0-9_@-]+$`

Required: Yes

TagRestrictedResources

The list of resources that a security profile applies tag restrictions to in Amazon Connect. Following are acceptable ResourceNames: User | SecurityProfile | Queue | RoutingProfile

Type: Array of strings

Array Members: Maximum number of 10 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "SecurityProfileArn": "string",
  "SecurityProfileId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

SecurityProfileArn

The Amazon Resource Name (ARN) for the security profile.

Type: String

SecurityProfileId

The identifier for the security profile.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateTaskTemplate

Service: Amazon Connect Service

Creates a new task template in the specified Amazon Connect instance.

Request Syntax

```
PUT /instance/InstanceId/task/template HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Constraints": {
    "InvisibleFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "ReadOnlyFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "RequiredFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ]
  },
  "ContactFlowId": "string",
  "Defaults": {
    "DefaultFieldValues": [
      {
        "DefaultValue": "string",
        "Id": {
          "Name": "string"
        }
      }
    ]
  }
}
```

```
    }
  ]
},
"Description": "string",
"Fields": [
  {
    "Description": "string",
    "Id": {
      "Name": "string"
    },
    "SingleSelectOptions": [ "string" ],
    "Type": "string"
  }
],
"Name": "string",
"Status": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Constraints

Constraints that are applicable to the fields listed.

Type: [TaskTemplateConstraints](#) object

Required: No

ContactFlowId

The identifier of the flow that runs by default when a task is created by referencing this template.

Type: String

Length Constraints: Maximum length of 500.

Required: No

Defaults

The default values for fields when a task is created by referencing this template.

Type: [TaskTemplateDefaults](#) object

Required: No

Description

The description of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Fields

Fields that are part of the template.

Type: Array of [TaskTemplateField](#) objects

Required: Yes

Name

The name of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Status

Marks a template as ACTIVE or INACTIVE for a task to refer to it. Tasks can only be created from ACTIVE templates. If a template is marked as INACTIVE, then a task that refers to this template cannot be created.

Type: String

Valid Values: ACTIVE | INACTIVE

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Arn": "string",
  "Id": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN) for the task template resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Id

The identifier of the task template resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

PropertyValidationException

The property is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateTrafficDistributionGroup

Service: Amazon Connect Service

Creates a traffic distribution group given an Amazon Connect instance that has been replicated.

Note

The SignInConfig distribution is available only on a default TrafficDistributionGroup (see the IsDefault parameter in the [TrafficDistributionGroup](#) data type). If you call UpdateTrafficDistribution with a modified SignInConfig and a non-default TrafficDistributionGroup, an InvalidRequestException is returned.

For more information about creating traffic distribution groups, see [Set up traffic distribution groups](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /traffic-distribution-group HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Description": "string",
  "InstanceId": "string",
  "Name": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Description

A description for the traffic distribution group.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Pattern: `(^[\\S].*[\\S]$)|(^[\\S]$)`

Required: No

InstanceId

The identifier of the Amazon Connect instance that has been replicated. You can find the `instanceId` in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}: [0-9]{1,20}:instance/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Name

The name for the traffic distribution group.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `(^[\\S].*[\\S]$)|(^[\\S]$)`

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Arn": "string",
  "Id": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[Arn](#)

The Amazon Resource Name (ARN) of the traffic distribution group.

Type: String

Pattern: `^arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Id

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ResourceNotReadyException

The resource is not ready.

HTTP Status Code: 409

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateUseCase

Service: Amazon Connect Service

Creates a use case for an integration association.

Request Syntax

```
PUT /instance/InstanceId/integration-associations/IntegrationAssociationId/use-cases
HTTP/1.1
Content-type: application/json

{
  "Tags": {
    "string" : "string"
  },
  "UseCaseType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

IntegrationAssociationId

The identifier for the integration association.

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

UseCaseType

The type of use case to associate to the integration association. Each integration association can have only one of each use case type.

Type: String

Valid Values: RULES_EVALUATION | CONNECT_CAMPAGNS

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "UseCaseArn": "string",
  "UseCaseId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

UseCaseArn

The Amazon Resource Name (ARN) for the use case.

Type: String

UseCaseId

The identifier of the use case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateUser

Service: Amazon Connect Service

Creates a user account for the specified Amazon Connect instance.

Important

Certain [UserIdentityInfo](#) parameters are required in some situations. For example, `Email` is required if you are using SAML for identity management. `FirstName` and `LastName` are required if you are using Amazon Connect or SAML for identity management.

For information about how to create users using the Amazon Connect admin website, see [Add Users](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /users/InstanceId HTTP/1.1
Content-type: application/json

{
  "DirectoryUserId": "string",
  "HierarchyGroupId": "string",
  "IdentityInfo": {
    "Email": "string",
    "FirstName": "string",
    "LastName": "string",
    "Mobile": "string",
    "SecondaryEmail": "string"
  },
  "Password": "string",
  "PhoneConfig": {
    "AfterContactWorkTimeLimit": number,
    "AutoAccept": boolean,
    "DeskPhoneNumber": "string",
    "PhoneType": "string"
  },
  "RoutingProfileId": "string",
  "SecurityProfileIds": [ "string" ],
  "Tags": {
    "string" : "string"
  }
}
```



```
  },  
  "Username": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

DirectoryUserId

The identifier of the user account in the directory used for identity management. If Amazon Connect cannot access the directory, you can specify this identifier to authenticate users. If you include the identifier, we assume that Amazon Connect cannot access the directory. Otherwise, the identity information is used to authenticate users from your directory.

This parameter is required if you are using an existing directory for identity management in Amazon Connect when Amazon Connect cannot access your directory to authenticate users. If you are using SAML for identity management and include this parameter, an error is returned.

Type: String

Required: No

HierarchyGroupId

The identifier of the hierarchy group for the user.

Type: String

Required: No

IdentityInfo

The information about the identity of the user.

Type: [UserIdentityInfo](#) object

Required: No

Password

The password for the user account. A password is required if you are using Amazon Connect for identity management. Otherwise, it is an error to include a password.

Type: String

Pattern: `/^(?=.*[a-z])(?=.*[A-Z])(?=.*\d)[a-zA-Z\d\S]{8,64}$/`

Required: No

PhoneConfig

The phone settings for the user.

Type: [UserPhoneConfig](#) object

Required: Yes

RoutingProfileId

The identifier of the routing profile for the user.

Type: String

Required: Yes

SecurityProfileIds

The identifier of the security profile for the user.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Username

The user name for the account. For instances not using SAML for identity management, the user name can include up to 20 characters. If you are using SAML for identity management, the user name can include up to 64 characters from `[a-zA-Z0-9_-. \@]+`.

Username can include `@` only if used in an email format. For example:

- Correct: testuser
- Correct: testuser@example.com
- Incorrect: testuser@example

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "UserArn": "string",
  "UserId": "string"
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

UserArn

The Amazon Resource Name (ARN) of the user account.

Type: String

UserId

The identifier of the user account.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateUserHierarchyGroup

Service: Amazon Connect Service

Creates a new user hierarchy group.

Request Syntax

```
PUT /user-hierarchy-groups/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Name": "string",
  "ParentGroupId": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Name

The name of the user hierarchy group. Must not be more than 100 characters.

Type: String

Required: Yes

ParentGroupId

The identifier for the parent hierarchy group. The user hierarchy is created at level one if the parent group ID is null.

Type: String

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "HierarchyGroupArn": "string",
  "HierarchyGroupId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

HierarchyGroupArn

The Amazon Resource Name (ARN) of the hierarchy group.

Type: String

HierarchyGroupId

The identifier of the hierarchy group.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateView

Service: Amazon Connect Service

Creates a new view with the possible status of SAVED or PUBLISHED.

The views will have a unique name for each connect instance.

It performs basic content validation if the status is SAVED or full content validation if the status is set to PUBLISHED. An error is returned if validation fails. It associates either the \$SAVED qualifier or both of the \$SAVED and \$LATEST qualifiers with the provided view content based on the status. The view is idempotent if ClientToken is provided.

Request Syntax

```
PUT /views/InstanceId HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Content": {
    "Actions": [ "string" ],
    "Template": "string"
  },
  "Description": "string",
  "Name": "string",
  "Status": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `instanceld` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\V]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique Id for each create view request to avoid duplicate view creation. For example, the view is idempotent ClientToken is provided.

Type: String

Length Constraints: Maximum length of 500.

Pattern: `^([\p{L}\p{Z}\p{N}_.\:\V=+\-\@] *)$`

Required: No

Content

View content containing all content necessary to render a view except for runtime input data.

The total uncompressed content has a maximum file size of 400kB.

Type: [ViewInputContent](#) object

Required: Yes

Description

The description of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^([\p{L}\p{N}_.\:\V=+\-\@, () '] + [\p{L}\p{Z}\p{N}_.\:\V=+\-\@, () '] *)$`

Required: No

Name

The name of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: $^([\p{L}\p{N}_.\:/\+=\-\@()']+[\p{L}\p{Z}\p{N}_.\:/\+=\-\@()']^*)\$$

Required: Yes

Status

Indicates the view status as either SAVED or PUBLISHED. The PUBLISHED status will initiate validation on the content.

Type: String

Valid Values: PUBLISHED | SAVED

Required: Yes

Tags

The tags associated with the view resource (not specific to view version). These tags can be used to organize, track, or control access for this resource. For example, { "tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+\$$

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "View": {
```

```
"Arn": "string",
"Content": {
  "Actions": [ "string" ],
  "InputSchema": "string",
  "Template": "string"
},
"CreatedTime": number,
"Description": "string",
"Id": "string",
"LastModifiedTime": number,
"Name": "string",
"Status": "string",
"Tags": {
  "string" : "string"
},
"Type": "string",
"Version": number,
"VersionDescription": "string",
"ViewContentSha256": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

View

A view resource object. Contains metadata and content necessary to render the view.

Type: [View](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateViewVersion

Service: Amazon Connect Service

Publishes a new version of the view identifier.

Versions are immutable and monotonically increasing.

It returns the highest version if there is no change in content compared to that version. An error is displayed if the supplied ViewContentSha256 is different from the ViewContentSha256 of the \$LATEST alias.

Request Syntax

```
PUT /views/InstanceId/ViewId/versions HTTP/1.1
Content-type: application/json
```

```
{
  "VersionDescription": "string",
  "ViewContentSha256": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\|]+$`

Required: Yes

ViewId

The identifier of the view. Both `ViewArn` and `ViewId` can be used.

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\|]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

VersionDescription

The description for the version being published.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^([\p{L}\p{N}_.:\/=+\-@,()']+[\p{L}\p{Z}\p{N}_.:\/=+\-@,()']*)$`

Required: No

ViewContentSha256

Indicates the checksum value of the latest published view content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9]$`

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "View": {
    "Arn": "string",
    "Content": {
      "Actions": [ "string" ],
      "InputSchema": "string",
      "Template": "string"
    },
  },
}
```

```
"CreatedTime": number,
"Description": "string",
"Id": "string",
"LastModifiedTime": number,
"Name": "string",
"Status": "string",
"Tags": {
  "string" : "string"
},
"Type": "string",
"Version": number,
"VersionDescription": "string",
"ViewContentSha256": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

View

All view data is contained within the View object.

Type: [View](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateVocabulary

Service: Amazon Connect Service

Creates a custom vocabulary associated with your Amazon Connect instance. You can set a custom vocabulary to be your default vocabulary for a given language. Contact Lens for Amazon Connect uses the default vocabulary in post-call and real-time contact analysis sessions for that language.

Request Syntax

```
POST /vocabulary/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Content": "string",
  "LanguageCode": "string",
  "Tags": {
    "string" : "string"
  },
  "VocabularyName": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#). If a create request is received more than once with same client token, subsequent requests return the previous response without creating a vocabulary again.

Type: String

Length Constraints: Maximum length of 500.

Required: No

Content

The content of the custom vocabulary in plain-text format with a table of values. Each row in the table represents a word or a phrase, described with Phrase, IPA, SoundsLike, and DisplayAs fields. Separate the fields with TAB characters. The size limit is 50KB. For more information, see [Create a custom vocabulary using a table](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 60000.

Required: Yes

LanguageCode

The language code of the vocabulary entries. For a list of languages and their corresponding language codes, see [What is Amazon Transcribe?](#)

Type: String

Valid Values: ar-AE | de-CH | de-DE | en-AB | en-AU | en-GB | en-IE | en-IN | en-US | en-WL | es-ES | es-US | fr-CA | fr-FR | hi-IN | it-IT | ja-JP | ko-KR | pt-BR | pt-PT | zh-CN | en-NZ | en-ZA

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

VocabularyName

A unique name of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 140.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "State": "string",
  "VocabularyArn": "string",
  "VocabularyId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

State

The current state of the custom vocabulary.

Type: String

Valid Values: CREATION_IN_PROGRESS | ACTIVE | CREATION_FAILED | DELETE_IN_PROGRESS

VocabularyArn

The Amazon Resource Name (ARN) of the custom vocabulary.

Type: String

VocabularyId

The identifier of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeactivateEvaluationForm

Service: Amazon Connect Service

Deactivates an evaluation form in the specified Amazon Connect instance. After a form is deactivated, it is no longer available for users to start new evaluations based on the form.

Request Syntax

```
POST /evaluation-forms/InstanceId/EvaluationFormId/deactivate HTTP/1.1
Content-type: application/json

{
  "EvaluationFormVersion": number
}
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationFormId

The unique identifier for the evaluation form.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

EvaluationFormVersion

A version of the evaluation form. If the version property is not provided, the latest version of the evaluation form is deactivated.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationFormArn": "string",
  "EvaluationFormId": "string",
  "EvaluationFormVersion": number
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EvaluationFormArn

The Amazon Resource Name (ARN) for the evaluation form resource.

Type: String

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

EvaluationFormVersion

The version of the deactivated evaluation form resource.

Type: Integer

Valid Range: Minimum value of 1.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example deactivates version 3 of the evaluation form.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormVersion": 3
}
```

Sample Response

```
{
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
  "EvaluationFormVersion": 3
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteAttachedFile

Service: Amazon Connect Service

Deletes an attached file along with the underlying S3 Object.

Important

The attached file is **permanently deleted** if S3 bucket versioning is not enabled.

Request Syntax

```
DELETE /attached-files/InstanceId/FileId?associatedResourceArn=AssociatedResourceArn
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AssociatedResourceArn

The resource to which the attached file is (being) uploaded to. [Cases](#) are the only current supported resource.

Note

This value must be a valid ARN.

Required: Yes

FileId

The unique identifier of the attached file resource.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The unique identifier of the Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteContactEvaluation

Service: Amazon Connect Service

Deletes a contact evaluation in the specified Amazon Connect instance.

Request Syntax

```
DELETE /contact-evaluations/InstanceId/EvaluationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationId

A unique identifier for the contact evaluation.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example deletes a contact evaluation.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationId": "[evaluation_id]"
}
```

```
}
```

Sample Response

```
(empty response)
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteContactFlow

Service: Amazon Connect Service

Deletes a flow for the specified Amazon Connect instance.

Request Syntax

```
DELETE /contact-flows/InstanceId/ContactFlowId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

Length Constraints: Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteContactFlowModule

Service: Amazon Connect Service

Deletes the specified flow module.

Request Syntax

```
DELETE /contact-flow-modules/InstanceId/ContactFlowModuleId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteEvaluationForm

Service: Amazon Connect Service

Deletes an evaluation form in the specified Amazon Connect instance.

- If the version property is provided, only the specified version of the evaluation form is deleted.
- If no version is provided, then the full form (all versions) is deleted.

Request Syntax

```
DELETE /evaluation-forms/InstanceId/EvaluationFormId?version=EvaluationFormVersion
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationFormId

The unique identifier for the evaluation form.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

EvaluationFormVersion

The unique identifier for the evaluation form.

Valid Range: Minimum value of 1.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example deletes version 1 of an evaluation form.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormVersion": 1
}
```

Sample Response

(empty)

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteHoursOfOperation

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Deletes an hours of operation.

Request Syntax

```
DELETE /hours-of-operations/InstanceId/HoursOfOperationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier for the hours of operation.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteInstance

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Deletes the Amazon Connect instance.

Amazon Connect enforces a limit on the total number of instances that you can create or delete in 30 days. If you exceed this limit, you will get an error message indicating there has been an excessive number of attempts at creating or deleting instances. You must wait 30 days before you can restart creating and deleting instances in your account.

Request Syntax

```
DELETE /instance/InstanceId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteIntegrationAssociation

Service: Amazon Connect Service

Deletes an AWS resource association from an Amazon Connect instance. The association must not have any use cases associated with it.

Request Syntax

```
DELETE /instance/InstanceId/integration-associations/IntegrationAssociationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

IntegrationAssociationId

The identifier for the integration association.

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

DeletePredefinedAttribute

Service: Amazon Connect Service

Deletes a predefined attribute from the specified Amazon Connect instance.

Request Syntax

```
DELETE /predefined-attributes/InstanceId/Name HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Name

The name of the predefined attribute.

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeletePrompt

Service: Amazon Connect Service

Deletes a prompt.

Request Syntax

```
DELETE /prompts/InstanceId/PromptId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

PromptId

A unique identifier for the prompt.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteQueue

Service: Amazon Connect Service

Deletes a queue.

Request Syntax

```
DELETE /queues/InstanceId/QueueId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteQuickConnect

Service: Amazon Connect Service

Deletes a quick connect.

Important

After calling [DeleteUser](#), it's important to call DeleteQuickConnect to delete any records related to the deleted users. This will help you:

- Avoid dangling resources that impact your service quotas.
- Remove deleted users so they don't appear to agents as transfer options.
- Avoid the disruption of other Amazon Connect processes, such as instance replication and syncing if you're using [Amazon Connect Global Resiliency](#).

Request Syntax

```
DELETE /quick-connects/InstanceId/QuickConnectId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QuickConnectId

The identifier for the quick connect.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteRoutingProfile

Service: Amazon Connect Service

Deletes a routing profile.

Request Syntax

```
DELETE /routing-profiles/InstanceId/RoutingProfileId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteRule

Service: Amazon Connect Service

Deletes a rule for the specified Amazon Connect instance.

Request Syntax

```
DELETE /rules/InstanceId/RuleId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RuleId

A unique identifier for the rule.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteSecurityProfile

Service: Amazon Connect Service

Deletes a security profile.

Request Syntax

```
DELETE /security-profiles/InstanceId/SecurityProfileId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

SecurityProfileId

The identifier for the security profile.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteTaskTemplate

Service: Amazon Connect Service

Deletes the task template.

Request Syntax

```
DELETE /instance/InstanceId/task/template/TaskTemplateId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

TaskTemplateId

A unique identifier for the task template.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteTrafficDistributionGroup

Service: Amazon Connect Service

Deletes a traffic distribution group. This API can be called only in the Region where the traffic distribution group is created.

For more information about deleting traffic distribution groups, see [Delete traffic distribution groups](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
DELETE /traffic-distribution-group/TrafficDistributionGroupId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

TrafficDistributionGroupId

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z-]+-[0-9]{1}::[0-9]{1,20}:traffic-distribution-group/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteUseCase

Service: Amazon Connect Service

Deletes a use case from an integration association.

Request Syntax

```
DELETE /instance/InstanceId/integration-associations/IntegrationAssociationId/use-cases/UseCaseId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

IntegrationAssociationId

The identifier for the integration association.

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: Yes

UseCaseId

The identifier for the use case.

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteUser

Service: Amazon Connect Service

Deletes a user account from the specified Amazon Connect instance.

For information about what happens to a user's data when their account is deleted, see [Delete Users from Your Amazon Connect Instance](#) in the *Amazon Connect Administrator Guide*.

Important

After calling `DeleteUser`, call [DeleteQuickConnect](#) to delete any records related to the deleted users. This will help you:

- Avoid dangling resources that impact your service quotas.
- Remove deleted users so they don't appear to agents as transfer options.
- Avoid the disruption of other Amazon Connect processes, such as instance replication and syncing if you're using [Amazon Connect Global Resiliency](#).

Request Syntax

```
DELETE /users/InstanceId/UserId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteUserHierarchyGroup

Service: Amazon Connect Service

Deletes an existing user hierarchy group. It must not be associated with any agents or have any active child groups.

Request Syntax

```
DELETE /user-hierarchy-groups/InstanceId/HierarchyGroupId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

HierarchyGroupId

The identifier of the hierarchy group.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteView

Service: Amazon Connect Service

Deletes the view entirely. It deletes the view and all associated qualifiers (versions and aliases).

Request Syntax

```
DELETE /views/InstanceId/ViewId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\|]+`

Required: Yes

ViewId

The identifier of the view. Both `ViewArn` and `ViewId` can be used.

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\|]+`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteViewVersion

Service: Amazon Connect Service

Deletes the particular version specified in `ViewVersion` identifier.

Request Syntax

```
DELETE /views/InstanceId/ViewId/versions/ViewVersion HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\|]+`

Required: Yes

ViewId

The identifier of the view. Both `ViewArn` and `ViewId` can be used.

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\|]+`

Required: Yes

ViewVersion

The version number of the view.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteVocabulary

Service: Amazon Connect Service

Deletes the vocabulary that has the given identifier.

Request Syntax

```
POST /vocabulary-remove/InstanceId/VocabularyId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

VocabularyId

The identifier of the custom vocabulary.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "State": "string",
  "VocabularyArn": "string",
```

```
"VocabularyId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

State

The current state of the custom vocabulary.

Type: String

Valid Values: CREATION_IN_PROGRESS | ACTIVE | CREATION_FAILED | DELETE_IN_PROGRESS

VocabularyArn

The Amazon Resource Name (ARN) of the custom vocabulary.

Type: String

VocabularyId

The identifier of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeAgentStatus

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Describes an agent status.

Request Syntax

```
GET /agent-status/InstanceId/AgentStatusId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AgentStatusId

The identifier for the agent status.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```

```
"AgentStatus": {
  "AgentStatusARN": "string",
  "AgentStatusId": "string",
  "Description": "string",
  "DisplayOrder": number,
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "Name": "string",
  "State": "string",
  "Tags": {
    "string" : "string"
  },
  "Type": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AgentStatus

The agent status.

Type: [AgentStatus](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeContact

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Describes the specified contact.

Important

Contact information remains available in Amazon Connect for 24 months, and then it is deleted.

Only data from November 12, 2021, and later is returned by this API.

Request Syntax

```
GET /contacts/InstanceId/ContactId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the contact.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

HTTP/1.1 200

Content-type: application/json

```
{
  "Contact": {
    "AgentInfo": {
      "AgentPauseDurationInSeconds": number,
      "Capabilities": {
        "Video": "string"
      },
      "ConnectedToAgentTimestamp": number,
      "DeviceInfo": {
        "OperatingSystem": "string",
        "PlatformName": "string",
        "PlatformVersion": "string"
      },
      "HierarchyGroups": {
        "Level1": {
          "Arn": "string"
        },
        "Level2": {
          "Arn": "string"
        },
        "Level3": {
          "Arn": "string"
        },
        "Level4": {
          "Arn": "string"
        },
        "Level5": {
          "Arn": "string"
        }
      },
      "Id": "string"
    },
    "AnsweringMachineDetectionStatus": "string",
    "Arn": "string",
    "Campaign": {
      "CampaignId": "string"
    },
    "Channel": "string",
```

```
"ConnectedToSystemTimestamp": number,
"Customer": {
  "Capabilities": {
    "Video": "string"
  },
  "DeviceInfo": {
    "OperatingSystem": "string",
    "PlatformName": "string",
    "PlatformVersion": "string"
  }
},
"CustomerVoiceActivity": {
  "GreetingEndTimestamp": number,
  "GreetingStartTimestamp": number
},
"Description": "string",
"DisconnectDetails": {
  "PotentialDisconnectIssue": "string"
},
"DisconnectTimestamp": number,
"Id": "string",
"InitialContactId": "string",
"InitiationMethod": "string",
"InitiationTimestamp": number,
"LastPausedTimestamp": number,
"LastResumedTimestamp": number,
"LastUpdateTimestamp": number,
"Name": "string",
"PreviousContactId": "string",
"QualityMetrics": {
  "Agent": {
    "Audio": {
      "PotentialQualityIssues": [ "string" ],
      "QualityScore": number
    }
  },
  "Customer": {
    "Audio": {
      "PotentialQualityIssues": [ "string" ],
      "QualityScore": number
    }
  }
},
"QueueInfo": {
```

```

    "EnqueueTimestamp": number,
    "Id": "string"
  },
  "QueuePriority": number,
  "QueueTimeAdjustmentSeconds": number,
  "RelatedContactId": "string",
  "RoutingCriteria": {
    "ActivationTimestamp": number,
    "Index": number,
    "Steps": [
      {
        "Expiry": {
          "DurationInSeconds": number,
          "ExpiryTimestamp": number
        },
        "Expression": {
          "AndExpression": [
            "Expression"
          ],
          "AttributeCondition": {
            "ComparisonOperator": "string",
            "MatchCriteria": {
              "AgentsCriteria": {
                "AgentIds": [ "string" ]
              }
            },
            "Name": "string",
            "ProficiencyLevel": number,
            "Value": "string"
          },
          "OrExpression": [
            "Expression"
          ]
        },
        "Status": "string"
      }
    ]
  },
  "ScheduledTimestamp": number,
  "SegmentAttributes": {
    "string" : {
      "ValueString": "string"
    }
  },
},

```



```
    "Tags": {
      "string" : "string"
    },
    "TotalPauseCount": number,
    "TotalPauseDurationInSeconds": number,
    "WisdomInfo": {
      "SessionArn": "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Contact

Information about the contact.

Type: [Contact](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeContactEvaluation

Service: Amazon Connect Service

Describes a contact evaluation in the specified Amazon Connect instance.

Request Syntax

```
GET /contact-evaluations/InstanceId/EvaluationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationId

A unique identifier for the contact evaluation.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Evaluation": {
    "Answers": {
      "string" : {
```

```

        "SystemSuggestedValue": { ... },
        "Value": { ... }
    }
},
"CreatedTime": number,
"EvaluationArn": "string",
"EvaluationId": "string",
"LastModifiedTime": number,
"Metadata": {
    "ContactAgentId": "string",
    "ContactId": "string",
    "EvaluatorArn": "string",
    "Score": {
        "AutomaticFail": boolean,
        "NotApplicable": boolean,
        "Percentage": number
    }
},
"Notes": {
    "string" : {
        "Value": "string"
    }
},
"Scores": {
    "string" : {
        "AutomaticFail": boolean,
        "NotApplicable": boolean,
        "Percentage": number
    }
},
"Status": "string",
"Tags": {
    "string" : "string"
}
},
"EvaluationForm": {
    "Description": "string",
    "EvaluationFormArn": "string",
    "EvaluationFormId": "string",
    "EvaluationFormVersion": number,
    "Items": [
        { ... }
    ],
    "ScoringStrategy": {

```

```
    "Mode": "string",  
    "Status": "string"  
  },  
  "Title": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Evaluation

Information about the evaluation form completed for a specific contact.

Type: [Evaluation](#) object

EvaluationForm

Information about the evaluation form.

Type: [EvaluationFormContent](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example describes a contact evaluation.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationId": "[evaluation_id]"
}
```

Sample Response

```
{
  "Evaluation": {
    "EvaluationId": "[evaluation_id]",
    "EvaluationArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/contact-evaluation/[evaluation_id]",
    "Metadata": {
      "ContactId": "[contact_id]",
      "EvaluatorArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/agent/arn:aws:sts::[account_id]:assumed-role/Admin/username",
      "ContactAgentId": "[contact_agent_id]"
    },
    "Answers": {},
    "Notes": {},
    "Status": "DRAFT",
    "CreatedTime": "2023-05-04T01:16:29.693000-07:00",
    "LastModifiedTime": "2023-05-04T01:16:29.693000-07:00",
    "Tags": {}
  },
  "EvaluationForm": {
    "EvaluationFormVersion": 1,
    "EvaluationFormId": "[evaluation_form_id]",
  }
}
```

```
    "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
    "Title": "form-title",
    "Description": "form-description",
    "Items": [
      {
        "Section": {
          "Title": "section-title-1",
          "RefId": "section-1",
          "Instructions": "section-instruction-1",
          "Items": [
            {
              "Question": {
                "Title": "question-title-11",
                "Instructions": "question-instructions",
                "RefId": "question-1-111",
                "NotApplicableEnabled": false,
                "QuestionType": "TEXT"
              }
            },
            {
              "Question": {
                "Title": "question-title-12",
                "RefId": "question-1-222",
                "NotApplicableEnabled": false,
                "QuestionType": "SINGLESELECT",
                "QuestionTypeProperties": {
                  "SingleSelect": {
                    "Options": [
                      {
                        "RefId": "option-1-2-1",
                        "Text": "first-option",
                        "Score": 1,
                        "AutomaticFail": true
                      },
                      {
                        "RefId": "option-1-2-2",
                        "Text": "second-option",
                        "Score": 1,
                        "AutomaticFail": false
                      },
                      {
                        "RefId": "option-1-2-3",
                        "Text": "third-option",
```

```

        "Score": 1,
        "AutomaticFail": true
    }
],
"DisplayAs": "DROPDOWN",
"Automation": {
    "Options": [
        {
            "RuleCategory": {
                "Category": "CATEGORY_LABEL",
                "Condition": "PRESENT",
                "OptionRefId": "option-1-2-2"
            }
        }
    ],
    "DefaultOptionRefId": "option-1-2-1"
}
}
}
},
"Weight": 50
}
},
{
    "Section": {
        "Title": "section-title-2",
        "RefId": "section-2",
        "Instructions": "section-instruction-2",
        "Items": [
            {
                "Question": {
                    "Title": "question-title-21",
                    "RefId": "question-2-1",
                    "NotApplicableEnabled": true,
                    "QuestionType": "TEXT"
                }
            },
            {
                "Question": {
                    "Title": "question-title-2-2",
                    "RefId": "question-2-222",
                    "QuestionType": "NUMERIC",

```



```
    "QuestionTypeProperties": {
      "Numeric": {
        "MinValue": 0,
        "MaxValue": 28800,
        "Options": [
          {
            "MinValue": 0,
            "MaxValue": 28800,
            "Score": 1,
            "AutomaticFail": false
          }
        ],
        "Automation": {
          "PropertyValue": {
            "Label": "AGENT_INTERACTION_DURATION"
          }
        }
      }
    },
    "Weight": 50
  },
  "ScoringStrategy": {
    "Mode": "SECTION_ONLY",
    "Status": "ENABLED"
  }
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeContactFlow

Service: Amazon Connect Service

Describes the specified flow.

You can also create and update flows using the [Amazon Connect Flow language](#).

Use the \$SAVED alias in the request to describe the SAVED content of a Flow. For example, `arn:aws:.../contact-flow/{id}:$SAVED`. Once a contact flow is published, \$SAVED needs to be supplied to view saved content that has not been published.

In the response, **Status** indicates the flow status as either SAVED or PUBLISHED. The PUBLISHED status will initiate validation on the content. SAVED does not initiate validation of the content.

SAVED | PUBLISHED

Request Syntax

```
GET /contact-flows/InstanceId/ContactFlowId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

Length Constraints: Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContactFlow": {
    "Arn": "string",
    "Content": "string",
    "Description": "string",
    "Id": "string",
    "Name": "string",
    "State": "string",
    "Status": "string",
    "Tags": {
      "string" : "string"
    },
    "Type": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ContactFlow

Information about the flow.

Type: [ContactFlow](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

ContactFlowNotPublishedException

The flow has not been published.

HTTP Status Code: 404

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeContactFlowModule

Service: Amazon Connect Service

Describes the specified flow module.

Use the `$SAVED` alias in the request to describe the `SAVED` content of a Flow. For example, `arn:aws:.../contact-flow/{id}:$SAVED`. Once a contact flow is published, `$SAVED` needs to be supplied to view saved content that has not been published.

Request Syntax

```
GET /contact-flow-modules/InstanceId/ContactFlowModuleId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{
  "ContactFlowModule": {
    "Arn": "string",
    "Content": "string",
    "Description": "string",
    "Id": "string",
    "Name": "string",
    "State": "string",
    "Status": "string",
    "Tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ContactFlowModule

Information about the flow module.

Type: [ContactFlowModule](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeEvaluationForm

Service: Amazon Connect Service

Describes an evaluation form in the specified Amazon Connect instance. If the version property is not provided, the latest version of the evaluation form is described.

Request Syntax

```
GET /evaluation-forms/InstanceId/EvaluationFormId?version=EvaluationFormVersion
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationFormId

A unique identifier for the contact evaluation.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

EvaluationFormVersion

A version of the evaluation form.

Valid Range: Minimum value of 1.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationForm": {
    "CreatedBy": "string",
    "CreatedTime": number,
    "Description": "string",
    "EvaluationFormArn": "string",
    "EvaluationFormId": "string",
    "EvaluationFormVersion": number,
    "Items": [
      { ... }
    ],
    "LastModifiedBy": "string",
    "LastModifiedTime": number,
    "Locked": boolean,
    "ScoringStrategy": {
      "Mode": "string",
      "Status": "string"
    },
    "Status": "string",
    "Tags": {
      "string" : "string"
    },
    "Title": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EvaluationForm

Information about the evaluation form.

Type: [EvaluationForm](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example describes version 1 of an evaluation form.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormVersion": 1
}
```

Sample Response

```
{
  "EvaluationForm": {
```

```
"EvaluationFormId": "[evaluation_form_id]",
"EvaluationFormVersion": 1,
"Locked": false,
"EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/
[instance_id]/evaluation-form/[evaluation_form_id]",
"Title": "form-title",
"Description": "form-description",
"Status": "DRAFT",
"Items": [
  {
    "Section": {
      "Title": "section-title-1",
      "RefId": "section-1",
      "Instructions": "section-instruction-1",
      "Items": [
        {
          "Question": {
            "Title": "question-title-11",
            "Instructions": "question-instructions",
            "RefId": "question-1-111",
            "NotApplicableEnabled": false,
            "QuestionType": "TEXT"
          }
        },
        {
          "Question": {
            "Title": "question-title-12",
            "RefId": "question-1-222",
            "NotApplicableEnabled": false,
            "QuestionType": "SINGLESELECT",
            "QuestionTypeProperties": {
              "SingleSelect": {
                "Options": [
                  {
                    "RefId": "option-1-2-1",
                    "Text": "first-option",
                    "Score": 1,
                    "AutomaticFail": true
                  },
                  {
                    "RefId": "option-1-2-2",
                    "Text": "second-option",
                    "Score": 1,
                    "AutomaticFail": false
                  }
                ]
              }
            }
          }
        }
      ]
    }
  }
]
```

```

        },
        {
            "RefId": "option-1-2-3",
            "Text": "third-option",
            "Score": 1,
            "AutomaticFail": true
        }
    ],
    "DisplayAs": "DROPDOWN",
    "Automation": {
        "Options": [
            {
                "RuleCategory": {
                    "Category": "CATEGORY_LABEL",
                    "Condition": "PRESENT",
                    "OptionRefId": "option-1-2-2"
                }
            }
        ],
        "DefaultOptionRefId": "option-1-2-1"
    }
}
}
}
},
"Weight": 50
}
},
{
    "Section": {
        "Title": "section-title-2",
        "RefId": "section-2",
        "Instructions": "section-instruction-2",
        "Items": [
            {
                "Question": {
                    "Title": "question-title-21",
                    "RefId": "question-2-1",
                    "NotApplicableEnabled": true,
                    "QuestionType": "TEXT"
                }
            },
            {

```

```
    "Question": {
      "Title": "question-title-2-2",
      "RefId": "question-2-222",
      "QuestionType": "NUMERIC",
      "QuestionTypeProperties": {
        "Numeric": {
          "MinValue": 0,
          "MaxValue": 28800,
          "Options": [
            {
              "MinValue": 0,
              "MaxValue": 28800,
              "Score": 1,
              "AutomaticFail": false
            }
          ],
          "Automation": {
            "PropertyValue": {
              "Label": "AGENT_INTERACTION_DURATION"
            }
          }
        }
      }
    },
    "Weight": 50
  ],
  "ScoringStrategy": {
    "Mode": "SECTION_ONLY",
    "Status": "ENABLED"
  },
  "CreatedTime": "2023-05-04T00:24:01.490000-07:00",
  "CreatedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
  "LastModifiedTime": "2023-05-04T00:24:01.490000-07:00",
  "LastModifiedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
  "Tags": {}
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeHoursOfOperation

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Describes the hours of operation.

Request Syntax

```
GET /hours-of-operations/InstanceId/HoursOfOperationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier for the hours of operation.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```

```
"HoursOfOperation": {
  "Config": [
    {
      "Day": "string",
      "EndTime": {
        "Hours": number,
        "Minutes": number
      },
      "StartTime": {
        "Hours": number,
        "Minutes": number
      }
    }
  ],
  "Description": "string",
  "HoursOfOperationArn": "string",
  "HoursOfOperationId": "string",
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "Name": "string",
  "Tags": {
    "string" : "string"
  },
  "TimeZone": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

HoursOfOperation

The hours of operation.

Type: [HoursOfOperation](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeInstance

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Returns the current state of the specified instance identifier. It tracks the instance while it is being created and returns an error status, if applicable.

If an instance is not created successfully, the instance status reason field returns details relevant to the reason. The instance in a failed state is returned only for 24 hours after the CreateInstance API was invoked.

Request Syntax

```
GET /instance/InstanceId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Instance": {
    "Arn": "string",
```

```
"CreatedTime": number,
"Id": "string",
"IdentityManagementType": "string",
"InboundCallsEnabled": boolean,
"InstanceAccessUrl": "string",
"InstanceAlias": "string",
"InstanceStatus": "string",
"OutboundCallsEnabled": boolean,
"ServiceRole": "string",
"StatusReason": {
  "Message": "string"
},
"Tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Instance

The name of the instance.

Type: [Instance](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeInstanceAttribute

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Describes the specified instance attribute.

Request Syntax

```
GET /instance/InstanceId/attribute/AttributeType HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AttributeType

The type of attribute.

Valid Values: INBOUND_CALLS | OUTBOUND_CALLS | CONTACTFLOW_LOGS | CONTACT_LENS | AUTO_RESOLVE_BEST_VOICES | USE_CUSTOM_TTS_VOICES | EARLY_MEDIA | MULTI_PARTY_CONFERENCE | HIGH_VOLUME_OUTBOUND | ENHANCED_CONTACT_MONITORING | ENHANCED_CHAT_MONITORING

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```



```
Content-type: application/json

{
  "Attribute": {
    "AttributeType": "string",
    "Value": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Attribute

The type of attribute.

Type: [Attribute](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeInstanceStorageConfig

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Retrieves the current storage configurations for the specified resource type, association ID, and instance ID.

Request Syntax

```
GET /instance/InstanceId/storage-config/AssociationId?resourceType=ResourceType  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ResourceType

A valid resource type.

Valid Values: CHAT_TRANSCRIPTS | CALL_RECORDINGS | SCHEDULED_REPORTS
| MEDIA_STREAMS | CONTACT_TRACE_RECORDS | AGENT_EVENTS |
REAL_TIME_CONTACT_ANALYSIS_SEGMENTS | ATTACHMENTS | CONTACT_EVALUATIONS

| SCREEN_RECORDINGS | REAL_TIME_CONTACT_ANALYSIS_CHAT_SEGMENTS |
REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "StorageConfig": {
    "AssociationId": "string",
    "KinesisFirehoseConfig": {
      "FirehoseArn": "string"
    },
    "KinesisStreamConfig": {
      "StreamArn": "string"
    },
    "KinesisVideoStreamConfig": {
      "EncryptionConfig": {
        "EncryptionType": "string",
        "KeyId": "string"
      },
      "Prefix": "string",
      "RetentionPeriodHours": number
    },
    "S3Config": {
      "BucketName": "string",
      "BucketPrefix": "string",
      "EncryptionConfig": {
        "EncryptionType": "string",
        "KeyId": "string"
      }
    },
    "StorageType": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

StorageConfig

A valid storage type.

Type: [InstanceStorageConfig](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribePhoneNumber

Service: Amazon Connect Service

Gets details and status of a phone number that's claimed to your Amazon Connect instance or traffic distribution group.

Important

If the number is claimed to a traffic distribution group, and you are calling in the AWS Region where the traffic distribution group was created, you can use either a phone number ARN or UUID value for the `PhoneNumberId` URI request parameter. However, if the number is claimed to a traffic distribution group and you are calling this API in the alternate AWS Region associated with the traffic distribution group, you must provide a full phone number ARN. If a UUID is provided in this scenario, you will receive a `ResourceNotFoundException`.

Request Syntax

```
GET /phone-number/PhoneNumberId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

PhoneNumberId

A unique identifier for the phone number.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{
  "ClaimedPhoneNumberSummary": {
    "InstanceId": "string",
    "PhoneNumber": "string",
    "PhoneNumberArn": "string",
    "PhoneNumberCountryCode": "string",
    "PhoneNumberDescription": "string",
    "PhoneNumberId": "string",
    "PhoneNumberStatus": {
      "Message": "string",
      "Status": "string"
    },
    "PhoneNumberType": "string",
    "SourcePhoneNumberArn": "string",
    "Tags": {
      "string" : "string"
    },
    "TargetArn": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ClaimedPhoneNumberSummary

Information about a phone number that's been claimed to your Amazon Connect instance or traffic distribution group.

Type: [ClaimedPhoneNumberSummary](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribePredefinedAttribute

Service: Amazon Connect Service

Describes a predefined attribute for the specified Amazon Connect instance.

Request Syntax

```
GET /predefined-attributes/InstanceId/Name HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Name

The name of the predefined attribute.

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "PredefinedAttribute": {
```

```
"LastModifiedRegion": "string",
"LastModifiedTime": number,
"Name": "string",
"Values": { ... }
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

PredefinedAttribute

Information about the predefined attribute.

Type: [PredefinedAttribute](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribePrompt

Service: Amazon Connect Service

Describes the prompt.

Request Syntax

```
GET /prompts/InstanceId/PromptId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

PromptId

A unique identifier for the prompt.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Prompt": {
    "Description": "string",
```

```
"LastModifiedRegion": "string",
"LastModifiedTime": number,
"Name": "string",
"PromptARN": "string",
"PromptId": "string",
"Tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Prompt

Information about the prompt.

Type: [Prompt](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeQueue

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Describes the specified queue.

Request Syntax

```
GET /queues/InstanceId/QueueId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Queue": {
    "Description": "string",
```



```
"HoursOfOperationId": "string",
"LastModifiedRegion": "string",
"LastModifiedTime": number,
"MaxContacts": number,
"Name": "string",
"OutboundCallerConfig": {
  "OutboundCallerIdName": "string",
  "OutboundCallerIdNumberId": "string",
  "OutboundFlowId": "string"
},
"QueueArn": "string",
"QueueId": "string",
"Status": "string",
"Tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Queue

The name of the queue.

Type: [Queue](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeQuickConnect

Service: Amazon Connect Service

Describes the quick connect.

Request Syntax

```
GET /quick-connects/InstanceId/QuickConnectId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QuickConnectId

The identifier for the quick connect.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "QuickConnect": {
    "Description": "string",
    "LastModifiedRegion": "string",
```

```
"LastModifiedTime": number,
"Name": "string",
"QuickConnectARN": "string",
"QuickConnectConfig": {
  "PhoneConfig": {
    "PhoneNumber": "string"
  },
  "QueueConfig": {
    "ContactFlowId": "string",
    "QueueId": "string"
  },
  "QuickConnectType": "string",
  "UserConfig": {
    "ContactFlowId": "string",
    "UserId": "string"
  }
},
"QuickConnectId": "string",
"Tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

QuickConnect

Information about the quick connect.

Type: [QuickConnect](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeRoutingProfile

Service: Amazon Connect Service

Describes the specified routing profile.

Request Syntax

```
GET /routing-profiles/InstanceId/RoutingProfileId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "RoutingProfile": {
    "AgentAvailabilityTimer": "string",
```

```

    "AssociatedQueueIds": [ "string" ],
    "DefaultOutboundQueueId": "string",
    "Description": "string",
    "InstanceId": "string",
    "IsDefault": boolean,
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "MediaConcurrencies": [
      {
        "Channel": "string",
        "Concurrency": number,
        "CrossChannelBehavior": {
          "BehaviorType": "string"
        }
      }
    ],
    "Name": "string",
    "NumberOfAssociatedQueues": number,
    "NumberOfAssociatedUsers": number,
    "RoutingProfileArn": "string",
    "RoutingProfileId": "string",
    "Tags": {
      "string" : "string"
    }
  }
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

RoutingProfile

The routing profile.

Type: [RoutingProfile](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeRule

Service: Amazon Connect Service

Describes a rule for the specified Amazon Connect instance.

Request Syntax

```
GET /rules/InstanceId/RuleId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RuleId

A unique identifier for the rule.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Rule": {
    "Actions": [
      {
```

```

"ActionType": "string",
"AssignContactCategoryAction": {
},
"CreateCaseAction": {
  "Fields": [
    {
      "Id": "string",
      "Value": {
        "BooleanValue": boolean,
        "DoubleValue": number,
        "EmptyValue": {
        },
        "StringValue": "string"
      }
    }
  ],
  "TemplateId": "string"
},
"EndAssociatedTasksAction": {
},
"EventBridgeAction": {
  "Name": "string"
},
"SendNotificationAction": {
  "Content": "string",
  "ContentType": "string",
  "DeliveryMethod": "string",
  "Recipient": {
    "UserIds": [ "string" ],
    "UserTags": {
      "string" : "string"
    }
  }
},
  "Subject": "string"
},
"SubmitAutoEvaluationAction": {
  "EvaluationFormId": "string"
},
"TaskAction": {
  "ContactFlowId": "string",
  "Description": "string",
  "Name": "string",
  "References": {
    "string" : {

```

```

        "Type": "string",
        "Value": "string"
      }
    },
    "UpdateCaseAction": {
      "Fields": [
        {
          "Id": "string",
          "Value": {
            "BooleanValue": boolean,
            "DoubleValue": number,
            "EmptyValue": {
            },
            "StringValue": "string"
          }
        }
      ]
    }
  ],
  "CreatedTime": number,
  "Function": "string",
  "LastUpdatedBy": "string",
  "LastUpdatedTime": number,
  "Name": "string",
  "PublishStatus": "string",
  "RuleArn": "string",
  "RuleId": "string",
  "Tags": {
    "string" : "string"
  },
  "TriggerEventSource": {
    "EventSourceName": "string",
    "IntegrationAssociationId": "string"
  }
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Rule

Information about the rule.

Type: [Rule](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeSecurityProfile

Service: Amazon Connect Service

Gets basic information about the security profile.

Request Syntax

```
GET /security-profiles/InstanceId/SecurityProfileId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

SecurityProfileId

The identifier for the security profile.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "SecurityProfile": {
    "AllowedAccessControlHierarchyGroupId": "string",
    "AllowedAccessControlTags": {
      "string" : "string"
    }
  }
}
```

```
    },
    "Arn": "string",
    "Description": "string",
    "HierarchyRestrictedResources": [ "string" ],
    "Id": "string",
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "OrganizationResourceId": "string",
    "SecurityProfileName": "string",
    "TagRestrictedResources": [ "string" ],
    "Tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

SecurityProfile

The security profile.

Type: [SecurityProfile](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeTrafficDistributionGroup

Service: Amazon Connect Service

Gets details and status of a traffic distribution group.

Request Syntax

```
GET /traffic-distribution-group/TrafficDistributionGroupId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

TrafficDistributionGroupId

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z-]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "TrafficDistributionGroup": {
    "Arn": "string",
    "Description": "string",
    "Id": "string",
    "InstanceArn": "string",
    "IsDefault": boolean,
```

```
  "Name": "string",
  "Status": "string",
  "Tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

TrafficDistributionGroup

Information about the traffic distribution group.

Type: [TrafficDistributionGroup](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeUser

Service: Amazon Connect Service

Describes the specified user. You can [find the instance ID in the Amazon Connect console](#) (it's the final part of the ARN). The console does not display the user IDs. Instead, list the users and note the IDs provided in the output.

Request Syntax

```
GET /users/InstanceId/UserId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "User": {
```

```
"Arn": "string",
"DirectoryUserId": "string",
"HierarchyGroupId": "string",
"Id": "string",
"IdentityInfo": {
  "Email": "string",
  "FirstName": "string",
  "LastName": "string",
  "Mobile": "string",
  "SecondaryEmail": "string"
},
"LastModifiedRegion": "string",
"LastModifiedTime": number,
"PhoneConfig": {
  "AfterContactWorkTimeLimit": number,
  "AutoAccept": boolean,
  "DeskPhoneNumber": "string",
  "PhoneType": "string"
},
"RoutingProfileId": "string",
"SecurityProfileIds": [ "string" ],
"Tags": {
  "string" : "string"
},
"Username": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

User

Information about the user account and configuration settings.

Type: [User](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeUserHierarchyGroup

Service: Amazon Connect Service

Describes the specified hierarchy group.

Request Syntax

```
GET /user-hierarchy-groups/InstanceId/HierarchyGroupId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

HierarchyGroupId

The identifier of the hierarchy group.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "HierarchyGroup": {
    "Arn": "string",
    "HierarchyPath": {
      "LevelFive": {
        "Arn": "string",
```

```
    "Id": "string",
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "Name": "string"
  },
  "LevelFour": {
    "Arn": "string",
    "Id": "string",
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "Name": "string"
  },
  "LevelOne": {
    "Arn": "string",
    "Id": "string",
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "Name": "string"
  },
  "LevelThree": {
    "Arn": "string",
    "Id": "string",
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "Name": "string"
  },
  "LevelTwo": {
    "Arn": "string",
    "Id": "string",
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "Name": "string"
  }
},
"Id": "string",
"LastModifiedRegion": "string",
"LastModifiedTime": number,
"LevelId": "string",
"Name": "string",
"Tags": {
  "string" : "string"
}
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[HierarchyGroup](#)

Information about the hierarchy group.

Type: [HierarchyGroup](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeUserHierarchyStructure

Service: Amazon Connect Service

Describes the hierarchy structure of the specified Amazon Connect instance.

Request Syntax

```
GET /user-hierarchy-structure/InstanceId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "HierarchyStructure": {
    "LevelFive": {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string"
    },
```

```
"LevelFour": {
  "Arn": "string",
  "Id": "string",
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "Name": "string"
},
"LevelOne": {
  "Arn": "string",
  "Id": "string",
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "Name": "string"
},
"LevelThree": {
  "Arn": "string",
  "Id": "string",
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "Name": "string"
},
"LevelTwo": {
  "Arn": "string",
  "Id": "string",
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "Name": "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

HierarchyStructure

Information about the hierarchy structure.

Type: [HierarchyStructure](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeView

Service: Amazon Connect Service

Retrieves the view for the specified Amazon Connect instance and view identifier.

The view identifier can be supplied as a ViewId or ARN.

\$SAVED needs to be supplied if a view is unpublished.

The view identifier can contain an optional qualifier, for example, <view-id>:\$SAVED, which is either an actual version number or an Amazon Connect managed qualifier \$SAVED | \$LATEST. If it is not supplied, then \$LATEST is assumed for customer managed views and an error is returned if there is no published content available. Version 1 is assumed for AWS managed views.

Request Syntax

```
GET /views/InstanceId/ViewId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\|]+$`

Required: Yes

ViewId

The ViewId of the view. This must be an ARN for AWS managed views.

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\|]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "View": {
    "Arn": "string",
    "Content": {
      "Actions": [ "string" ],
      "InputSchema": "string",
      "Template": "string"
    },
    "CreatedTime": number,
    "Description": "string",
    "Id": "string",
    "LastModifiedTime": number,
    "Name": "string",
    "Status": "string",
    "Tags": {
      "string" : "string"
    },
    "Type": "string",
    "Version": number,
    "VersionDescription": "string",
    "ViewContentSha256": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

View

All view data is contained within the View object.

Type: [View](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeVocabulary

Service: Amazon Connect Service

Describes the specified vocabulary.

Request Syntax

```
GET /vocabulary/InstanceId/VocabularyId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

VocabularyId

The identifier of the custom vocabulary.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Vocabulary": {
```

```
"Arn": "string",
"Content": "string",
"FailureReason": "string",
"Id": "string",
"LanguageCode": "string",
"LastModifiedTime": number,
"Name": "string",
"State": "string",
"Tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Vocabulary

A list of specific words that you want Contact Lens for Amazon Connect to recognize in your audio input. They are generally domain-specific words and phrases, words that Contact Lens is not recognizing, or proper nouns.

Type: [Vocabulary](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateAnalyticsDataSet

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Removes the dataset ID associated with a given Amazon Connect instance.

Request Syntax

```
POST /analytics-data/instance/InstanceId/association HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "DataSetId": "string",  
  "TargetAccountId": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

DataSetId

The identifier of the dataset to remove.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

TargetAccountId

The identifier of the target account. Use to associate a dataset to a different account than the one containing the Amazon Connect instance. If not specified, by default this value is the AWS account that has the Amazon Connect instance.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateApprovedOrigin

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Revokes access to integrated applications from Amazon Connect.

Request Syntax

```
DELETE /instance/InstanceId/approved-origin?origin=Origin HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Origin

The domain URL of the integrated application.

Length Constraints: Maximum length of 267.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateBot

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Revokes authorization from the specified instance to access the specified Amazon Lex or Amazon Lex V2 bot.

Request Syntax

```
POST /instance/InstanceId/bot HTTP/1.1
Content-type: application/json
```

```
{
  "LexBot": {
    "LexRegion": "string",
    "Name": "string"
  },
  "LexV2Bot": {
    "AliasArn": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

LexBot

Configuration information of an Amazon Lex bot.

Type: [LexBot](#) object

Required: No

LexV2Bot

The Amazon Lex V2 bot to disassociate from the instance.

Type: [LexV2Bot](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateFlow

Service: Amazon Connect Service

Disassociates a connect resource from a flow.

Request Syntax

```
DELETE /flow-associations/InstanceId/ResourceId/ResourceType HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ResourceId

The identifier of the resource.

Required: Yes

ResourceType

A valid resource type.

Valid Values: SMS_PHONE_NUMBER

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateInstanceStorageConfig

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Removes the storage type configurations for the specified resource type and association ID.

Request Syntax

```
DELETE /instance/InstanceId/storage-config/AssociationId?resourceType=ResourceType
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ResourceType

A valid resource type.

Valid Values: CHAT_TRANSCRIPTS | CALL_RECORDINGS | SCHEDULED_REPORTS
| MEDIA_STREAMS | CONTACT_TRACE_RECORDS | AGENT_EVENTS |
REAL_TIME_CONTACT_ANALYSIS_SEGMENTS | ATTACHMENTS | CONTACT_EVALUATIONS
| SCREEN_RECORDINGS | REAL_TIME_CONTACT_ANALYSIS_CHAT_SEGMENTS |
REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateLambdaFunction

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Remove the Lambda function from the dropdown options available in the relevant flow blocks.

Request Syntax

```
DELETE /instance/InstanceId/lambda-function?functionArn=FunctionArn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

FunctionArn

The Amazon Resource Name (ARN) of the Lambda function being disassociated.

Length Constraints: Minimum length of 1. Maximum length of 140.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance..

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateLexBot

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Revokes authorization from the specified instance to access the specified Amazon Lex bot.

Request Syntax

```
DELETE /instance/InstanceId/lex-bot?botName=BotName&lexRegion=LexRegion HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

BotName

The name of the Amazon Lex bot. Maximum character limit of 50.

Length Constraints: Maximum length of 50.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

LexRegion

The AWS Region in which the Amazon Lex bot has been created.

Length Constraints: Maximum length of 60.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociatePhoneNumberContactFlow

Service: Amazon Connect Service

Removes the flow association from a phone number claimed to your Amazon Connect instance.

Important

If the number is claimed to a traffic distribution group, and you are calling this API using an instance in the AWS Region where the traffic distribution group was created, you can use either a full phone number ARN or UUID value for the `PhoneNumberId` URI request parameter. However, if the number is claimed to a traffic distribution group and you are calling this API using an instance in the alternate AWS Region associated with the traffic distribution group, you must provide a full phone number ARN. If a UUID is provided in this scenario, you will receive a `ResourceNotFoundException`.

Request Syntax

```
DELETE /phone-number/PhoneNumberId/contact-flow?instanceId=InstanceId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

PhoneNumberId

A unique identifier for the phone number.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateQueueQuickConnects

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Disassociates a set of quick connects from a queue.

Request Syntax

```
POST /queues/InstanceId/QueueId/disassociate-quick-connects HTTP/1.1
Content-type: application/json

{
  "QuickConnectIds": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request accepts the following data in JSON format.

QuickConnectIds

The quick connects to disassociate from the queue.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateRoutingProfileQueues

Service: Amazon Connect Service

Disassociates a set of queues from a routing profile.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/disassociate-queues HTTP/1.1  
Content-type: application/json
```

```
{  
  "QueueReferences": [  
    {  
      "Channel": "string",  
      "QueueId": "string"  
    }  
  ]  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

QueueReferences

The queues to disassociate from this routing profile.

Type: Array of [RoutingProfileQueueReference](#) objects

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateSecurityKey

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Deletes the specified security key.

Request Syntax

```
DELETE /instance/InstanceId/security-key/AssociationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateTrafficDistributionGroupUser

Service: Amazon Connect Service

Disassociates an agent from a traffic distribution group.

Request Syntax

```
DELETE /traffic-distribution-group/TrafficDistributionGroupId/user?  
InstanceId=InstanceId&UserId=UserId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

TrafficDistributionGroupId

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z-]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

UserId

The identifier for the user. This can be the ID or the ARN of the user.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example disassociates an agent from a traffic distribution group.

Sample Request

```
DELETE connect.[region].amazonaws.com/traffic-distribution-group/  
[traffic_distribution_group_id]/user?instanceId=[instance_id]&userId=[user_id]  
{  
}
```

Sample Response

```
{}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateUserProficiencies

Service: Amazon Connect Service

Disassociates a set of proficiencies from a user.

Request Syntax

```
POST /users/InstanceId/UserId/disassociate-proficiencies HTTP/1.1  
Content-type: application/json
```

```
{  
  "UserProficiencies": [  
    {  
      "AttributeName": "string",  
      "AttributeValue": "string"  
    }  
  ]  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

UserProficiencies

The proficiencies to disassociate from the user.

Type: Array of [UserProficiencyDisassociate](#) objects

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DismissUserContact

Service: Amazon Connect Service

Dismisses contacts from an agent's CCP and returns the agent to an available state, which allows the agent to receive a new routed contact. Contacts can only be dismissed if they are in a MISSED, ERROR, ENDED, or REJECTED state in the [Agent Event Stream](#).

Request Syntax

```
POST /users/InstanceId/UserId/contact HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "ContactId": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

[InstanceId](#)

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

[UserId](#)

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

[ContactId](#)

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetAttachedFile

Service: Amazon Connect Service

Provides a pre-signed URL for download of an approved attached file. This API also returns metadata about the attached file. It will only return a downloadURL if the status of the attached file is APPROVED.

Request Syntax

```
GET /attached-files/InstanceId/FileId?  
associatedResourceArn=AssociatedResourceArn&urlExpiryInSeconds=UrlExpiryInSeconds  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AssociatedResourceArn

The resource to which the attached file is (being) uploaded to. [Cases](#) are the only current supported resource.

Note

This value must be a valid ARN.

Required: Yes

FileId

The unique identifier of the attached file resource.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The unique identifier of the Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UrlExpiryInSeconds

Optional override for the expiry of the pre-signed S3 URL in seconds. The default value is 300.

Valid Range: Minimum value of 5. Maximum value of 300.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AssociatedResourceArn": "string",
  "CreatedBy": { ... },
  "CreationTime": "string",
  "DownloadUrlMetadata": {
    "Url": "string",
    "UrlExpiry": "string"
  },
  "FileArn": "string",
  "FileId": "string",
  "FileName": "string",
  "FileSizeInBytes": number,
  "FileStatus": "string",
  "FileUseCaseType": "string",
  "Tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AssociatedResourceArn

The resource to which the attached file is (being) uploaded to. [Cases](#) are the only current supported resource.

Type: String

CreatedBy

Represents the identity that created the file.

Type: [CreatedByInfo](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

CreationTime

The time of Creation of the file resource as an ISO timestamp. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2024-05-03T02:41:28.172Z.

Type: String

DownloadUrlMetadata

URL and expiry to be used when downloading the attached file.

Type: [DownloadUrlMetadata](#) object

FileArn

The unique identifier of the attached file resource (ARN).

Type: String

FileId

The unique identifier of the attached file resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

FileName

A case-sensitive name of the attached file being uploaded.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^\P{C}*$`

FileSizeInBytes

The size of the attached file in bytes.

Type: Long

Valid Range: Minimum value of 1.

FileStatus

The current status of the attached file.

Type: String

Valid Values: APPROVED | REJECTED | PROCESSING | FAILED

FileUseCaseType

The use case for the file.

Type: String

Valid Values: ATTACHMENT

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetContactAttributes

Service: Amazon Connect Service

Retrieves the contact attributes for the specified contact.

Request Syntax

```
GET /contact/attributes/InstanceId/InitialContactId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InitialContactId

The identifier of the initial contact.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Attributes": {
    "string" : "string"
  }
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Attributes

Information about the attributes.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCurrentMetricData

Service: Amazon Connect Service

Gets the real-time metric data from the specified Amazon Connect instance.

For a description of each metric, see [Real-time Metrics Definitions](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /metrics/current/InstanceId HTTP/1.1
Content-type: application/json

{
  "CurrentMetrics": [
    {
      "Name": "string",
      "Unit": "string"
    }
  ],
  "Filters": {
    "Channels": [ "string" ],
    "Queues": [ "string" ],
    "RoutingProfiles": [ "string" ],
    "RoutingStepExpressions": [ "string" ]
  },
  "Groupings": [ "string" ],
  "MaxResults": number,
  "NextToken": "string",
  "SortCriteria": [
    {
      "SortByMetric": "string",
      "SortOrder": "string"
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

CurrentMetrics

The metrics to retrieve. Specify the name and unit for each metric. The following metrics are available. For a description of all the metrics, see [Real-time Metrics Definitions](#) in the *Amazon Connect Administrator Guide*.

AGENTS_AFTER_CONTACT_WORK

Unit: COUNT

Name in real-time metrics report: [ACW](#)

AGENTS_AVAILABLE

Unit: COUNT

Name in real-time metrics report: [Available](#)

AGENTS_ERROR

Unit: COUNT

Name in real-time metrics report: [Error](#)

AGENTS_NON_PRODUCTIVE

Unit: COUNT

Name in real-time metrics report: [NPT \(Non-Productive Time\)](#)

AGENTS_ON_CALL

Unit: COUNT

Name in real-time metrics report: [On contact](#)

AGENTS_ON_CONTACT

Unit: COUNT

Name in real-time metrics report: [On contact](#)

AGENTS_ONLINE

Unit: COUNT

Name in real-time metrics report: [Online](#)

AGENTS_STAFFED

Unit: COUNT

Name in real-time metrics report: [Staffed](#)

CONTACTS_IN_QUEUE

Unit: COUNT

Name in real-time metrics report: [In queue](#)

CONTACTS_SCHEDULED

Unit: COUNT

Name in real-time metrics report: [Scheduled](#)

OLDEST_CONTACT_AGE

Unit: SECONDS

When you use groupings, Unit says SECONDS and the Value is returned in SECONDS.

When you do not use groupings, Unit says SECONDS but the Value is returned in MILLISECONDS. For example, if you get a response like this:

```
{ "Metric": { "Name": "OLDEST_CONTACT_AGE", "Unit": "SECONDS" },  
  "Value": 24113.0 }
```

The actual OLDEST_CONTACT_AGE is 24 seconds.

When the filter `RoutingStepExpression` is used, this metric is still calculated from enqueue time. For example, if a contact that has been queued under `<Expression 1>` for

10 seconds has expired and `<Expression 2>` becomes active, then `OLDEST_CONTACT_AGE` for this queue will be counted starting from 10, not 0.

Name in real-time metrics report: [Oldest](#)

`SLOTS_ACTIVE`

Unit: COUNT

Name in real-time metrics report: [Active](#)

`SLOTS_AVAILABLE`

Unit: COUNT

Name in real-time metrics report: [Availability](#)

Type: Array of [CurrentMetric](#) objects

Required: Yes

[Filters](#)

The filters to apply to returned metrics. You can filter up to the following limits:

- Queues: 100
- Routing profiles: 100
- Channels: 3 (VOICE, CHAT, and TASK channels are supported.)
- RoutingStepExpressions: 50

Metric data is retrieved only for the resources associated with the queues or routing profiles, and by any channels included in the filter. (You cannot filter by both queue AND routing profile.) You can include both resource IDs and resource ARNs in the same request.

When using the `RoutingStepExpression` filter, you need to pass exactly one `QueueId`. The filter is also case sensitive so when using the `RoutingStepExpression` filter, grouping by `ROUTING_STEP_EXPRESSION` is required.

Currently tagging is only supported on the resources that are passed in the filter.

Type: [Filters](#) object

Required: Yes

Groupings

The grouping applied to the metrics returned. For example, when grouped by QUEUE, the metrics returned apply to each queue rather than aggregated for all queues.

- If you group by CHANNEL, you should include a Channels filter. VOICE, CHAT, and TASK channels are supported.
- If you group by ROUTING_PROFILE, you must include either a queue or routing profile filter. In addition, a routing profile filter is required for metrics CONTACTS_SCHEDULED, CONTACTS_IN_QUEUE, and OLDEST_CONTACT_AGE.
- If no Grouping is included in the request, a summary of metrics is returned.
- When using the RoutingStepExpression filter, group by ROUTING_STEP_EXPRESSION is required.

Type: Array of strings

Array Members: Maximum number of 2 items.

Valid Values: QUEUE | CHANNEL | ROUTING_PROFILE | ROUTING_STEP_EXPRESSION

Required: No

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the token must use the same request parameters as the request that generated the token.

Type: String

Required: No

SortCriteria

The way to sort the resulting response based on metrics. You can enter one sort criteria. By default resources are sorted based on AGENTS_ONLINE, DESCENDING. The metric collection is sorted based on the input metrics.

Note the following:

- Sorting on SLOTS_ACTIVE and SLOTS_AVAILABLE is not supported.

Type: Array of [CurrentMetricSortCriteria](#) objects

Array Members: Minimum number of 0 items. Maximum number of 1 item.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "DataSnapshotTime": number,
  "MetricResults": [
    {
      "Collections": [
        {
          "Metric": {
            "Name": "string",
            "Unit": "string"
          },
          "Value": number
        }
      ],
      "Dimensions": {
        "Channel": "string",
        "Queue": {
          "Arn": "string",
          "Id": "string"
        }
      },
      "RoutingProfile": {
        "Arn": "string",
```

```
        "Id": "string"
      },
      "RoutingStepExpression": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total count of the result, regardless of the current page size.

Type: Long

DataSnapshotTime

The time at which the metrics were retrieved and cached for pagination.

Type: Timestamp

MetricResults

Information about the real-time metrics.

Type: Array of [CurrentMetricResult](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the token must use the same request parameters as the request that generated the token.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example retrieves the specified real-time metrics.

Sample Request

```
{  
  "InstanceId": "12345678-1234-5678-aabb-123456abcdef",  
  "Filters": {  
    "Queues": [  
      "11111111-2222-fcfc-abab-333333333333",  
      "arn:aws:connect:us-east-1:123456789012:instance/12345678-1234-5678-aabb-123456abcdef/queue/11111111-2222-fcfc-abab-333333333333"  
    ]  
  }  
}
```

```
    ],
    "Channels": ["VOICE"]
  },
  "Groupings": ["CHANNEL", "QUEUE"],
  "CurrentMetrics": [
    {
      "Name": "AGENTS_ONLINE",
      "Unit": "COUNT"
    },
    {
      "Name": "AGENTS_AVAILABLE",
      "Unit": "COUNT"
    },
    {
      "Name": "OLDEST_CONTACT_AGE",
      "Unit": "SECONDS"
    },
    {
      "Name": "AGENTS_ERROR",
      "Unit": "COUNT"
    }
  ],
  "SortCriteria": {
    "SortByMetric": "OLDEST_CONTACT_AGE",
    "SortOrder": "ASCENDING"
  }
}
```

Sample Response

```
{
  "DataSnapshotTime": 1671222098.739,
  "ApproximateTotalCount": 1,
  "MetricResults": [
    {
      "Collections": [
        {
          "Metric": {
            "Name": "AGENTS_ONLINE",
            "Unit": "COUNT"
          },
          "Value": 1
        }
      ],
    }
  ],
}
```

```

    {
      "Metric": {
        "Name": "AGENTS_AVAILABLE",
        "Unit": "COUNT"
      },
      "Value": 1
    },
    {
      "Metric": {
        "Name": "OLDEST_CONTACT_AGE",
        "Unit": "SECONDS"
      },
      "Value": 0
    },
    {
      "Metric": {
        "Name": "AGENTS_ERROR",
        "Unit": "COUNT"
      },
      "Value": 0
    }
  ],
  "Dimensions": {
    "Channel": "VOICE",
    "Queue": {
      "Arn": "arn:aws:connect:us-east-1:123456789012:instance/12345678-1234-5678-
aabb-123456abcdef/queue/11111111-2222-fcfc-abab-333333333333",
      "Id": "11111111-2222-fcfc-abab-333333333333"
    }
  }
}
]
}

```

Sample GetCurrentMetricData Request Using RoutingStepExpression

This example illustrates one usage of GetCurrentMetricData.

```

{
  "InstanceId": "12345678-1234-5678-aabb-123456abcdef",
  "CurrentMetrics": [
    {
      "Name": "OLDEST_CONTACT_AGE",

```

```
        "Unit": "SECONDS"
    },
    {
        "Name": "CONTACTS_IN_QUEUE",
        "Unit": "COUNT"
    }
],
"Filters": {
    "Queues": [
        "11111111-2222-fcfc-abab-333333333333"
    ],
    "RoutingStepExpressions": [
        "{\"attributeCondition\":{\"proficiencyLevel\":1.0,\"comparisonOperator\":\
\"NumberGreaterOrEqualTo\", \"name\": \"Location\", \"value\": \"Earth\"}}"
    ]
},
"Groupings": [
    "ROUTING_STEP_EXPRESSION"
],
"MaxResults": 10
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCurrentUserData

Service: Amazon Connect Service

Gets the real-time active user data from the specified Amazon Connect instance.

Request Syntax

```
POST /metrics/userdata/InstanceId HTTP/1.1
Content-type: application/json
```

```
{
  "Filters": {
    "Agents": [ "string" ],
    "ContactFilter": {
      "ContactStates": [ "string" ]
    },
    "Queues": [ "string" ],
    "RoutingProfiles": [ "string" ],
    "UserHierarchyGroups": [ "string" ]
  },
  "MaxResults": number,
  "NextToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Filters

The filters to apply to returned user data. You can filter up to the following limits:

- Queues: 100
- Routing profiles: 100
- Agents: 100
- Contact states: 9
- User hierarchy groups: 1

The user data is retrieved for only the specified values/resources in the filter. A maximum of one filter can be passed from queues, routing profiles, agents, and user hierarchy groups.

Currently tagging is only supported on the resources that are passed in the filter.

Type: [UserDataFilters](#) object

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```



```
"ApproximateTotalCount": number,
"NextToken": "string",
"UserDataList": [
  {
    "ActiveSlotsByChannel": {
      "string" : number
    },
    "AvailableSlotsByChannel": {
      "string" : number
    },
    "Contacts": [
      {
        "AgentContactState": "string",
        "Channel": "string",
        "ConnectedToAgentTimestamp": number,
        "ContactId": "string",
        "InitiationMethod": "string",
        "Queue": {
          "Arn": "string",
          "Id": "string"
        },
        "StateStartTimestamp": number
      }
    ],
    "HierarchyPath": {
      "LevelFive": {
        "Arn": "string",
        "Id": "string"
      },
      "LevelFour": {
        "Arn": "string",
        "Id": "string"
      },
      "LevelOne": {
        "Arn": "string",
        "Id": "string"
      },
      "LevelThree": {
        "Arn": "string",
        "Id": "string"
      },
      "LevelTwo": {
        "Arn": "string",
        "Id": "string"
      }
    }
  }
]
```

```

    }
  },
  "MaxSlotsByChannel": {
    "string" : number
  },
  "NextStatus": "string",
  "RoutingProfile": {
    "Arn": "string",
    "Id": "string"
  },
  "Status": {
    "StatusArn": "string",
    "StatusName": "string",
    "StatusStartTimestamp": number
  },
  "User": {
    "Arn": "string",
    "Id": "string"
  }
}
]
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total count of the result, regardless of the current page size.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

UserDataList

A list of the user data that is returned.

Type: Array of [UserData](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetFederationToken

Service: Amazon Connect Service

Supports SAML sign-in for Amazon Connect. Retrieves a token for federation. The token is for the Amazon Connect user which corresponds to the IAM credentials that were used to invoke this action.

For more information about how SAML sign-in works in Amazon Connect, see [Configure SAML with IAM for Amazon Connect in the Amazon Connect Administrator Guide](#).

Note

This API doesn't support root users. If you try to invoke GetFederationToken with root credentials, an error message similar to the following one appears:
Provided identity: Principal: User: cannot be used for federation with Amazon Connect

Request Syntax

```
GET /user/federate/InstanceId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Credentials": {
    "AccessToken": "string",
    "AccessTokenExpiration": number,
    "RefreshToken": "string",
    "RefreshTokenExpiration": number
  },
  "SignInUrl": "string",
  "UserArn": "string",
  "UserId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Credentials

The credentials to use for federation.

Type: [Credentials](#) object

SignInUrl

The URL to sign into the user's instance.

Type: String

UserArn

The Amazon Resource Name (ARN) of the user.

Type: String

UserId

The identifier for the user. This can be the ID or the ARN of the user.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

UserNotFoundException

No user with the specified credentials was found in the Amazon Connect instance.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetFlowAssociation

Service: Amazon Connect Service

Retrieves the flow associated for a given resource.

Request Syntax

```
GET /flow-associations/InstanceId/ResourceId/ResourceType HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ResourceId

The identifier of the resource.

Required: Yes

ResourceType

A valid resource type.

Valid Values: SMS_PHONE_NUMBER

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "FlowId": "string",
  "ResourceId": "string",
  "ResourceType": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

FlowId

The identifier of the flow.

Type: String

ResourceId

The identifier of the resource.

Type: String

ResourceType

A valid resource type.

Type: String

Valid Values: SMS_PHONE_NUMBER

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetMetricData

Service: Amazon Connect Service

Gets historical metric data from the specified Amazon Connect instance.

For a description of each historical metric, see [Historical Metrics Definitions](#) in the *Amazon Connect Administrator Guide*.

Note

We recommend using the [GetMetricDataV2](#) API. It provides more flexibility, features, and the ability to query longer time ranges than `GetMetricData`. Use it to retrieve historical agent and contact metrics for the last 3 months, at varying intervals. You can also use it to build custom dashboards to measure historical queue and agent performance. For example, you can track the number of incoming contacts for the last 7 days, with data split by day, to see how contact volume changed per day of the week.

Request Syntax

```
POST /metrics/historical/InstanceId HTTP/1.1
Content-type: application/json
```

```
{
  "EndTime": number,
  "Filters": {
    "Channels": [ "string" ],
    "Queues": [ "string" ],
    "RoutingProfiles": [ "string" ],
    "RoutingStepExpressions": [ "string" ]
  },
  "Groupings": [ "string" ],
  "HistoricalMetrics": [
    {
      "Name": "string",
      "Statistic": "string",
      "Threshold": {
        "Comparison": "string",
        "ThresholdValue": number
      },
      "Unit": "string"
    }
  ]
}
```

```
    }  
  ],  
  "MaxResults": number,  
  "NextToken": "string",  
  "StartTime": number  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

EndTime

The timestamp, in UNIX Epoch time format, at which to end the reporting interval for the retrieval of historical metrics data. The time must be specified using an interval of 5 minutes, such as 11:00, 11:05, 11:10, and must be later than the start time timestamp.

The time range between the start and end time must be less than 24 hours.

Type: Timestamp

Required: Yes

Filters

The queues, up to 100, or channels, to use to filter the metrics returned. Metric data is retrieved only for the resources associated with the queues or channels included in the filter. You can include both queue IDs and queue ARNs in the same request. VOICE, CHAT, and TASK channels are supported.

RoutingStepExpression is not a valid filter for GetMetricData and we recommend switching to GetMetricDataV2 for more up-to-date features.

Note

To filter by Queues, enter the queue ID/ARN, not the name of the queue.

Type: [Filters](#) object

Required: Yes

Groupings

The grouping applied to the metrics returned. For example, when results are grouped by queue, the metrics returned are grouped by queue. The values returned apply to the metrics for each queue rather than aggregated for all queues.

If no grouping is specified, a summary of metrics for all queues is returned.

RoutingStepExpression is not a valid filter for GetMetricData and we recommend switching to GetMetricDataV2 for more up-to-date features.

Type: Array of strings

Array Members: Maximum number of 2 items.

Valid Values: QUEUE | CHANNEL | ROUTING_PROFILE | ROUTING_STEP_EXPRESSION

Required: No

HistoricalMetrics

The metrics to retrieve. Specify the name, unit, and statistic for each metric. The following historical metrics are available. For a description of each metric, see [Historical Metrics Definitions](#) in the *Amazon Connect Administrator Guide*.

Note

This API does not support a contacts incoming metric (there's no CONTACTS_INCOMING metric missing from the documented list).

ABANDON_TIME

Unit: SECONDS

Statistic: AVG

AFTER_CONTACT_WORK_TIME

Unit: SECONDS

Statistic: AVG

API_CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

CALLBACK_CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

CONTACTS_ABANDONED

Unit: COUNT

Statistic: SUM

CONTACTS_AGENT_HUNG_UP_FIRST

Unit: COUNT

Statistic: SUM

CONTACTS_CONSULTED

Unit: COUNT

Statistic: SUM

CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

CONTACTS_HANDLED_INCOMING

Unit: COUNT

Statistic: SUM

CONTACTS_HANDLED_OUTBOUND

Unit: COUNT

Statistic: SUM

CONTACTS_HOLD_ABANDONS

Unit: COUNT

Statistic: SUM

CONTACTS_MISSED

Unit: COUNT

Statistic: SUM

CONTACTS_QUEUED

Unit: COUNT

Statistic: SUM

CONTACTS_TRANSFERRED_IN

Unit: COUNT

Statistic: SUM

CONTACTS_TRANSFERRED_IN_FROM_QUEUE

Unit: COUNT

Statistic: SUM

CONTACTS_TRANSFERRED_OUT

Unit: COUNT

Statistic: SUM

CONTACTS_TRANSFERRED_OUT_FROM_QUEUE

Unit: COUNT

Statistic: SUM

HANDLE_TIME

Unit: SECONDS

Statistic: AVG

HOLD_TIME

Unit: SECONDS

Statistic: AVG

INTERACTION_AND_HOLD_TIME

Unit: SECONDS

Statistic: AVG

INTERACTION_TIME

Unit: SECONDS

Statistic: AVG

OCCUPANCY

Unit: PERCENT

Statistic: AVG

QUEUE_ANSWER_TIME

Unit: SECONDS

Statistic: AVG

QUEUED_TIME

Unit: SECONDS

Statistic: MAX

SERVICE_LEVEL

You can include up to 20 SERVICE_LEVEL metrics in a request.

Unit: PERCENT

Statistic: AVG

Threshold: For `ThresholdValue`, enter any whole number from 1 to 604800 (inclusive), in seconds. For `Comparison`, you must enter LT (for "Less than").

Type: Array of [HistoricalMetric](#) objects

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Required: No

StartTime

The timestamp, in UNIX Epoch time format, at which to start the reporting interval for the retrieval of historical metrics data. The time must be specified using a multiple of 5 minutes, such as 10:05, 10:10, 10:15.

The start time cannot be earlier than 24 hours before the time of the request. Historical metrics are available only for 24 hours.

Type: Timestamp

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "MetricResults": [
    {
      "Collections": [
        {
          "Metric": {
            "Name": "string",
            "Statistic": "string",
            "Threshold": {
              "Comparison": "string",
              "ThresholdValue": number
            },
            "Unit": "string"
          },
          "Value": number
        }
      ],
      "Dimensions": {
        "Channel": "string",
        "Queue": {
          "Arn": "string",
          "Id": "string"
        },
        "RoutingProfile": {
          "Arn": "string",
          "Id": "string"
        },
        "RoutingStepExpression": "string"
      }
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

MetricResults

Information about the historical metrics.

If no grouping is specified, a summary of metric data is returned.

Type: Array of [HistoricalMetricResult](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the token must use the same request parameters as the request that generated the token.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example retrieves the specified historical metrics.

Sample Request

```
{
  "InstanceId" : "12345678-1234-5678-aabb-123456abcdef",
  "StartTime": 1548979200,
  "EndTime": 1549051200,
  "Filters" : {
    "Queues" : [
      "11111111-2222-fcfc-abab-333333333333"
    ],
    "Channels" : ["VOICE"]
  },
  "Groupings" : [
    "QUEUE",
    "CHANNEL"
  ],
  "HistoricalMetrics" : [
    {
      "Name" : "AFTER_CONTACT_WORK_TIME",
      "Unit" : "SECONDS",
      "Statistic" : "AVG"
    },
    {
      "Name" : "CONTACTS_QUEUED",
      "Unit" : "COUNT",
      "Statistic" : "SUM"
    },
    {
      "Name" : "CONTACTS_HANDLED",
      "Unit" : "COUNT",
      "Statistic" : "SUM"
    },
    {
      "Name" : "HANDLE_TIME",
      "Unit" : "SECONDS",
      "Statistic" : "AVG"
    },
    {
```

```
    "Name" : "CONTACTS_TRANSFERRED_OUT",
    "Unit" : "COUNT",
    "Statistic" : "SUM"
  },
  {
    "Name" : "CONTACTS_MISSED",
    "Unit" : "COUNT",
    "Statistic" : "SUM"
  },
  {
    "Name" : "OCCUPANCY",
    "Unit" : "PERCENT",
    "Statistic" : "AVG"
  },
  {
    "Name" : "QUEUED_TIME",
    "Unit" : "SECONDS",
    "Statistic" : "MAX"
  },
  {
    "Name" : "HOLD_TIME",
    "Unit" : "SECONDS",
    "Statistic" : "AVG"
  },
  {
    "Name" : "SERVICE_LEVEL",
    "Threshold" : {
      "Comparison" : "LT",
      "ThresholdValue" : 60.0
    },
    "Unit" : "PERCENT",
    "Statistic" : "AVG"
  },
  {
    "Name" : "SERVICE_LEVEL",
    "Threshold" : {
      "Comparison" : "LT",
      "ThresholdValue" : 120.0
    },
    "Unit" : "PERCENT",
    "Statistic" : "AVG"
  },
  {
    "Name" : "SERVICE_LEVEL",
```

```

    "Threshold" : {
      "Comparison" : "LT",
      "ThresholdValue" : 30.0
    },
    "Unit" : "PERCENT",
    "Statistic" : "AVG"
  }
]
}

```

Sample Response

```

{
  "MetricResults": [
    {
      "Collections": [
        {
          "Metric": {
            "Name": "OCCUPANCY",
            "Statistic": "AVG",
            "Threshold": null,
            "Unit": "PERCENT"
          },
          "Value": 0
        },
        {
          "Metric": {
            "Name": "CONTACTS_MISSED",
            "Statistic": "SUM",
            "Threshold": null,
            "Unit": "COUNT"
          },
          "Value": 0
        }
      ],
      "Dimensions": {
        "Channel": "VOICE",
        "Queue": {
          "Arn": "arn:aws:connect:us-west-2:123456789012:instance/12345678-1234-5678-aabb-123456abcdef/queue/11111111-2222-fcfc-abab-333333333333",
          "Id": "11111111-2222-fcfc-abab-333333333333"
        }
      }
    }
  ]
}

```



```
}  
  }  
] }  
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetMetricDataV2

Service: Amazon Connect Service

Gets metric data from the specified Amazon Connect instance.

GetMetricDataV2 offers more features than [GetMetricData](#), the previous version of this API. It has new metrics, offers filtering at a metric level, and offers the ability to filter and group data by channels, queues, routing profiles, agents, and agent hierarchy levels. It can retrieve historical data for the last 3 months, at varying intervals.

For a description of the historical metrics that are supported by GetMetricDataV2 and GetMetricData, see [Historical metrics definitions](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /metrics/data HTTP/1.1
Content-type: application/json

{
  "EndTime": number,
  "Filters": [
    {
      "FilterKey": "string",
      "FilterValues": [ "string" ]
    }
  ],
  "Groupings": [ "string" ],
  "Interval": {
    "IntervalPeriod": "string",
    "TimeZone": "string"
  },
  "MaxResults": number,
  "Metrics": [
    {
      "MetricFilters": [
        {
          "MetricFilterKey": "string",
          "MetricFilterValues": [ "string" ],
          "Negate": boolean
        }
      ]
    }
  ],
  "Name": "string",
```

```
    "Threshold": [
      {
        "Comparison": "string",
        "ThresholdValue": number
      }
    ]
  },
  "NextToken": "string",
  "ResourceArn": "string",
  "StartTime": number
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

EndTime

The timestamp, in UNIX Epoch time format, at which to end the reporting interval for the retrieval of historical metrics data. The time must be later than the start time timestamp. It cannot be later than the current timestamp.

Type: Timestamp

Required: Yes

Filters

The filters to apply to returned metrics. You can filter on the following resources:

- Agents
- Channels
- Feature
- Queues
- Routing profiles
- Routing step expression
- User hierarchy groups

At least one filter must be passed from queues, routing profiles, agents, or user hierarchy groups.

To filter by phone number, see [Create a historical metrics report](#) in the *Amazon Connect Administrator Guide*.

Note the following limits:

- **Filter keys:** A maximum of 5 filter keys are supported in a single request. Valid filter keys: AGENT | AGENT_HIERARCHY_LEVEL_ONE | AGENT_HIERARCHY_LEVEL_TWO | AGENT_HIERARCHY_LEVEL_THREE | AGENT_HIERARCHY_LEVEL_FOUR | AGENT_HIERARCHY_LEVEL_FIVE | CASE_TEMPLATE_ARN | CASE_STATUS | CHANNEL | contact/segmentAttributes/connect:Subtype | FEATURE | FLOW_TYPE | FLOWS_NEXT_RESOURCE_ID | FLOWS_NEXT_RESOURCE_QUEUE_ID | FLOWS_OUTCOME_TYPE | FLOWS_RESOURCE_ID | INITIATION_METHOD | RESOURCE_PUBLISHED_TIMESTAMP | ROUTING_PROFILE | ROUTING_STEP_EXPRESSION | QUEUE | Q_CONNECT_ENABLED |
- **Filter values:** A maximum of 100 filter values are supported in a single request. VOICE, CHAT, and TASK are valid `filterValue` for the CHANNEL filter key. They do not count towards limitation of 100 filter values. For example, a `GetMetricDataV2` request can filter by 50 queues, 35 agents, and 15 routing profiles for a total of 100 filter values, along with 3 channel filters.

`contact_lens_conversational_analytics` is a valid `filterValue` for the FEATURE filter key. It is available only to contacts analyzed by Contact Lens conversational analytics.

`connect:Chat`, `connect:SMS`, `connect:Telephony`, and `connect:WebRTC` are valid `filterValue` examples (not exhaustive) for the `contact/segmentAttributes/connect:Subtype` filter key.

ROUTING_STEP_EXPRESSION is a valid filter key with a filter value up to 3000 length. This filter is case and order sensitive. JSON string fields must be sorted in ascending order and JSON array order should be kept as is.

Q_CONNECT_ENABLED. TRUE and FALSE are the only valid `filterValues` for the Q_CONNECT_ENABLED filter key.

- TRUE includes all contacts that had Amazon Q in Connect enabled as part of the flow.
- FALSE includes all contacts that did not have Amazon Q in Connect enabled as part of the flow

This filter is available only for contact record-driven metrics.

Type: Array of [FilterV2](#) objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

Required: Yes

[Groupings](#)

The grouping applied to the metrics that are returned. For example, when results are grouped by queue, the metrics returned are grouped by queue. The values that are returned apply to the metrics for each queue. They are not aggregated for all queues.

If no grouping is specified, a summary of all metrics is returned.

Valid grouping keys: AGENT | AGENT_HIERARCHY_LEVEL_ONE | AGENT_HIERARCHY_LEVEL_TWO | AGENT_HIERARCHY_LEVEL_THREE | AGENT_HIERARCHY_LEVEL_FOUR | AGENT_HIERARCHY_LEVEL_FIVE | CASE_TEMPLATE_ARN | CASE_STATUS | CHANNEL | contact/segmentAttributes/connect:Subtype | FLOWS_RESOURCE_ID | FLOWS_MODULE_RESOURCE_ID | FLOW_TYPE | FLOWS_OUTCOME_TYPE | INITIATION_METHOD | Q_CONNECT_ENABLED | QUEUE | RESOURCE_PUBLISHED_TIMESTAMP | ROUTING_PROFILE | ROUTING_STEP_EXPRESSION

Type: Array of strings

Array Members: Maximum number of 3 items.

Required: No

[Interval](#)

The interval period and timezone to apply to returned metrics.

- `IntervalPeriod`: An aggregated grouping applied to request metrics. Valid `IntervalPeriod` values are: FIFTEEN_MIN | THIRTY_MIN | HOUR | DAY | WEEK | TOTAL.

For example, if `IntervalPeriod` is selected THIRTY_MIN, `StartTime` and `EndTime` differs by 1 day, then Amazon Connect returns 48 results in the response. Each result is aggregated by the THIRTY_MIN period. By default Amazon Connect aggregates results based on the TOTAL interval period.

The following list describes restrictions on `StartTime` and `EndTime` based on which `IntervalPeriod` is requested.

- `FIFTEEN_MIN`: The difference between `StartTime` and `EndTime` must be less than 3 days.
- `THIRTY_MIN`: The difference between `StartTime` and `EndTime` must be less than 3 days.
- `HOURL`: The difference between `StartTime` and `EndTime` must be less than 3 days.
- `DAY`: The difference between `StartTime` and `EndTime` must be less than 35 days.
- `WEEK`: The difference between `StartTime` and `EndTime` must be less than 35 days.
- `TOTAL`: The difference between `StartTime` and `EndTime` must be less than 35 days.
- `TimeZone`: The timezone applied to requested metrics.

Type: [IntervalDetails](#) object

Required: No

[MaxResults](#)

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

[Metrics](#)

The metrics to retrieve. Specify the name, groupings, and filters for each metric. The following historical metrics are available. For a description of each metric, see [Historical metrics definitions](#) in the *Amazon Connect Administrator Guide*.

`ABANDONMENT_RATE`

Unit: Percent

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Abandonment rate](#)

`AGENT_ADHERENT_TIME`

This metric is available only in AWS Regions where [Forecasting, capacity planning, and scheduling](#) is available.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Adherent time](#)

AGENT_ANSWER_RATE

Unit: Percent

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Agent answer rate](#)

AGENT_NON_ADHERENT_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Non-adherent time](#)

AGENT_NON_RESPONSE

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Agent non-response](#)

AGENT_NON_RESPONSE_WITHOUT_CUSTOMER_ABANDONS

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

Data for this metric is available starting from October 1, 2023 0:00:00 GMT.

UI name: [Agent non-response without customer abandons](#)

AGENT_OCCUPANCY

Unit: Percentage

Valid groupings and filters: Routing Profile, Agent, Agent Hierarchy

UI name: [Occupancy](#)

AGENT_SCHEDULE_ADHERENCE

This metric is available only in AWS Regions where [Forecasting, capacity planning, and scheduling](#) is available.

Unit: Percent

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Adherence](#)

AGENT_SCHEDULED_TIME

This metric is available only in AWS Regions where [Forecasting, capacity planning, and scheduling](#) is available.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Scheduled time](#)

AVG_ABANDON_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average queue abandon time](#)

AVG_ACTIVE_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Average active time](#)


AVG_AFTER_CONTACT_WORK_TIME

Unit: Seconds

Valid metric filter key: INITIATION_METHOD

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average after contact work time](#)

 **Note**

Feature is a valid filter but not a valid grouping.

AVG_AGENT_CONNECTING_TIME

Unit: Seconds

Valid metric filter key: INITIATION_METHOD. For now, this metric only supports the following as INITIATION_METHOD: INBOUND | OUTBOUND | CALLBACK | API

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Average agent API connecting time](#)

 **Note**

The Negate key in Metric Level Filters is not applicable for this metric.

AVG_AGENT_PAUSE_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Average agent pause time](#)

AVG_CASE_RELATED_CONTACTS

Unit: Count

Required filter key: CASE_TEMPLATE_ARN

Valid groupings and filters: CASE_TEMPLATE_ARN, CASE_STATUS

UI name: [Average contacts per case](#)

AVG_CASE_RESOLUTION_TIME

Unit: Seconds

Required filter key: CASE_TEMPLATE_ARN

Valid groupings and filters: CASE_TEMPLATE_ARN, CASE_STATUS


UI name: [Average case resolution time](#)

AVG_CONTACT_DURATION

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average contact duration](#)

 **Note**

Feature is a valid filter but not a valid grouping.

AVG_CONVERSATION_DURATION

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average conversation duration](#)

AVG_FLOW_TIME

Unit: Seconds

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Flow type, Flows module resource ID, Flows next resource ID, Flows next resource queue ID, Flows outcome type, Flows resource ID, Initiation method, Resource published timestamp

UI name: [Average flow time](#)

AVG_GREETING_TIME_AGENT

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average agent greeting time](#)

AVG_HANDLE_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, RoutingStepExpression

UI name: [Average handle time](#)

Note

Feature is a valid filter but not a valid grouping.

AVG_HOLD_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average customer hold time](#)

Note

Feature is a valid filter but not a valid grouping.

AVG_HOLD_TIME_ALL_CONTACTS

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect


UI name: [Average customer hold time all contacts](#)

AVG_HOLDS

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average holds](#)

 **Note**

Feature is a valid filter but not a valid grouping.

AVG_INTERACTION_AND_HOLD_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average agent interaction and customer hold time](#)


AVG_INTERACTION_TIME

Unit: Seconds

Valid metric filter key: INITIATION_METHOD

Valid groupings and filters: Queue, Channel, Routing Profile, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average agent interaction time](#)

 **Note**

Feature is a valid filter but not a valid grouping.

AVG_INTERRUPTIONS_AGENT

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average agent interruptions](#)

AVG_INTERRUPTION_TIME_AGENT

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average agent interruption time](#)

AVG_NON_TALK_TIME

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average non-talk time](#)

AVG_QUEUE_ANSWER_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average queue answer time](#)

Note

Feature is a valid filter but not a valid grouping.

AVG_RESOLUTION_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average resolution time](#)

AVG_TALK_TIME

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average talk time](#)

AVG_TALK_TIME_AGENT

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average agent talk time](#)

AVG_TALK_TIME_CUSTOMER

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Average customer talk time](#)

CASES_CREATED

Unit: Count

Required filter key: CASE_TEMPLATE_ARN

Valid groupings and filters: CASE_TEMPLATE_ARN, CASE_STATUS

UI name: [Cases created](#)

CONTACTS_CREATED

Unit: Count

Valid metric filter key: INITIATION_METHOD

Valid groupings and filters: Queue, Channel, Routing Profile, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contacts created](#)

Note

Feature is a valid filter but not a valid grouping.

CONTACTS_HANDLED

Unit: Count

Valid metric filter key: INITIATION_METHOD, DISCONNECT_REASON

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, RoutingStepExpression, Q in Connect

UI name: [API contacts handled](#)

Note

Feature is a valid filter but not a valid grouping.

CONTACTS_HANDLED_BY_CONNECTED_TO_AGENT

Unit: Count

Valid metric filter key: INITIATION_METHOD

Valid groupings and filters: Queue, Channel, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contacts handled \(connected to agent timestamp\)](#)

CONTACTS_HOLD_ABANDONS

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contacts hold disconnect](#)

CONTACTS_ON_HOLD_AGENT_DISCONNECT

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Contacts hold agent disconnect](#)

CONTACTS_ON_HOLD_CUSTOMER_DISCONNECT

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Contacts hold customer disconnect](#)

CONTACTS_PUT_ON_HOLD

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Contacts put on hold](#)

CONTACTS_TRANSFERRED_OUT_EXTERNAL

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Contacts transferred out external](#)

CONTACTS_TRANSFERRED_OUT_INTERNAL

Unit: Percent

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Contacts transferred out internal](#)

CONTACTS_QUEUED

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contacts queued](#)

CONTACTS_QUEUED_BY_ENQUEUE

Unit: Count

Valid groupings and filters: Queue, Channel, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype

UI name: [Contacts queued \(enqueue timestamp\)](#)

CONTACTS_REMOVED_FROM_QUEUE_IN_X

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Q in Connect

Threshold: For ThresholdValue, enter any whole number from 1 to 604800 (inclusive), in seconds. For Comparison, you must enter LT (for "Less than").

UI name: This metric is not available in Amazon Connect admin website.

CONTACTS_RESOLVED_IN_X

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, contact/segmentAttributes/connect:Subtype, Q in Connect

Threshold: For ThresholdValue enter any whole number from 1 to 604800 (inclusive), in seconds. For Comparison, you must enter LT (for "Less than").

UI name: [Contacts resolved in X](#)

CONTACTS_TRANSFERRED_OUT

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contacts transferred out](#)

Note

Feature is a valid filter but not a valid grouping.

CONTACTS_TRANSFERRED_OUT_BY_AGENT

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contacts transferred out by agent](#)

CONTACTS_TRANSFERRED_OUT_FROM_QUEUE

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contacts transferred out queue](#)

CURRENT_CASES

Unit: Count

Required filter key: CASE_TEMPLATE_ARN

Valid groupings and filters: CASE_TEMPLATE_ARN, CASE_STATUS

UI name: [Current cases](#)

FLOWS_OUTCOME

Unit: Count

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Flow type, Flows module resource ID, Flows next resource ID, Flows next resource queue ID, Flows outcome type, Flows resource ID, Initiation method, Resource published timestamp

UI name: [Flows outcome](#)

FLOWS_STARTED

Unit: Count

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Flow type, Flows module resource ID, Flows resource ID, Initiation method, Resource published timestamp

UI name: [Flows started](#)

MAX_FLOW_TIME

Unit: Seconds

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Flow type, Flows module resource ID, Flows next resource ID, Flows next resource queue ID, Flows outcome type, Flows resource ID, Initiation method, Resource published timestamp

UI name: [Maximum flow time](#)

MAX_QUEUED_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Maximum queued time](#)

MIN_FLOW_TIME

Unit: Seconds

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Flow type, Flows module resource ID, Flows next resource ID, Flows next resource queue ID, Flows outcome type, Flows resource ID, Initiation method, Resource published timestamp

UI name: [Minimum flow time](#)

PERCENT_CASES_FIRST_CONTACT_RESOLVED

Unit: Percent

Required filter key: CASE_TEMPLATE_ARN

Valid groupings and filters: CASE_TEMPLATE_ARN, CASE_STATUS

UI name: [Cases resolved on first contact](#)

PERCENT_CONTACTS_STEP_EXPIRED

Unit: Percent

Valid groupings and filters: Queue, RoutingStepExpression

UI name: This metric is available in Real-time Metrics UI but not on the Historical Metrics UI.

PERCENT_CONTACTS_STEP_JOINED

Unit: Percent

Valid groupings and filters: Queue, RoutingStepExpression

UI name: This metric is available in Real-time Metrics UI but not on the Historical Metrics UI.

PERCENT_FLOWS_OUTCOME

Unit: Percent

Valid metric filter key: FLOWS_OUTCOME_TYPE

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Flow type, Flows module resource ID, Flows next resource ID, Flows next resource queue ID, Flows outcome type, Flows resource ID, Initiation method, Resource published timestamp

UI name: [Flows outcome percentage](#).

 **Note**

The FLOWS_OUTCOME_TYPE is not a valid grouping.

PERCENT_NON_TALK_TIME

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Percentage

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Non-talk time percent](#)

PERCENT_TALK_TIME

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Percentage

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Talk time percent](#)

PERCENT_TALK_TIME_AGENT

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Percentage

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Agent talk time percent](#)

PERCENT_TALK_TIME_CUSTOMER

This metric is available only for contacts analyzed by Contact Lens conversational analytics.

Unit: Percentage

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Customer talk time percent](#)

REOPENED_CASE_ACTIONS

Unit: Count

Required filter key: CASE_TEMPLATE_ARN

Valid groupings and filters: CASE_TEMPLATE_ARN, CASE_STATUS

UI name: [Cases reopened](#)

RESOLVED_CASE_ACTIONS

Unit: Count

Required filter key: CASE_TEMPLATE_ARN

Valid groupings and filters: CASE_TEMPLATE_ARN, CASE_STATUS

UI name: [Cases resolved](#)

SERVICE_LEVEL

You can include up to 20 SERVICE_LEVEL metrics in a request.

Unit: Percent

Valid groupings and filters: Queue, Channel, Routing Profile, Q in Connect

Threshold: For ThresholdValue, enter any whole number from 1 to 604800 (inclusive), in seconds. For Comparison, you must enter LT (for "Less than").

UI name: [Service level X](#)

STEP_CONTACTS_QUEUED

Unit: Count

Valid groupings and filters: Queue, RoutingStepExpression

UI name: This metric is available in Real-time Metrics UI but not on the Historical Metrics UI.

SUM_AFTER_CONTACT_WORK_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [After contact work time](#)

SUM_CONNECTING_TIME_AGENT

Unit: Seconds

Valid metric filter key: INITIATION_METHOD. This metric only supports the following filter keys as INITIATION_METHOD: INBOUND | OUTBOUND | CALLBACK | API

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Agent API connecting time](#)

Note

The Negate key in Metric Level Filters is not applicable for this metric.

SUM_CONTACTS_ABANDONED

Unit: Count

Metric filter:

- Valid values: API| Incoming | Outbound | Transfer | Callback | Queue_Transfer| Disconnect

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, RoutingStepExpression, Q in Connect

UI name: [Contact abandoned](#)

SUM_CONTACTS_ABANDONED_IN_X

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, contact/segmentAttributes/connect:Subtype, Q in Connect

Threshold: For ThresholdValue, enter any whole number from 1 to 604800 (inclusive), in seconds. For Comparison, you must enter LT (for "Less than").

UI name: [Contacts abandoned in X seconds](#)

SUM_CONTACTS_ANSWERED_IN_X

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, contact/segmentAttributes/connect:Subtype, Q in Connect

Threshold: For ThresholdValue, enter any whole number from 1 to 604800 (inclusive), in seconds. For Comparison, you must enter LT (for "Less than").

UI name: [Contacts answered in X seconds](#)

SUM_CONTACT_FLOW_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Contact flow time](#)

SUM_CONTACT_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Routing Profile, Agent, Agent Hierarchy

UI name: [Agent on contact time](#)

SUM_CONTACTS_DISCONNECTED

Valid metric filter key: DISCONNECT_REASON

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, contact/segmentAttributes/connect:Subtype, Q in Connect

UI name: [Contact disconnected](#)

SUM_ERROR_STATUS_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Routing Profile, Agent, Agent Hierarchy

UI name: [Error status time](#)

SUM_HANDLE_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Contact handle time](#)

SUM_HOLD_TIME

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Customer hold time](#)

SUM_IDLE_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Routing Profile, Agent, Agent Hierarchy

UI name: [Agent idle time](#)

SUM_INTERACTION_AND_HOLD_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: [Agent interaction and hold time](#)

SUM_INTERACTION_TIME

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy

UI name: [Agent interaction time](#)

SUM_NON_PRODUCTIVE_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Routing Profile, Agent, Agent Hierarchy

UI name: [Non-Productive Time](#)

SUM_ONLINE_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Routing Profile, Agent, Agent Hierarchy

UI name: [Online time](#)

SUM_RETRY_CALLBACK_ATTEMPTS

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, contact/segmentAttributes/
connect:Subtype, Q in Connect

UI name: [Callback attempts](#)

Type: Array of [MetricV2](#) objects

Required: Yes

[NextToken](#)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

[ResourceArn](#)

The Amazon Resource Name (ARN) of the resource. This includes the `instanceId` an Amazon Connect instance.

Type: String

Required: Yes

StartTime

The timestamp, in UNIX Epoch time format, at which to start the reporting interval for the retrieval of historical metrics data. The time must be before the end time timestamp. The start and end time depends on the IntervalPeriod selected. By default the time range between start and end time is 35 days. Historical metrics are available for 3 months.

Type: Timestamp

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "MetricResults": [
    {
      "Collections": [
        {
          "Metric": {
            "MetricFilters": [
              {
                "MetricFilterKey": "string",
                "MetricFilterValues": [ "string" ],
                "Negate": boolean
              }
            ],
            "Name": "string",
            "Threshold": [
              {
                "Comparison": "string",
                "ThresholdValue": number
              }
            ]
          },
          "Value": number
        }
      ]
    }
  ]
}
```

```
    ],
    "Dimensions": {
      "string": "string"
    },
    "MetricInterval": {
      "EndTime": number,
      "Interval": "string",
      "StartTime": number
    }
  }
],
"NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

MetricResults

Information about the metrics requested in the API request. If no grouping is specified, a summary of metric data is returned.

Type: Array of [MetricResultV2](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetPromptFile

Service: Amazon Connect Service

Gets the prompt file.

Request Syntax

```
GET /prompts/InstanceId/PromptId/file HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

PromptId

A unique identifier for the prompt.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "LastModifiedRegion": string,
  "LastModifiedTime": number,
```

```
"PromptPresignedUrl": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}(-[0-9]{1,2}){0,1}`?

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

PromptPresignedUrl

A generated URL to the prompt that can be given to an unauthorized user so they can access the prompt in S3.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetTaskTemplate

Service: Amazon Connect Service

Gets details about a specific task template in the specified Amazon Connect instance.

Request Syntax

```
GET /instance/InstanceId/task/template/TaskTemplateId?snapshotVersion=SnapshotVersion
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

SnapshotVersion

The system generated version of a task template that is associated with a task, when the task is created.

TaskTemplateId

A unique identifier for the task template.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "Arn": "string",
  "Constraints": {
    "InvisibleFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "ReadOnlyFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "RequiredFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ]
  },
  "ContactFlowId": "string",
  "CreatedTime": number,
  "Defaults": {
    "DefaultFieldValues": [
      {
        "DefaultValue": "string",
        "Id": {
          "Name": "string"
        }
      }
    ]
  },
  "Description": "string",
  "Fields": [
    {
      "Description": "string",
      "Id": {
        "Name": "string"
      }
    }
  ]
}
```

```
    },
    "SingleSelectOptions": [ "string" ],
    "Type": "string"
  }
],
"Id": "string",
"InstanceId": "string",
"LastModifiedTime": number,
"Name": "string",
"Status": "string",
"Tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Constraints

Constraints that are applicable to the fields listed.

Type: [TaskTemplateConstraints](#) object

ContactFlowId

The identifier of the flow that runs by default when a task is created by referencing this template.

Type: String

Length Constraints: Maximum length of 500.

CreatedTime

The timestamp when the task template was created.

Type: Timestamp

Defaults

The default values for fields when a task is created by referencing this template.

Type: [TaskTemplateDefaults](#) object

Description

The description of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Fields

Fields that are part of the template.

Type: Array of [TaskTemplateField](#) objects

Id

A unique identifier for the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

LastModifiedTime

The timestamp when the task template was last modified.

Type: Timestamp

Name

The name of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Status

Marks a template as ACTIVE or INACTIVE for a task to refer to it. Tasks can only be created from ACTIVE templates. If a template is marked as INACTIVE, then a task that refers to this template cannot be created.

Type: String

Valid Values: ACTIVE | INACTIVE

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetTrafficDistribution

Service: Amazon Connect Service

Retrieves the current traffic distribution for a given traffic distribution group.

Request Syntax

```
GET /traffic-distribution/Id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

Id

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z-]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AgentConfig": {
    "Distributions": [
      {
        "Percentage": number,
        "Region": "string"
      }
    ]
  }
}
```

```

    }
  ]
},
"Arn": "string",
"Id": "string",
"SignInConfig": {
  "Distributions": [
    {
      "Enabled": boolean,
      "Region": "string"
    }
  ]
},
"TelephonyConfig": {
  "Distributions": [
    {
      "Percentage": number,
      "Region": "string"
    }
  ]
}
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AgentConfig

The distribution of agents between the instance and its replica(s).

Type: [AgentConfig](#) object

Arn

The Amazon Resource Name (ARN) of the traffic distribution group.

Type: String

Pattern: `^arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Id

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

SignInConfig

The distribution that determines which AWS Regions should be used to sign in agents in to both the instance and its replica(s).

Type: [SignInConfig](#) object

TelephonyConfig

The distribution of traffic between the instance and its replicas.

Type: [TelephonyConfig](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ImportPhoneNumber

Service: Amazon Connect Service

Imports a claimed phone number from an external service, such as Amazon Pinpoint, into an Amazon Connect instance. You can call this API only in the same AWS Region where the Amazon Connect instance was created.

Important

Call the [DescribePhoneNumber](#) API to verify the status of a previous `ImportPhoneNumber` operation.

If you plan to claim or import numbers and then release numbers frequently, contact us for a service quota exception. Otherwise, it is possible you will be blocked from claiming and releasing any more numbers until up to 180 days past the oldest number released has expired.

By default you can claim or import and then release up to 200% of your maximum number of active phone numbers. If you claim or import and then release phone numbers using the UI or API during a rolling 180 day cycle that exceeds 200% of your phone number service level quota, you will be blocked from claiming or importing any more numbers until 180 days past the oldest number released has expired.

For example, if you already have 99 claimed or imported numbers and a service level quota of 99 phone numbers, and in any 180 day period you release 99, claim 99, and then release 99, you will have exceeded the 200% limit. At that point you are blocked from claiming any more numbers until you open an AWS Support ticket.

Request Syntax

```
POST /phone-number/import HTTP/1.1
Content-type: application/json

{
  "ClientToken": "string",
  "InstanceId": "string",
  "PhoneNumberDescription": "string",
  "SourcePhoneNumberArn": "string",
  "Tags": {
    "string" : "string"
```

```
}  
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

PhoneNumberDescription

The description of the phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `^[\\W\\S_]*`

Required: No

SourcePhoneNumberArn

The claimed phone number ARN being imported from the external service, such as Amazon Pinpoint. If it is from Amazon Pinpoint, it looks like the ARN of the phone number to import from Amazon Pinpoint.

Type: String

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "PhoneNumberArn": "string",
  "PhoneNumberId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

PhoneNumberArn

The Amazon Resource Name (ARN) of the phone number.

Type: String

PhoneNumberId

A unique identifier for the phone number.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListAgentStatuses

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Lists agent statuses.

Request Syntax

```
GET /agent-status/InstanceId?  
AgentStatusTypes=AgentStatusTypes&maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AgentStatusTypes

Available agent status types.

Array Members: Maximum number of 3 items.

Valid Values: ROUTABLE | CUSTOM | OFFLINE

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AgentStatusSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "Type": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AgentStatusSummaryList

A summary of agent statuses.

Type: Array of [AgentStatusSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListAnalyticsDataAssociations

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Lists the association status of requested dataset ID for a given Amazon Connect instance.

Request Syntax

```
GET /analytics-data/instance/InstanceId/association?  
DataSetId=DataSetId&maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DataSetId

The identifier of the dataset to get the association status.

Length Constraints: Minimum length of 1. Maximum length of 255.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "Results": [
    {
      "DataSetId": "string",
      "ResourceShareArn": "string",
      "ResourceShareId": "string",
      "TargetAccountId": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Results

An array of successful results: DataSetId, TargetAccountId, ResourceShareId, ResourceShareArn. This is a paginated API, so nextToken is given if there are more results to be returned.

Type: Array of [AnalyticsDataAssociationResult](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListApprovedOrigins

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Returns a paginated list of all approved origins associated with the instance.

Request Syntax

```
GET /instance/InstanceId/approved-origins?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 25.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```



```
Content-type: application/json

{
  "NextToken": "string",
  "Origins": [ "string" ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Origins

The approved origins.

Type: Array of strings

Length Constraints: Maximum length of 267.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListBots

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

For the specified version of Amazon Lex, returns a paginated list of all the Amazon Lex bots currently associated with the instance. Use this API to returns both Amazon Lex V1 and V2 bots.

Request Syntax

```
GET /instance/InstanceId/bots?  
lexVersion=LexVersion&maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

LexVersion

The version of Amazon Lex or Amazon Lex V2.

Valid Values: V1 | V2

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 25.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "LexBots": [
    {
      "LexBot": {
        "LexRegion": "string",
        "Name": "string"
      },
      "LexV2Bot": {
        "AliasArn": "string"
      }
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

LexBots

The names and AWS Regions of the Amazon Lex or Amazon Lex V2 bots associated with the specified instance.

Type: Array of [LexBotConfig](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

ListContactEvaluations

Service: Amazon Connect Service

Lists contact evaluations in the specified Amazon Connect instance.

Request Syntax

```
GET /contact-evaluations/InstanceId?contactId=ContactId&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the contact in this instance of Amazon Connect.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Important

This is not expected to be set because the value returned in the previous response is always null.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationSummaryList": [
    {
      "CreatedTime": number,
      "EvaluationArn": "string",
      "EvaluationFormId": "string",
      "EvaluationFormTitle": "string",
      "EvaluationId": "string",
      "EvaluatorArn": "string",
      "LastModifiedTime": number,
      "Score": {
        "AutomaticFail": boolean,
        "NotApplicable": boolean,
        "Percentage": number
      },
      "Status": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EvaluationSummaryList

Provides details about a list of contact evaluations belonging to an instance.

Type: Array of [EvaluationSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Important

This is always returned as null in the response.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example lists the contact evaluations for a contact.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "ContactId": "[contact_id]"
}
```

Sample Response

```
{
  "EvaluationSummaryList": [
    {
      "EvaluationId": "[evaluation_id]",
      "EvaluationArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/contact-evaluation/[evaluation_id]",
      "EvaluationFormTitle": "form-title",
      "EvaluationFormId": "[evaluation_form_id]",
      "Status": "DRAFT",
      "EvaluatorArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/agent/arn:aws:sts::[account_id]:assumed-role/Admin/username",
      "CreatedTime": "2023-05-04T01:16:29.693000-07:00",
      "LastModifiedTime": "2023-05-04T01:16:29.693000-07:00"
    },
  ]
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

ListContactFlowModules

Service: Amazon Connect Service

Provides information about the flow modules for the specified Amazon Connect instance.

Request Syntax

```
GET /contact-flow-modules-summary/InstanceId?  
maxResults=MaxResults&nextToken=NextToken&state=ContactFlowModuleState HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleState

The state of the flow module.

Valid Values: ACTIVE | ARCHIVED

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContactFlowModulesSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "Name": "string",
      "State": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[ContactFlowModulesSummaryList](#)

Information about the flow module.

Type: Array of [ContactFlowModuleSummary](#) objects

[NextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListContactFlows

Service: Amazon Connect Service

Provides information about the flows for the specified Amazon Connect instance.

You can also create and update flows using the [Amazon Connect Flow language](#).

For more information about flows, see [Flows](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /contact-flows-summary/InstanceId?  
contactFlowTypes=ContactFlowTypes&maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowTypes

The type of flow.

Array Members: Maximum number of 10 items.

Valid Values: CONTACT_FLOW | CUSTOMER_QUEUE | CUSTOMER_HOLD |
CUSTOMER_WHISPER | AGENT_HOLD | AGENT_WHISPER | OUTBOUND_WHISPER |
AGENT_TRANSFER | QUEUE_TRANSFER

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContactFlowSummaryList": [
    {
      "Arn": "string",
      "ContactFlowState": "string",
      "ContactFlowStatus": "string",
      "ContactFlowType": "string",
      "Id": "string",
      "Name": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ContactFlowSummaryList

Information about the flows.

Type: Array of [ContactFlowSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListContactReferences

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

For the specified `referenceTypes`, returns a list of references associated with the contact. *References* are links to documents that are related to a contact, such as emails, attachments, or URLs.

Request Syntax

```
GET /contact/references/InstanceId/ContactId?  
nextToken=NextToken&referenceTypes=ReferenceTypes HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the initial contact.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

⚠ Important

This is not expected to be set, because the value returned in the previous response is always null.

ReferenceTypes

The type of reference.

Array Members: Maximum number of 6 items.

Valid Values: URL | ATTACHMENT | NUMBER | STRING | DATE | EMAIL

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "ReferenceSummaryList": [
    { ... }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

⚠ Important

This is always returned as null in the response.

Type: String

ReferenceSummaryList

Information about the flows.

Type: Array of [ReferenceSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListDefaultVocabularies

Service: Amazon Connect Service

Lists the default vocabularies for the specified Amazon Connect instance.

Request Syntax

```
POST /default-vocabulary-summary/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "LanguageCode": "string",
  "MaxResults": number,
  "NextToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[InstanceId](#)

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

[LanguageCode](#)

The language code of the vocabulary entries. For a list of languages and their corresponding language codes, see [What is Amazon Transcribe?](#)

Type: String

Valid Values: ar-AE | de-CH | de-DE | en-AB | en-AU | en-GB | en-IE | en-IN
| en-US | en-WL | es-ES | es-US | fr-CA | fr-FR | hi-IN | it-IT | ja-JP
| ko-KR | pt-BR | pt-PT | zh-CN | en-NZ | en-ZA

Required: No

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 131070.

Pattern: .*\\S.*

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "DefaultVocabularyList": [
    {
      "InstanceId": "string",
      "LanguageCode": "string",
      "VocabularyId": "string",
      "VocabularyName": "string"
    }
  ],
}
```

```
"NextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

DefaultVocabularyList

A list of default vocabularies.

Type: Array of [DefaultVocabulary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 131070.

Pattern: `.*\S.*`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListEvaluationForms

Service: Amazon Connect Service

Lists evaluation forms in the specified Amazon Connect instance.

Request Syntax

```
GET /evaluation-forms/InstanceId?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{
  "EvaluationFormSummaryList": [
    {
      "ActiveVersion": number,
      "CreatedBy": "string",
      "CreatedTime": number,
      "EvaluationFormArn": "string",
      "EvaluationFormId": "string",
      "LastActivatedBy": "string",
      "LastActivatedTime": number,
      "LastModifiedBy": "string",
      "LastModifiedTime": number,
      "LatestVersion": number,
      "Title": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[EvaluationFormSummaryList](#)

Provides details about a list of evaluation forms belonging to an instance.

Type: Array of [EvaluationFormSummary](#) objects

[NextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example lists all the evaluation forms in an instance. It returns up to 2 results.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "MaxResults": 2
}
```

Sample Response

```
{
  "EvaluationFormSummaryList": [
    {
      "EvaluationFormId": "[evaluation_form_id]",
      "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
      "Title": "form-title",
      "CreatedTime": "2023-05-04T00:24:01.490000-07:00",
      "CreatedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
    }
  ]
}
```

```
    "LastModifiedTime": "2023-05-04T00:24:01.490000-07:00",
    "LastModifiedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
    "LatestVersion": 1
  },
  {
    "EvaluationFormId": "[evaluation_form_id]",
    "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
    "Title": "form-title",
    "CreatedTime": "2023-05-04T00:23:55.047000-07:00",
    "CreatedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
    "LastModifiedTime": "2023-05-04T00:23:55.047000-07:00",
    "LastModifiedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
    "LatestVersion": 1
  }
],
"NextToken": "QH7ftooIJZMp0bgG6D1Pwu/AAABGTCCARUGCSqGSIb"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListEvaluationFormVersions

Service: Amazon Connect Service

Lists versions of an evaluation form in the specified Amazon Connect instance.

Request Syntax

```
GET /evaluation-forms/InstanceId/EvaluationFormId/versions?  
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationFormId

The unique identifier for the evaluation form.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationFormVersionSummaryList": [
    {
      "CreatedBy": "string",
      "CreatedTime": number,
      "EvaluationFormArn": "string",
      "EvaluationFormId": "string",
      "EvaluationFormVersion": number,
      "LastModifiedBy": "string",
      "LastModifiedTime": number,
      "Locked": boolean,
      "Status": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[EvaluationFormVersionSummaryList](#)

Provides details about a list of evaluation forms belonging to an instance.

Type: Array of [EvaluationFormVersionSummary](#) objects

[NextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example lists the versions of an evaluation form. It returns up to 2 results.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationFormId": "[evaluation_form_id]",
  "MaxResults": 2
}
```

Sample Response

```
{
  "EvaluationFormVersionSummaryList": [
    {
```

```

    "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
    "EvaluationFormId": "[evaluation_form_id]",
    "EvaluationFormVersion": 1,
    "Locked": true,
    "Status": "DRAFT",
    "CreatedTime": "2023-05-04T00:24:01.490000-07:00",
    "CreatedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
    "LastModifiedTime": "2023-05-04T00:24:01.490000-07:00",
    "LastModifiedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username"
  },
  {
    "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
    "EvaluationFormId": "[evaluation_form_id]",
    "EvaluationFormVersion": 2,
    "Locked": true,
    "Status": "DRAFT",
    "CreatedTime": "2023-05-04T00:31:11.923000-07:00",
    "CreatedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username",
    "LastModifiedTime": "2023-05-04T00:31:11.923000-07:00",
    "LastModifiedBy": "arn:aws:sts::[account_id]:assumed-role/Admin/username"
  }
],
"NextToken": "ki3y3ZDTAKfGXY11AAAAqjCBpwYJKoZIHvcNAQcGoIGZ"
}

```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

ListFlowAssociations

Service: Amazon Connect Service

List the flow association based on the filters.

Request Syntax

```
GET /flow-associations-summary/InstanceId?  
maxResults=MaxResults&nextToken=NextToken&ResourceType=ResourceType HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

ResourceType

A valid resource type.

Valid Values: VOICE_PHONE_NUMBER

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "FlowAssociationSummaryList": [
    {
      "FlowId": "string",
      "ResourceId": "string",
      "ResourceType": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

FlowAssociationSummaryList

Summary of flow associations.

Type: Array of [FlowAssociationSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListHoursOfOperations

Service: Amazon Connect Service

Provides information about the hours of operation for the specified Amazon Connect instance.

For more information about hours of operation, see [Set the Hours of Operation for a Queue](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /hours-of-operations-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "HoursOfOperationSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

HoursOfOperationSummaryList

Information about the hours of operation.

Type: Array of [HoursOfOperationSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListInstanceAttributes

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Returns a paginated list of all attribute types for the given instance.

Request Syntax

```
GET /instance/InstanceId/attributes?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 7.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "Attributes": [
    {
      "AttributeType": "string",
      "Value": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Attributes

The attribute types.

Type: Array of [Attribute](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListInstances

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Return a list of instances which are in active state, creation-in-progress state, and failed state. Instances that aren't successfully created (they are in a failed state) are returned only for 24 hours after the CreateInstance API was invoked.

Request Syntax

```
GET /instance?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 10.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "InstanceSummaryList": [
    {
      "Arn": "string",
      "CreatedTime": number,
```

```
    "Id": "string",
    "IdentityManagementType": "string",
    "InboundCallsEnabled": boolean,
    "InstanceAccessUrl": "string",
    "InstanceAlias": "string",
    "InstanceStatus": "string",
    "OutboundCallsEnabled": boolean,
    "ServiceRole": "string"
  }
],
"NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

InstanceSummaryList

Information about the instances.

Type: Array of [InstanceSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListInstanceStorageConfigs

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Returns a paginated list of storage configs for the identified instance and resource type.

Request Syntax

```
GET /instance/InstanceId/storage-configs?  
maxResults=MaxResults&nextToken=NextToken&resourceType=ResourceType HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 10.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

ResourceType

A valid resource type.

Valid Values: CHAT_TRANSCRIPTS | CALL_RECORDINGS | SCHEDULED_REPORTS
| MEDIA_STREAMS | CONTACT_TRACE_RECORDS | AGENT_EVENTS |

REAL_TIME_CONTACT_ANALYSIS_SEGMENTS | ATTACHMENTS | CONTACT_EVALUATIONS
| SCREEN_RECORDINGS | REAL_TIME_CONTACT_ANALYSIS_CHAT_SEGMENTS |
REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "StorageConfigs": [
    {
      "AssociationId": "string",
      "KinesisFirehoseConfig": {
        "FirehoseArn": "string"
      },
      "KinesisStreamConfig": {
        "StreamArn": "string"
      },
      "KinesisVideoStreamConfig": {
        "EncryptionConfig": {
          "EncryptionType": "string",
          "KeyId": "string"
        },
        "Prefix": "string",
        "RetentionPeriodHours": number
      },
      "S3Config": {
        "BucketName": "string",
        "BucketPrefix": "string",
        "EncryptionConfig": {
          "EncryptionType": "string",
          "KeyId": "string"
        }
      }
    }
  ],
}
```

```
    "StorageType": "string"  
  }  
]  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

StorageConfigs

A valid storage type.

Type: Array of [InstanceStorageConfig](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListIntegrationAssociations

Service: Amazon Connect Service

Provides summary information about the AWS resource associations for the specified Amazon Connect instance.

Request Syntax

```
GET /instance/InstanceId/integration-associations?
integrationArn=IntegrationArn&integrationType=IntegrationType&maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

IntegrationArn

The Amazon Resource Name (ARN) of the integration.

IntegrationType

The integration type.

Valid Values: EVENT | VOICE_ID | PINPOINT_APP | WISDOM_ASSISTANT | WISDOM_KNOWLEDGE_BASE | WISDOM_QUICK_RESPONSES | CASES_DOMAIN | APPLICATION | FILE_SCANNER

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

[NextToken](#)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "IntegrationAssociationSummaryList": [
    {
      "InstanceId": "string",
      "IntegrationArn": "string",
      "IntegrationAssociationArn": "string",
      "IntegrationAssociationId": "string",
      "IntegrationType": "string",
      "SourceApplicationName": "string",
      "SourceApplicationUrl": "string",
      "SourceType": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[IntegrationAssociationSummaryList](#)

The associations.

Type: Array of [IntegrationAssociationSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListLambdaFunctions

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Returns a paginated list of all Lambda functions that display in the dropdown options in the relevant flow blocks.

Request Syntax

```
GET /instance/InstanceId/lambda-functions?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 25.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "LambdaFunctions": [ "string" ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[LambdaFunctions](#)

The Lambdafunction ARNs associated with the specified instance.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 140.

[NextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListLexBots

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Returns a paginated list of all the Amazon Lex V1 bots currently associated with the instance. To return both Amazon Lex V1 and V2 bots, use the [ListBots](#) API.

Request Syntax

```
GET /instance/InstanceId/lex-bots?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. If no value is specified, the default is 10.

Valid Range: Minimum value of 1. Maximum value of 25.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "LexBots": [
    {
      "LexRegion": "string",
      "Name": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

LexBots

The names and AWS Regions of the Amazon Lex bots associated with the specified instance.

Type: Array of [LexBot](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListPhoneNumbers

Service: Amazon Connect Service

Provides information about the phone numbers for the specified Amazon Connect instance.

For more information about phone numbers, see [Set Up Phone Numbers for Your Contact Center](#) in the *Amazon Connect Administrator Guide*.

Important

- We recommend using [ListPhoneNumbersV2](#) to return phone number types. ListPhoneNumbers doesn't support number types UIFN, SHARED, THIRD_PARTY_TF, and THIRD_PARTY_DID. While it returns numbers of those types, it incorrectly lists them as TOLL_FREE or DID.
- The phone number Arn value that is returned from each of the items in the [PhoneNumberSummaryList](#) cannot be used to tag phone number resources. It will fail with a ResourceNotFoundException. Instead, use the [ListPhoneNumbersV2](#) API. It returns the new phone number ARN that can be used to tag phone number resources.

Request Syntax

```
GET /phone-numbers-summary/InstanceId?  
maxResults=MaxResults&nextToken=NextToken&phoneNumberCountryCodes=PhoneNumberCountryCodes&phone  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

PhoneNumberCountryCodes

The ISO country code.

Array Members: Maximum number of 10 items.

Valid Values: AF | AL | DZ | AS | AD | AO | AI | AQ | AG | AR | AM | AW | AU
| AT | AZ | BS | BH | BD | BB | BY | BE | BZ | BJ | BM | BT | BO | BA |
BW | BR | IO | VG | BN | BG | BF | BI | KH | CM | CA | CV | KY | CF | TD
| CL | CN | CX | CC | CO | KM | CK | CR | HR | CU | CW | CY | CZ | CD |
DK | DJ | DM | DO | TL | EC | EG | SV | GQ | ER | EE | ET | FK | FO | FJ
| FI | FR | PF | GA | GM | GE | DE | GH | GI | GR | GL | GD | GU | GT |
GG | GN | GW | GY | HT | HN | HK | HU | IS | IN | ID | IR | IQ | IE | IM
| IL | IT | CI | JM | JP | JE | JO | KZ | KE | KI | KW | KG | LA | LV |
LB | LS | LR | LY | LI | LT | LU | MO | MK | MG | MW | MY | MV | ML | MT
| MH | MR | MU | YT | MX | FM | MD | MC | MN | ME | MS | MA | MZ | MM |
NA | NR | NP | NL | AN | NC | NZ | NI | NE | NG | NU | KP | MP | NO | OM
| PK | PW | PA | PG | PY | PE | PH | PN | PL | PT | PR | QA | CG | RE |
RO | RU | RW | BL | SH | KN | LC | MF | PM | VC | WS | SM | ST | SA | SN
| RS | SC | SL | SG | SX | SK | SI | SB | SO | ZA | KR | ES | LK | SD |
SR | SJ | SZ | SE | CH | SY | TW | TJ | TZ | TH | TG | TK | TO | TT | TN
| TR | TM | TC | TV | VI | UG | UA | AE | GB | US | UY | UZ | VU | VA |
VE | VN | WF | EH | YE | ZM | ZW

PhoneNumberTypes

The type of phone number.

Note

We recommend using [ListPhoneNumbersV2](#) to return phone number types. While `ListPhoneNumbers` returns number types `UIFN`, `SHARED`, `THIRD_PARTY_TF`, and `THIRD_PARTY_DID`, it incorrectly lists them as `TOLL_FREE` or `DID`.

Array Members: Maximum number of 6 items.

Valid Values: `TOLL_FREE` | `DID` | `UIFN` | `SHARED` | `THIRD_PARTY_TF` | `THIRD_PARTY_DID` | `SHORT_CODE`

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "PhoneNumberSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "PhoneNumber": "string",
      "PhoneNumberCountryCode": "string",
      "PhoneNumberType": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

PhoneNumberSummaryList

Information about the phone numbers.

Type: Array of [PhoneNumberSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListPhoneNumbersV2

Service: Amazon Connect Service

Lists phone numbers claimed to your Amazon Connect instance or traffic distribution group. If the provided `TargetArn` is a traffic distribution group, you can call this API in both AWS Regions associated with traffic distribution group.

For more information about phone numbers, see [Set Up Phone Numbers for Your Contact Center](#) in the *Amazon Connect Administrator Guide*.

Note

- When given an instance ARN, `ListPhoneNumbersV2` returns only the phone numbers claimed to the instance.
- When given a traffic distribution group ARN `ListPhoneNumbersV2` returns only the phone numbers claimed to the traffic distribution group.

Request Syntax

```
POST /phone-number/list HTTP/1.1
Content-type: application/json

{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "PhoneNumberCountryCodes": [ "string" ],
  "PhoneNumberPrefix": "string",
  "PhoneNumberTypes": [ "string" ],
  "TargetArn": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance that phone numbers are claimed to. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance. If both `TargetArn` and `InstanceId` are not provided, this API lists numbers claimed to all the Amazon Connect instances belonging to your account in the same AWS Region as the request.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1000.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

Required: No

PhoneNumberCountryCodes

The ISO country code.

Type: Array of strings

Array Members: Maximum number of 10 items.

Valid Values: AF | AL | DZ | AS | AD | AO | AI | AQ | AG | AR | AM | AW | AU
| AT | AZ | BS | BH | BD | BB | BY | BE | BZ | BJ | BM | BT | BO | BA |
BW | BR | IO | VG | BN | BG | BF | BI | KH | CM | CA | CV | KY | CF | TD
| CL | CN | CX | CC | CO | KM | CK | CR | HR | CU | CW | CY | CZ | CD |

DK | DJ | DM | DO | TL | EC | EG | SV | GQ | ER | EE | ET | FK | FO | FJ
| FI | FR | PF | GA | GM | GE | DE | GH | GI | GR | GL | GD | GU | GT |
GG | GN | GW | GY | HT | HN | HK | HU | IS | IN | ID | IR | IQ | IE | IM
| IL | IT | CI | JM | JP | JE | JO | KZ | KE | KI | KW | KG | LA | LV |
LB | LS | LR | LY | LI | LT | LU | MO | MK | MG | MW | MY | MV | ML | MT
| MH | MR | MU | YT | MX | FM | MD | MC | MN | ME | MS | MA | MZ | MM |
NA | NR | NP | NL | AN | NC | NZ | NI | NE | NG | NU | KP | MP | NO | OM
| PK | PW | PA | PG | PY | PE | PH | PN | PL | PT | PR | QA | CG | RE |
RO | RU | RW | BL | SH | KN | LC | MF | PM | VC | WS | SM | ST | SA | SN
| RS | SC | SL | SG | SX | SK | SI | SB | SO | ZA | KR | ES | LK | SD |
SR | SJ | SZ | SE | CH | SY | TW | TJ | TZ | TH | TG | TK | TO | TT | TN
| TR | TM | TC | TV | VI | UG | UA | AE | GB | US | UY | UZ | VU | VA |
VE | VN | WF | EH | YE | ZM | ZW

Required: No

[PhoneNumberPrefix](#)

The prefix of the phone number. If provided, it must contain + as part of the country code.

Type: String

Pattern: `\\+?[0-9]{1,11}`

Required: No

[PhoneNumberTypes](#)

The type of phone number.

Type: Array of strings

Array Members: Maximum number of 6 items.

Valid Values: TOLL_FREE | DID | UIFN | SHARED | THIRD_PARTY_TF |
THIRD_PARTY_DID | SHORT_CODE

Required: No

[TargetArn](#)

The Amazon Resource Name (ARN) for Amazon Connect instances or traffic distribution groups that phone number inbound traffic is routed through. If both `TargetArn` and `InstanceId`

input are not provided, this API lists numbers claimed to all the Amazon Connect instances belonging to your account in the same AWS Region as the request.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ListPhoneNumbersSummaryList": [
    {
      "InstanceId": "string",
      "PhoneNumber": "string",
      "PhoneNumberArn": "string",
      "PhoneNumberCountryCode": "string",
      "PhoneNumberDescription": "string",
      "PhoneNumberId": "string",
      "PhoneNumberType": "string",
      "SourcePhoneNumberArn": "string",
      "TargetArn": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[ListPhoneNumbersSummaryList](#)

Information about phone numbers that have been claimed to your Amazon Connect instances or traffic distribution groups.

Type: Array of [ListPhoneNumbersSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListPredefinedAttributes

Service: Amazon Connect Service

Lists predefined attributes for the specified Amazon Connect instance.

Request Syntax

```
GET /predefined-attributes/InstanceId?maxResults=MaxResults&nextToken=NextToken  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "NextToken": "string",
  "PredefinedAttributeSummaryList": [
    {
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

PredefinedAttributeSummaryList

Summary of the predefined attributes.

Type: Array of [PredefinedAttributeSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListPrompts

Service: Amazon Connect Service

Provides information about the prompts for the specified Amazon Connect instance.

Request Syntax

```
GET /prompts-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```

```
"NextToken": "string",
"PromptSummaryList": [
  {
    "Arn": "string",
    "Id": "string",
    "LastModifiedRegion": "string",
    "LastModifiedTime": number,
    "Name": "string"
  }
]
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

PromptSummaryList

Information about the prompts.

Type: Array of [PromptSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListQueueQuickConnects

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Lists the quick connects associated with a queue.

Request Syntax

```
GET /queues/InstanceId/QueueId/quick-connects?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "NextToken": "string",
  "QuickConnectSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "QuickConnectType": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){1,2}(-[0-9])?`

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

[QuickConnectSummaryList](#)

Information about the quick connects.

Type: Array of [QuickConnectSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListQueues

Service: Amazon Connect Service

Provides information about the queues for the specified Amazon Connect instance.

If you do not specify a `QueueTypes` parameter, both standard and agent queues are returned. This might cause an unexpected truncation of results if you have more than 1000 agents and you limit the number of results of the API call in code.

For more information about queues, see [Queues: Standard and Agent](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /queues-summary/InstanceId?  
maxResults=MaxResults&nextToken=NextToken&queueTypes=QueueTypes HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default `MaxResult` size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

QueueTypes

The type of queue.

Array Members: Maximum number of 2 items.

Valid Values: STANDARD | AGENT

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "QueueSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "QueueType": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[NextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

[QueueSummaryList](#)

Information about the queues.

Type: Array of [QueueSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListQuickConnects

Service: Amazon Connect Service

Provides information about the quick connects for the specified Amazon Connect instance.

Request Syntax

```
GET /quick-connects/InstanceId?  
maxResults=MaxResults&nextToken=NextToken&QuickConnectTypes=QuickConnectTypes HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

QuickConnectTypes

The type of quick connect. In the Amazon Connect admin website, when you create a quick connect, you are prompted to assign one of the following types: Agent (USER), External (PHONE_NUMBER), or Queue (QUEUE).

Array Members: Maximum number of 3 items.

Valid Values: USER | QUEUE | PHONE_NUMBER

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "QuickConnectSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "QuickConnectType": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

QuickConnectSummaryList

Information about the quick connects.

Type: Array of [QuickConnectSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListRealtimeContactAnalysisSegmentsV2

Service: Amazon Connect Service

Provides a list of analysis segments for a real-time analysis session.

Request Syntax

```
POST /contact/list-real-time-analysis-segments-v2/InstanceId/ContactId HTTP/1.1  
Content-type: application/json
```

```
{  
  "MaxResults": number,  
  "NextToken": "string",  
  "OutputType": "string",  
  "SegmentTypes": [ "string" ]  
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the contact in this instance of Amazon Connect.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

Required: No

OutputType

The Contact Lens output type to be returned.

Type: String

Valid Values: Raw | Redacted

Required: Yes

SegmentTypes

Enum with segment types . Each value corresponds to a segment type returned in the segments list of the API. Each segment type has its own structure. Different channels may have different sets of supported segment types.

Type: Array of strings

Array Members: Maximum number of 5 items.

Valid Values: Transcript | Categories | Issues | Event | Attachments

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Channel": "string",
  "NextToken": "string",
  "Segments": [
    { ... }
  ],
  "Status": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Channel

The channel of the contact. Voice will not be returned.

Type: String

Valid Values: VOICE | CHAT

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

Segments

An analyzed transcript or category.

Type: Array of [RealtimeContactAnalysisSegment](#) objects

Status

Status of real-time contact analysis.

Type: String

Valid Values: IN_PROGRESS | FAILED | COMPLETED

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

OutputTypeNotFoundException

Thrown for analyzed content when requested OutputType was not enabled for a given contact. For example, if an OutputType.Raw was requested for a contact that had `RedactedOnly` Redaction policy set in Contact flow.

HTTP Status Code: 404

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListRoutingProfileQueues

Service: Amazon Connect Service

Lists the queues associated with a routing profile.

Request Syntax

```
GET /routing-profiles/InstanceId/RoutingProfileId/queues?  
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "NextToken": "string",
  "RoutingProfileQueueConfigSummaryList": [
    {
      "Channel": "string",
      "Delay": number,
      "Priority": number,
      "QueueArn": "string",
      "QueueId": "string",
      "QueueName": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}(-[0-9]{1,2}){0,1}`

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

[RoutingProfileQueueConfigSummaryList](#)

Information about the routing profiles.

Type: Array of [RoutingProfileQueueConfigSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListRoutingProfiles

Service: Amazon Connect Service

Provides summary information about the routing profiles for the specified Amazon Connect instance.

For more information about routing profiles, see [Routing Profiles](#) and [Create a Routing Profile](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /routing-profiles-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "RoutingProfileSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

RoutingProfileSummaryList

Information about the routing profiles.

Type: Array of [RoutingProfileSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListRules

Service: Amazon Connect Service

List all rules for the specified Amazon Connect instance.

Request Syntax

```
GET /rules/InstanceId?  
eventSourceName=EventSourceName&maxResults=MaxResults&nextToken=NextToken&publishStatus=Publish  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EventSourceName

The name of the event source.

Valid Values: OnPostCallAnalysisAvailable | OnRealTimeCallAnalysisAvailable
| OnRealTimeChatAnalysisAvailable | OnPostChatAnalysisAvailable
| OnZendeskTicketCreate | OnZendeskTicketStatusUpdate |
OnSalesforceCaseCreate | OnContactEvaluationSubmit | OnMetricDataUpdate
| OnCaseCreate | OnCaseUpdate

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 200.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

PublishStatus

The publish status of the rule.

Valid Values: DRAFT | PUBLISHED

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "RuleSummaryList": [
    {
      "ActionSummaries": [
        {
          "ActionType": "string"
        }
      ],
      "CreatedTime": number,
      "EventSourceName": "string",
      "LastUpdatedTime": number,
      "Name": "string",
      "PublishStatus": "string",
      "RuleArn": "string",
      "RuleId": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

RuleSummaryList

Summary information about a rule.

Type: Array of [RuleSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListSecurityKeys

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Returns a paginated list of all security keys associated with the instance.

Request Syntax

```
GET /instance/InstanceId/security-keys?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 2.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "NextToken": "string",
  "SecurityKeys": [
    {
      "AssociationId": "string",
      "CreationTime": number,
      "Key": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

SecurityKeys

The security keys.

Type: Array of [SecurityKey](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListSecurityProfileApplications

Service: Amazon Connect Service

Returns a list of third-party applications in a specific security profile.

Request Syntax

```
GET /security-profiles-applications/InstanceId/SecurityProfileId?  
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

SecurityProfileId

The identifier for the security profile.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Applications": [
    {
      "ApplicationPermissions": [ "string" ],
      "Namespace": "string"
    }
  ],
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Applications

A list of the third-party application's metadata.

Type: Array of [Application](#) objects

Array Members: Maximum number of 10 items.

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9]{1,2})?`

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListSecurityProfilePermissions

Service: Amazon Connect Service

Lists the permissions granted to a security profile.

Request Syntax

```
GET /security-profiles-permissions/InstanceId/SecurityProfileId?  
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

SecurityProfileId

The identifier for the security profile.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "NextToken": "string",
  "Permissions": [ "string" ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){1,2}(-[0-9])?`

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Permissions

The permissions granted to the security profile. For a complete list of valid permissions, see [List of security profile permissions](#).

Type: Array of strings

Array Members: Maximum number of 500 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListSecurityProfiles

Service: Amazon Connect Service

Provides summary information about the security profiles for the specified Amazon Connect instance.

For more information about security profiles, see [Security Profiles](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /security-profiles-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "SecurityProfileSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

SecurityProfileSummaryList

Information about the security profiles.

Type: Array of [SecurityProfileSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Service: Amazon Connect Service

Lists the tags for the specified resource.

For sample policies that use tags, see [Amazon Connect Identity-Based Policy Examples](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /tags/resourceArn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource. All Amazon Connect resources (instances, queues, flows, routing profiles, etc) have an ARN. To locate the ARN for an instance, for example, see [Find your Amazon Connect instance ID/ARN](#).

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

tags

Information about the tags.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTaskTemplates

Service: Amazon Connect Service

Lists task templates for the specified Amazon Connect instance.

Request Syntax

```
GET /instance/InstanceId/task/template?  
maxResults=MaxResults&name=Name&nextToken=NextToken&status=Status HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Important

It is not expected that you set this.

Valid Range: Minimum value of 1. Maximum value of 100.

Name

The name of the task template.

Length Constraints: Minimum length of 1. Maximum length of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

⚠ Important

It is not expected that you set this because the value returned in the previous response is always null.

Status

Marks a template as ACTIVE or INACTIVE for a task to refer to it. Tasks can only be created from ACTIVE templates. If a template is marked as INACTIVE, then a task that refers to this template cannot be created.

Valid Values: ACTIVE | INACTIVE

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "TaskTemplates": [
    {
      "Arn": "string",
      "CreatedTime": number,
      "Description": "string",
      "Id": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "Status": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

 **Important**

This is always returned as a null in the response.

Type: String

TaskTemplates

Provides details about a list of task templates belonging to an instance.

Type: Array of [TaskTemplateMetadata](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTrafficDistributionGroups

Service: Amazon Connect Service

Lists traffic distribution groups.

Request Syntax

```
GET /traffic-distribution-groups?  
instanceId=InstanceId&maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 250.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}: [0-9]{1,20}:instance/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 10.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "NextToken": "string",
  "TrafficDistributionGroupSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "InstanceArn": "string",
      "IsDefault": boolean,
      "Name": "string",
      "Status": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

TrafficDistributionGroupSummaryList

A list of traffic distribution groups.

Type: Array of [TrafficDistributionGroupSummary](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTrafficDistributionGroupUsers

Service: Amazon Connect Service

Lists traffic distribution group users.

Request Syntax

```
GET /traffic-distribution-group/TrafficDistributionGroupId/user?  
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 10.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

TrafficDistributionGroupId

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z-]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "TrafficDistributionGroupUserSummaryList": [
    {
      "UserId": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

TrafficDistributionGroupUserSummaryList

A list of traffic distribution group users.

Type: Array of [TrafficDistributionGroupUserSummary](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example lists traffic distribution group users.

Sample Request

```
GET connect.[region].amazonaws.com/traffic-distribution-group/  
[traffic_distribution_group_id]/user
```

Sample Response

```
{  
  "TrafficDistributionGroupUserSummaryList": [  
    {  
      "UserId": "[user_id]"  
    }  
  ]  
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListUseCases

Service: Amazon Connect Service

Lists the use cases for the integration association.

Request Syntax

```
GET /instance/InstanceId/integration-associations/IntegrationAssociationId/use-cases?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

IntegrationAssociationId

The identifier for the integration association.

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "UseCaseSummaryList": [
    {
      "UseCaseArn": "string",
      "UseCaseId": "string",
      "UseCaseType": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

UseCaseSummaryList

The use cases.

Type: Array of [UseCase](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListUserHierarchyGroups

Service: Amazon Connect Service

Provides summary information about the hierarchy groups for the specified Amazon Connect instance.

For more information about agent hierarchies, see [Set Up Agent Hierarchies](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /user-hierarchy-groups-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "UserHierarchyGroupSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

UserHierarchyGroupSummaryList

Information about the hierarchy groups.

Type: Array of [HierarchyGroupSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListUserProficiencies

Service: Amazon Connect Service

Lists proficiencies associated with a user.

Request Syntax

```
GET /users/InstanceId/UserId/proficiencies?maxResults=MaxResults&nextToken=NextToken  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

UserId

The identifier of the user account.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "LastModifiedRegion": "string",
  "LastModifiedTime": number,
  "NextToken": "string",
  "UserProficiencyList": [
    {
      "AttributeName": "string",
      "AttributeValue": "string",
      "Level": number
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

LastModifiedRegion

The region in which a user's proficiencies were last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){1,2}(-[0-9])?`

LastModifiedTime

The last time that the user's proficiencies are were modified.

Type: Timestamp

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

UserProficiencyList

Information about the user proficiencies.

Type: Array of [UserProficiency](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListUsers

Service: Amazon Connect Service

Provides summary information about the users for the specified Amazon Connect instance.

Request Syntax

```
GET /users-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{
  "NextToken": "string",
  "UserSummaryList": [
    {
      "Arn": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Username": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

UserSummaryList

Information about the users.

Type: Array of [UserSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListViews

Service: Amazon Connect Service

Returns views in the given instance.

Results are sorted primarily by type, and secondarily by name.

Request Syntax

```
GET /views/InstanceId?maxResults=MaxResults&nextToken=NextToken&type=Type HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\.\/]+$`

Required: Yes

MaxResults

The maximum number of results to return per page. The default `MaxResult` size is 100.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^[a-zA-Z0-9=\/+_\.-]+$`

Type

The type of the view.

Valid Values: CUSTOMER_MANAGED | AWS_MANAGED

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "ViewsSummaryList": [
    {
      "Arn": "string",
      "Description": "string",
      "Id": "string",
      "Name": "string",
      "Status": "string",
      "Type": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^[a-zA-Z0-9=\|/+_.-]+`

ViewsSummaryList

A list of view summaries.

Type: Array of [ViewSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListViewVersions

Service: Amazon Connect Service

Returns all the available versions for the specified Amazon Connect instance and view identifier.

Results will be sorted from highest to lowest.

Request Syntax

```
GET /views/InstanceId/ViewId/versions?maxResults=MaxResults&nextToken=NextToken  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\.\/]+$`

Required: Yes

MaxResults

The maximum number of results to return per page. The default `MaxResult` size is 100.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^[a-zA-Z0-9=\/+_\.-]+$`

ViewId

The identifier of the view. Both `ViewArn` and `ViewId` can be used.

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\|\$]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "ViewVersionSummaryList": [
    {
      "Arn": "string",
      "Description": "string",
      "Id": "string",
      "Name": "string",
      "Type": "string",
      "Version": number,
      "VersionDescription": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^[a-zA-Z0-9=\|/+_.-]+$`

[ViewVersionSummaryList](#)

A list of view version summaries.

Type: Array of [ViewVersionSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

MonitorContact

Service: Amazon Connect Service

Initiates silent monitoring of a contact. The Contact Control Panel (CCP) of the user specified by *userId* will be set to silent monitoring mode on the contact.

Request Syntax

```
POST /contact/monitor HTTP/1.1
Content-type: application/json

{
  "AllowedMonitorCapabilities": [ "string" ],
  "ClientToken": "string",
  "ContactId": "string",
  "InstanceId": "string",
  "UserId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

AllowedMonitorCapabilities

Specify which monitoring actions the user is allowed to take. For example, whether the user is allowed to escalate from silent monitoring to barge. AllowedMonitorCapabilities is required if barge is enabled.

Type: Array of strings

Array Members: Maximum number of 2 items.

Valid Values: SILENT_MONITOR | BARGE

Required: No

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "ContactArn": "string",
  "ContactId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[ContactArn](#)

The ARN of the contact.

Type: String

[ContactId](#)

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PauseContact

Service: Amazon Connect Service

Allows pausing an ongoing task contact.

Request Syntax

```
POST /contact/pause HTTP/1.1
Content-type: application/json
```

```
{
  "ContactFlowId": "string",
  "ContactId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

ConflictException

Operation cannot be performed at this time as there is a conflict with another operation or contact state.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutUserStatus

Service: Amazon Connect Service

Changes the current status of a user or agent in Amazon Connect. If the agent is currently handling a contact, this sets the agent's next status.

For more information, see [Agent status](#) and [Set your next status](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /users/InstanceId/UserId/status HTTP/1.1
Content-type: application/json

{
  "AgentStatusId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AgentStatusId

The identifier of the agent status.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ReleasePhoneNumber

Service: Amazon Connect Service

Releases a phone number previously claimed to an Amazon Connect instance or traffic distribution group. You can call this API only in the AWS Region where the number was claimed.

Important

To release phone numbers from a traffic distribution group, use the `ReleasePhoneNumber` API, not the Amazon Connect admin website.

After releasing a phone number, the phone number enters into a cooldown period for up to 180 days. It cannot be searched for or claimed again until the period has ended. If you accidentally release a phone number, contact AWS Support.

If you plan to claim and release numbers frequently, contact us for a service quota exception. Otherwise, it is possible you will be blocked from claiming and releasing any more numbers until up to 180 days past the oldest number released has expired.

By default you can claim and release up to 200% of your maximum number of active phone numbers. If you claim and release phone numbers using the UI or API during a rolling 180 day cycle that exceeds 200% of your phone number service level quota, you will be blocked from claiming any more numbers until 180 days past the oldest number released has expired.

For example, if you already have 99 claimed numbers and a service level quota of 99 phone numbers, and in any 180 day period you release 99, claim 99, and then release 99, you will have exceeded the 200% limit. At that point you are blocked from claiming any more numbers until you open an AWS support ticket.

Request Syntax

```
DELETE /phone-number/PhoneNumberId?clientToken=ClientToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Length Constraints: Maximum length of 500.

PhoneNumberId

A unique identifier for the phone number.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ReplicateInstance

Service: Amazon Connect Service

Replicates an Amazon Connect instance in the specified AWS Region and copies configuration information for Amazon Connect resources across AWS Regions.

For more information about replicating an Amazon Connect instance, see [Create a replica of your existing Amazon Connect instance](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /instance/InstanceId/replicate HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "ReplicaAlias": "string",
  "ReplicaRegion": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[InstanceId](#)

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance. You can provide the InstanceId, or the entire ARN.

Length Constraints: Minimum length of 1. Maximum length of 250.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}:[0-9]{1,20}:instance/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ReplicaAlias

The alias for the replicated instance. The `ReplicaAlias` must be unique.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 45.

Pattern: `^(?!d-)([\da-zA-Z]+)([-]*[\da-zA-Z])*$`

Required: Yes

ReplicaRegion

The AWS Region where to replicate the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 8. Maximum length of 31.

Pattern: `[a-z]{2}(-[a-z]{1,2}){1,2}(-[0-9])?`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Arn": "string",
  "Id": "string"
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN) of the replicated instance.

Type: String

Id

The identifier of the replicated instance. You can find the `instanceId` in the ARN of the instance. The replicated instance has the same identifier as the instance it was replicated from.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ResourceNotReadyException

The resource is not ready.

HTTP Status Code: 409

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ResumeContact

Service: Amazon Connect Service

Allows resuming a task contact in a paused state.

Request Syntax

```
POST /contact/resume HTTP/1.1
Content-type: application/json

{
  "ContactFlowId": "string",
  "ContactId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

ConflictException

Operation cannot be performed at this time as there is a conflict with another operation or contact state.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ResumeContactRecording

Service: Amazon Connect Service

When a contact is being recorded, and the recording has been suspended using `SuspendContactRecording`, this API resumes recording whatever recording is selected in the flow configuration: call, screen, or both. If only call recording or only screen recording is enabled, then it would resume.

Voice and screen recordings are supported.

Request Syntax

```
POST /contact/resume-recording HTTP/1.1
Content-type: application/json
```

```
{
  "ContactId": "string",
  "InitialContactId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InitialContactId

The identifier of the contact. This is the identifier of the contact associated with the first interaction with the contact center.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchAvailablePhoneNumbers

Service: Amazon Connect Service

Searches for available phone numbers that you can claim to your Amazon Connect instance or traffic distribution group. If the provided TargetArn is a traffic distribution group, you can call this API in both AWS Regions associated with the traffic distribution group.

Request Syntax

```
POST /phone-number/search-available HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "PhoneNumberCountryCode": "string",
  "PhoneNumberPrefix": "string",
  "PhoneNumberType": "string",
  "TargetArn": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance that phone numbers are claimed to. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance. You must enter InstanceId or TargetArn.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 10.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

Required: No

PhoneNumberCountryCode

The ISO country code.

Type: String

Valid Values: AF | AL | DZ | AS | AD | AO | AI | AQ | AG | AR | AM | AW | AU
| AT | AZ | BS | BH | BD | BB | BY | BE | BZ | BJ | BM | BT | BO | BA |
BW | BR | IO | VG | BN | BG | BF | BI | KH | CM | CA | CV | KY | CF | TD
| CL | CN | CX | CC | CO | KM | CK | CR | HR | CU | CW | CY | CZ | CD |
DK | DJ | DM | DO | TL | EC | EG | SV | GQ | ER | EE | ET | FK | FO | FJ
| FI | FR | PF | GA | GM | GE | DE | GH | GI | GR | GL | GD | GU | GT |
GG | GN | GW | GY | HT | HN | HK | HU | IS | IN | ID | IR | IQ | IE | IM
| IL | IT | CI | JM | JP | JE | JO | KZ | KE | KI | KW | KG | LA | LV |
LB | LS | LR | LY | LI | LT | LU | MO | MK | MG | MW | MY | MV | ML | MT
| MH | MR | MU | YT | MX | FM | MD | MC | MN | ME | MS | MA | MZ | MM |
NA | NR | NP | NL | AN | NC | NZ | NI | NE | NG | NU | KP | MP | NO | OM
| PK | PW | PA | PG | PY | PE | PH | PN | PL | PT | PR | QA | CG | RE |
RO | RU | RW | BL | SH | KN | LC | MF | PM | VC | WS | SM | ST | SA | SN
| RS | SC | SL | SG | SX | SK | SI | SB | SO | ZA | KR | ES | LK | SD |
SR | SJ | SZ | SE | CH | SY | TW | TJ | TZ | TH | TG | TK | TO | TT | TN

| TR | TM | TC | TV | VI | UG | UA | AE | GB | US | UY | UZ | VU | VA |
VE | VN | WF | EH | YE | ZM | ZW

Required: Yes

PhoneNumberPrefix

The prefix of the phone number. If provided, it must contain + as part of the country code.

Type: String

Pattern: `\\+?[0-9]{1,11}`

Required: No

PhoneNumberType

The type of phone number.

Type: String

Valid Values: TOLL_FREE | DID | UIFN | SHARED | THIRD_PARTY_TF |
THIRD_PARTY_DID | SHORT_CODE

Required: Yes

TargetArn

The Amazon Resource Name (ARN) for Amazon Connect instances or traffic distribution groups that phone number inbound traffic is routed through. You must enter InstanceId or TargetArn.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AvailableNumbersList": [
    {
```

```
    "PhoneNumber": "string",
    "PhoneNumberCountryCode": "string",
    "PhoneNumberType": "string"
  }
],
"NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AvailableNumbersList

A list of available phone numbers that you can claim to your Amazon Connect instance or traffic distribution group.

Type: Array of [AvailableNumberSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchContactFlowModules

Service: Amazon Connect Service

Searches the flow modules in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-contact-flow-modules HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "ContactFlowModuleSearchCriteria"
    ],
    "OrConditions": [
      "ContactFlowModuleSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        [
          {
            "TagKey": "string",
            "TagValue": "string"
          }
        ]
      ]
    }
  },
  ],
}
```

```
    "TagCondition": {
      "TagKey": "string",
      "TagValue": "string"
    }
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return contact flow modules.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will result in invalid results.

Type: [ContactFlowModuleSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [ContactFlowModuleSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "ContactFlowModules": [
    {
      "Arn": "string",
      "Content": "string",
      "Description": "string",
      "Id": "string",
      "Name": "string",
      "State": "string",
      "Status": "string",
      "Tags": {
        "string" : "string"
      }
    }
  ]
}
```



```
    }  
  }  
],  
  "NextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of contact flows which matched your search query.

Type: Long

ContactFlowModules

The search criteria to be used to return contact flow modules.

Type: Array of [ContactFlowModule](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchContactFlows

Service: Amazon Connect Service

Searches the contact flows in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-contact-flows HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "ContactFlowSearchCriteria"
    ],
    "OrConditions": [
      "ContactFlowSearchCriteria"
    ],
    "StateCondition": "string",
    "StatusCondition": "string",
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    },
    "TypeCondition": "string"
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ]
    }
  }
}
```

```
    }
  ],
  "TagCondition": {
    "TagKey": "string",
    "TagValue": "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return flows.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will result in invalid results.

Type: [ContactFlowSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [ContactFlowSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "ContactFlows": [
    {
      "Arn": "string",
      "Content": "string",
      "Description": "string",
      "Id": "string",
      "Name": "string",
```

```
    "State": "string",
    "Status": "string",
    "Tags": {
      "string" : "string"
    },
    "Type": "string"
  },
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of contact flows which matched your search query.

Type: Long

ContactFlows

Information about the contact flows.

Type: Array of [ContactFlow](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchContacts

Service: Amazon Connect Service

Searches contacts in an Amazon Connect instance.

Request Syntax

```
POST /search-contacts HTTP/1.1
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AgentHierarchyGroups": {
      "L1Ids": [ "string" ],
      "L2Ids": [ "string" ],
      "L3Ids": [ "string" ],
      "L4Ids": [ "string" ],
      "L5Ids": [ "string" ]
    },
    "AgentIds": [ "string" ],
    "Channels": [ "string" ],
    "ContactAnalysis": {
      "Transcript": {
        "Criteria": [
          {
            "MatchType": "string",
            "ParticipantRole": "string",
            "SearchText": [ "string" ]
          }
        ],
        "MatchType": "string"
      }
    },
    "InitiationMethods": [ "string" ],
    "QueueIds": [ "string" ],
    "SearchableContactAttributes": {
      "Criteria": [
        {
          "Key": "string",
          "Values": [ "string" ]
        }
      ]
    }
  }
}
```



```
    }
  ],
  "MatchType": "string"
}
},
"Sort": {
  "FieldName": "string",
  "Order": "string"
},
"TimeRange": {
  "EndTime": number,
  "StartTime": number,
  "Type": "string"
}
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

Required: No

SearchCriteria

The search criteria to be used to return contacts.

Type: [SearchCriteria](#) object

Required: No

Sort

Specifies a field to sort by and a sort order.

Type: [Sort](#) object

Required: No

TimeRange

Time range that you want to search results.

Type: [SearchContactsTimeRange](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Contacts": [
    {
      "AgentInfo": {
```

```

        "ConnectedToAgentTimestamp": number,
        "Id": "string"
    },
    "Arn": "string",
    "Channel": "string",
    "DisconnectTimestamp": number,
    "Id": "string",
    "InitialContactId": "string",
    "InitiationMethod": "string",
    "InitiationTimestamp": number,
    "PreviousContactId": "string",
    "QueueInfo": {
        "EnqueueTimestamp": number,
        "Id": "string"
    },
    "ScheduledTimestamp": number
}
],
"NextToken": "string",
"TotalCount": number
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Contacts

Information about the contacts.

Type: Array of [ContactSearchSummary](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100000.

TotalCount

The total number of contacts which matched your search query.

Type: Long

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchHoursOfOperations

Service: Amazon Connect Service

Searches the hours of operation in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-hours-of-operations HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "HoursOfOperationSearchCriteria"
    ],
    "OrConditions": [
      "HoursOfOperationSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        [
          {
            "TagKey": "string",
            "TagValue": "string"
          }
        ]
      ]
    }
  },
}
```

```
    "TagCondition": {
      "TagKey": "string",
      "TagValue": "string"
    }
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return hours of operations.

Type: [HoursOfOperationSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [HoursOfOperationSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "HoursOfOperations": [
    {
      "Config": [
        {
          "Day": "string",
          "EndTime": {
            "Hours": number,
            "Minutes": number
          },
          "StartTime": {
            "Hours": number,
            "Minutes": number
          }
        }
      ],
      "Description": "string",
      "HoursOfOperationArn": "string",
      "HoursOfOperationId": "string",
      "LastModifiedRegion": "string",
```



```
    "LastModifiedTime": number,
    "Name": "string",
    "Tags": {
      "string" : "string"
    },
    "TimeZone": "string"
  }
],
"NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of hours of operations which matched your search query.

Type: Long

HoursOfOperations

Information about the hours of operations.

Type: Array of [HoursOfOperation](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchPredefinedAttributes

Service: Amazon Connect Service

Predefined attributes that meet certain criteria.

Request Syntax

```
POST /search-predefined-attributes HTTP/1.1
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "PredefinedAttributeSearchCriteria"
    ],
    "OrConditions": [
      "PredefinedAttributeSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return predefined attributes.

Type: [PredefinedAttributeSearchCriteria](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "NextToken": "string",
  "PredefinedAttributes": [
    {
      "LastModifiedRegion": "string",
```

```
    "LastModifiedTime": number,
    "Name": "string",
    "Values": { ... }
  }
]
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The approximate number of predefined attributes which matched your search query.

Type: Long

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

PredefinedAttributes

Predefined attributes matched by the search criteria.

Type: Array of [PredefinedAttribute](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchPrompts

Service: Amazon Connect Service

Searches prompts in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-prompts HTTP/1.1
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "PromptSearchCriteria"
    ],
    "OrConditions": [
      "PromptSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        [
          {
            "TagKey": "string",
            "TagValue": "string"
          }
        ]
      ]
    }
  },
  ],
}
```

```
    "TagCondition": {
      "TagKey": "string",
      "TagValue": "string"
    }
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return prompts.

Type: [PromptSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [PromptSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "NextToken": "string",
  "Prompts": [
    {
      "Description": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "PromptARN": "string",
      "PromptId": "string",
      "Tags": {
        "string" : "string"
      }
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of quick connects which matched your search query.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Prompts

Information about the prompts.

Type: Array of [Prompt](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchQueues

Service: Amazon Connect Service

Searches queues in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-queues HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "QueueSearchCriteria"
    ],
    "OrConditions": [
      "QueueSearchCriteria"
    ],
    "QueueTypeCondition": "string",
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        [
          {
            "TagKey": "string",
            "TagValue": "string"
          }
        ]
      ]
    }
  }
}
```

```
    ],
    "TagCondition": {
      "TagKey": "string",
      "TagValue": "string"
    }
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 500.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return queues.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Type: [QueueSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [QueueSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "NextToken": "string",
  "Queues": [
    {
      "Description": "string",
      "HoursOfOperationId": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "MaxContacts": number,
      "Name": "string",
```

```
    "OutboundCallerConfig": {
      "OutboundCallerIdName": "string",
      "OutboundCallerIdNumberId": "string",
      "OutboundFlowId": "string"
    },
    "QueueArn": "string",
    "QueueId": "string",
    "Status": "string",
    "Tags": {
      "string" : "string"
    }
  }
]
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of queues which matched your search query.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Queues

Information about the queues.

Type: Array of [Queue](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchQuickConnects

Service: Amazon Connect Service

Searches quick connects in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-quick-connects HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "QuickConnectSearchCriteria"
    ],
    "OrConditions": [
      "QuickConnectSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        [
          {
            "TagKey": "string",
            "TagValue": "string"
          }
        ]
      ]
    }
  },
  ],
}
```

```
    "TagCondition": {
      "TagKey": "string",
      "TagValue": "string"
    }
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return quick connects.

Type: [QuickConnectSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [QuickConnectSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "NextToken": "string",
  "QuickConnects": [
    {
      "Description": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "QuickConnectARN": "string",
      "QuickConnectConfig": {
        "PhoneConfig": {
          "PhoneNumber": "string"
        },
        "QueueConfig": {
          "ContactFlowId": "string",
          "QueueId": "string"
        },
        "QuickConnectType": "string",
        "UserConfig": {
          "ContactFlowId": "string",
```

```
        "UserId": "string"
      },
      "QuickConnectId": "string",
      "Tags": {
        "string" : "string"
      }
    ]
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of quick connects which matched your search query.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

QuickConnects

Information about the quick connects.

Type: Array of [QuickConnect](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchResourceTags

Service: Amazon Connect Service

Searches tags used in an Amazon Connect instance using optional search criteria.

Request Syntax

```
POST /search-resource-tags HTTP/1.1
Content-type: application/json

{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "ResourceTypes": [ "string" ],
  "SearchCriteria": {
    "TagSearchCondition": {
      "tagKey": "string",
      "tagKeyComparisonType": "string",
      "tagValue": "string",
      "tagValueComparisonType": "string"
    }
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}:[0-9]{1,20}:instance/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

ResourceTypes

The list of resource types to be used to search tags from. If not provided or if any empty list is provided, this API will search from all supported resource types.

Type: Array of strings

Required: No

SearchCriteria

The search criteria to be used to return tags.

Type: [ResourceTagsSearchCriteria](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "Tags": [
    {
      "key": "string",
      "value": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Tags

A list of tags used in the Amazon Connect instance.

Type: Array of [TagSet](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

MaximumResultReturnedException

Maximum number (1000) of tags have been returned with current request. Consider changing request parameters to get more tags.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchRoutingProfiles

Service: Amazon Connect Service

Searches routing profiles in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-routing-profiles HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "RoutingProfileSearchCriteria"
    ],
    "OrConditions": [
      "RoutingProfileSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        [
          {
            "TagKey": "string",
            "TagValue": "string"
          }
        ]
      ]
    }
  },
  ],
}
```

```
    "TagCondition": {  
      "TagKey": "string",  
      "TagValue": "string"  
    }  
  }  
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 500.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return routing profiles.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Type: [RoutingProfileSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [RoutingProfileSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "NextToken": "string",
  "RoutingProfiles": [
    {
      "AgentAvailabilityTimer": "string",
      "AssociatedQueueIds": [ "string" ],
      "DefaultOutboundQueueId": "string",
      "Description": "string",
      "InstanceId": "string",
      "IsDefault": boolean,
      "LastModifiedRegion": "string",
```

```
"LastModifiedTime": number,
"MediaConcurrentcies": [
  {
    "Channel": "string",
    "Concurrency": number,
    "CrossChannelBehavior": {
      "BehaviorType": "string"
    }
  }
],
"Name": "string",
"NumberOfAssociatedQueues": number,
"NumberOfAssociatedUsers": number,
"RoutingProfileArn": "string",
"RoutingProfileId": "string",
"Tags": {
  "string" : "string"
}
}
]
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of routing profiles which matched your search query.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

RoutingProfiles

Information about the routing profiles.

Type: Array of [RoutingProfile](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchSecurityProfiles

Service: Amazon Connect Service

Searches security profiles in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-security-profiles HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "SecurityProfileSearchCriteria"
    ],
    "OrConditions": [
      "SecurityProfileSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ],
      "OrConditions": [
        [
          {
            "TagKey": "string",
            "TagValue": "string"
          }
        ]
      ]
    }
  },
  ],
}
```

```
    "TagCondition": {  
      "TagKey": "string",  
      "TagValue": "string"  
    }  
  }  
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return security profiles.

Note

The name field support "contains" queries with a minimum of 2 characters and maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Note

The currently supported value for `FieldName`: name

Type: [SecurityProfileSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [SecurityProfilesSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "NextToken": "string",
  "SecurityProfiles": [
    {
      "Arn": "string",
      "Description": "string",
```

```
    "Id": "string",
    "OrganizationResourceId": "string",
    "SecurityProfileName": "string",
    "Tags": {
      "string" : "string"
    }
  }
]
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of security profiles which matched your search query.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

SecurityProfiles

Information about the security profiles.

Type: Array of [SecurityProfileSearchSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchUsers

Service: Amazon Connect Service

Searches users in an Amazon Connect instance, with optional filtering.

Note

`AfterContactWorkTimeLimit` is returned in milliseconds.

Request Syntax

```
POST /search-users HTTP/1.1
Content-type: application/json

{
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "SearchCriteria": {
    "AndConditions": [
      "UserSearchCriteria"
    ],
    "HierarchyGroupCondition": {
      "HierarchyGroupMatchType": "string",
      "Value": "string"
    },
    "OrConditions": [
      "UserSearchCriteria"
    ],
    "StringCondition": {
      "ComparisonType": "string",
      "FieldName": "string",
      "Value": "string"
    }
  },
  "SearchFilter": {
    "TagFilter": {
      "AndConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ]
    }
  }
}
```

```
    }
  ],
  "OrConditions": [
    [
      {
        "TagKey": "string",
        "TagValue": "string"
      }
    ]
  ],
  "TagCondition": {
    "TagKey": "string",
    "TagValue": "string"
  }
},
"UserAttributeFilter": {
  "AndCondition": {
    "HierarchyGroupCondition": {
      "HierarchyGroupMatchType": "string",
      "Value": "string"
    },
    "TagConditions": [
      {
        "TagKey": "string",
        "TagValue": "string"
      }
    ]
  },
  "HierarchyGroupCondition": {
    "HierarchyGroupMatchType": "string",
    "Value": "string"
  },
  "OrConditions": [
    {
      "HierarchyGroupCondition": {
        "HierarchyGroupMatchType": "string",
        "Value": "string"
      },
      "TagConditions": [
        {
          "TagKey": "string",
          "TagValue": "string"
        }
      ]
    }
  ]
}
```



```
    }
  ],
  "TagCondition": {
    "TagKey": "string",
    "TagValue": "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

InstanceID

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Note

InstanceID is a required field. The "Required: No" below is incorrect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 500.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Required: No

SearchCriteria

The search criteria to be used to return users.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Type: [UserSearchCriteria](#) object

Required: No

SearchFilter

Filters to be applied to search results.

Type: [UserSearchFilter](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApproximateTotalCount": number,
  "NextToken": "string",
  "Users": [
```

```

    {
      "Arn": "string",
      "DirectoryUserId": "string",
      "HierarchyGroupId": "string",
      "Id": "string",
      "IdentityInfo": {
        "FirstName": "string",
        "LastName": "string"
      },
      "PhoneConfig": {
        "AfterContactWorkTimeLimit": number,
        "AutoAccept": boolean,
        "DeskPhoneNumber": "string",
        "PhoneType": "string"
      },
      "RoutingProfileId": "string",
      "SecurityProfileIds": [ "string" ],
      "Tags": {
        "string" : "string"
      },
      "Username": "string"
    }
  ]
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApproximateTotalCount

The total number of users who matched your search query.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2500.

Users

Information about the users.

Type: Array of [UserSearchSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchVocabularies

Service: Amazon Connect Service

Searches for vocabularies within a specific Amazon Connect instance using `State`, `NameStartsWith`, and `LanguageCode`.

Request Syntax

```
POST /vocabulary-summary/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "LanguageCode": "string",
  "MaxResults": number,
  "NameStartsWith": "string",
  "NextToken": "string",
  "State": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

LanguageCode

The language code of the vocabulary entries. For a list of languages and their corresponding language codes, see [What is Amazon Transcribe?](#)

Type: String

Valid Values: ar-AE | de-CH | de-DE | en-AB | en-AU | en-GB | en-IE | en-IN
| en-US | en-WL | es-ES | es-US | fr-CA | fr-FR | hi-IN | it-IT | ja-JP
| ko-KR | pt-BR | pt-PT | zh-CN | en-NZ | en-ZA

Required: No

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NameStartsWith

The starting pattern of the name of the vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 140.

Pattern: `^[0-9a-zA-Z._-]+`

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 131070.

Pattern: `.*\S.*`

Required: No

State

The current state of the custom vocabulary.

Type: String

Valid Values: CREATION_IN_PROGRESS | ACTIVE | CREATION_FAILED | DELETE_IN_PROGRESS

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "VocabularySummaryList": [
    {
      "Arn": "string",
      "FailureReason": "string",
      "Id": "string",
      "LanguageCode": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "State": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 131070.

Pattern: .*\\S.*

[VocabularySummaryList](#)

The list of the available custom vocabularies.

Type: Array of [VocabularySummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SendChatIntegrationEvent

Service: Amazon Connect Service

Processes chat integration events from AWS or external integrations to Amazon Connect. A chat integration event includes:

- **SourceId**, **DestinationId**, and **Subtype**: a set of identifiers, uniquely representing a chat
- **ChatEvent**: details of the chat action to perform such as sending a message, event, or disconnecting from a chat

When a chat integration event is sent with chat identifiers that do not map to an active chat contact, a new chat contact is also created before handling chat action.

Access to this API is currently restricted to Amazon Pinpoint for supporting SMS integration.

Request Syntax

```
POST /chat-integration-event HTTP/1.1
Content-type: application/json

{
  "DestinationId": "string",
  "Event": {
    "Content": "string",
    "ContentType": "string",
    "Type": "string"
  },
  "NewSessionDetails": {
    "Attributes": {
      "string" : "string"
    },
    "ParticipantDetails": {
      "DisplayName": "string"
    },
    "StreamingConfiguration": {
      "StreamingEndpointArn": "string"
    },
    "SupportedMessagingContentTypes": [ "string" ]
  },
  "SourceId": "string",
  "Subtype": "string"
}
```

```
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

DestinationId

Chat system identifier, used in part to uniquely identify chat. This is associated with the Amazon Connect instance and flow to be used to start chats. For SMS, this is the phone number destination of inbound SMS messages represented by an Amazon Pinpoint phone number ARN.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Event

Chat integration event payload

Type: [ChatEvent](#) object

Required: Yes

NewSessionDetails

Contact properties to apply when starting a new chat. If the integration event is handled with an existing chat, this is ignored.

Type: [NewSessionDetails](#) object

Required: No

SourceId

External identifier of chat customer participant, used in part to uniquely identify a chat. For SMS, this is the E164 phone number of the chat customer participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Subtype

Classification of a channel. This is used in part to uniquely identify chat.

Valid value: ["connect:sms"]

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "InitialContactId": "string",
  "NewChatCreated": boolean
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

InitialContactId

Identifier of chat contact used to handle integration event. This may be null if the integration event is not valid without an already existing chat contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

NewChatCreated

Whether handling the integration event resulted in creating a new chat or acting on existing chat.

Type: Boolean

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartAttachedFileUpload

Service: Amazon Connect Service

Provides a pre-signed Amazon S3 URL in response for uploading your content.

Important

You may only use this API to upload attachments to a [Connect Case](#).

Request Syntax

```
PUT /attached-files/InstanceId?associatedResourceArn=AssociatedResourceArn HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "CreatedBy": { ... },
  "FileName": "string",
  "FileSizeInBytes": number,
  "FileUseCaseType": "string",
  "Tags": {
    "string" : "string"
  },
  "UrlExpiryInSeconds": number
}
```

URI Request Parameters

The request uses the following URI parameters.

[AssociatedResourceArn](#)

The resource to which the attached file is (being) uploaded to. [Cases](#) are the only current supported resource.

Note

This value must be a valid ARN.

Required: Yes

InstanceId

The unique identifier of the Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

CreatedBy

Represents the identity that created the file.

Type: [CreatedByInfo](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

FileName

A case-sensitive name of the attached file being uploaded.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^\P{C}*$`

Required: Yes

FileSizeInBytes

The size of the attached file in bytes.

Type: Long

Valid Range: Minimum value of 1.

Required: Yes

FileUseCaseType

The use case for the file.

Type: String

Valid Values: ATTACHMENT

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

UrlExpiryInSeconds

Optional override for the expiry of the pre-signed S3 URL in seconds. The default value is 300.

Type: Integer

Valid Range: Minimum value of 5. Maximum value of 300.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "CreatedBy": { ... },
  "CreationTime": "string",
  "FileArn": "string",
  "FileId": "string",
  "FileStatus": "string",
  "UploadUrlMetadata": {
    "HeadersToInclude": {
      "string" : "string"
    },
    "Url": "string",
    "UrlExpiry": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CreatedBy

Represents the identity that created the file.

Type: [CreatedByInfo](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

CreationTime

The time of Creation of the file resource as an ISO timestamp. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2024-05-03T02:41:28.172Z.

Type: String

FileArn

The unique identifier of the attached file resource (ARN).

Type: String

FileId

The unique identifier of the attached file resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

FileStatus

The current status of the attached file.

Type: String

Valid Values: APPROVED | REJECTED | PROCESSING | FAILED

UploadUrlMetadata

Information to be used while uploading the attached file.

Type: [UploadUrlMetadata](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartChatContact

Service: Amazon Connect Service

Initiates a flow to start a new chat for the customer. Response of this API provides a token required to obtain credentials from the [CreateParticipantConnection](#) API in the Amazon Connect Participant Service.

When a new chat contact is successfully created, clients must subscribe to the participant's connection for the created chat within 5 minutes. This is achieved by invoking [CreateParticipantConnection](#) with WEBSOCKET and CONNECTION_CREDENTIALS.

A 429 error occurs in the following situations:

- API rate limit is exceeded. API TPS throttling returns a TooManyRequests exception.
- The [quota for concurrent active chats](#) is exceeded. Active chat throttling returns a LimitExceededException.

If you use the ChatDurationInMinutes parameter and receive a 400 error, your account may not support the ability to configure custom chat durations. For more information, contact AWS Support.

For more information about chat, see the following topics in the *Amazon Connect Administrator Guide*:

- [Concepts: Web and mobile messaging capabilities in Amazon Connect](#)
- [Amazon Connect Chat security best practices](#)

Request Syntax

```
PUT /contact/chat HTTP/1.1
Content-type: application/json

{
  "Attributes": {
    "string" : "string"
  },
  "ChatDurationInMinutes": number,
  "ClientToken": "string",
  "ContactFlowId": "string",
```

```
"InitialMessage": {
  "Content": "string",
  "ContentType": "string"
},
"InstanceId": "string",
"ParticipantDetails": {
  "DisplayName": "string"
},
"PersistentChat": {
  "RehydrationType": "string",
  "SourceContactId": "string"
},
"RelatedContactId": "string",
"SegmentAttributes": {
  "string" : {
    "ValueString": "string"
  }
},
"SupportedMessagingContentTypes": [ "string" ]
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

Attributes

A custom key-value pair using an attribute map. The attributes are standard Amazon Connect attributes. They can be accessed in flows just like any other contact attributes.

There can be up to 32,768 UTF-8 bytes across all key-value pairs per contact. Attribute keys can include only alphanumeric, dash, and underscore characters.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: No

ChatDurationInMinutes

The total duration of the newly started chat session. If not specified, the chat session duration defaults to 25 hour. The minimum configurable time is 60 minutes. The maximum configurable time is 10,080 minutes (7 days).

Type: Integer

Valid Range: Minimum value of 60. Maximum value of 10080.

Required: No

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactFlowId

The identifier of the flow for initiating the chat. To see the ContactFlowId in the Amazon Connect admin website, on the navigation menu go to **Routing, Contact Flows**. Choose the flow. On the flow page, under the name of the flow, choose **Show additional flow information**. The ContactFlowId is the last part of the ARN, shown here in bold:

```
arn:aws:connect:us-west-2:xxxxxxxxxxxx:instance/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx/  
contact-flow/846ec553-a005-41c0-8341-xxxxxxxxxxxx
```

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

InitialMessage

The initial message to be sent to the newly created chat. If you have a Lex bot in your flow, the initial message is not delivered to the Lex bot.

Type: [ChatMessage](#) object

Required: No

[InstanceId](#)

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

[ParticipantDetails](#)

Information identifying the participant.

Type: [ParticipantDetails](#) object

Required: Yes

[PersistentChat](#)

Enable persistent chats. For more information about enabling persistent chat, and for example use cases and how to configure for them, see [Enable persistent chat](#).

Type: [PersistentChat](#) object

Required: No

[RelatedContactId](#)

The unique identifier for an Amazon Connect contact. This identifier is related to the chat starting.

Note

You cannot provide data for both `RelatedContactId` and `PersistentChat`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

SegmentAttributes

A set of system defined key-value pairs stored on individual contact segments using an attribute map. The attributes are standard Amazon Connect attributes. They can be accessed in flows.

Attribute keys can include only alphanumeric, -, and _.

This field can be used to show channel subtype, such as `connect:Guide`.

Note

The types `application/vnd.amazonaws.connect.message.interactive` and `application/vnd.amazonaws.connect.message.interactive.response` must be present in the `SupportedMessagingContentTypes` field of this API in order to set `SegmentAttributes` as `{ "connect:Subtype": { "valueString" : "connect:Guide" } }`.

Type: String to [SegmentAttributeValue](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

SupportedMessagingContentTypes

The supported chat message content types. Supported types are `text/plain`, `text/markdown`, `application/json`, `application/vnd.amazonaws.connect.message.interactive`, and `application/vnd.amazonaws.connect.message.interactive.response`.

Content types must always contain `text/plain`. You can then put any other supported type in the list. For example, all the following lists are valid because they contain `text/plain`: `[text/plain, text/markdown, application/json]`, `[text/markdown, text/plain]`, `[text/plain, application/json, application/vnd.amazonaws.connect.message.interactive.response]`.

Note

The type `application/vnd.amazonaws.connect.message.interactive` is required to use the [Show view](#) flow block.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContactId": "string",
  "ContinuedFromContactId": "string",
  "ParticipantId": "string",
  "ParticipantToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[ContactId](#)

The identifier of this contact within the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

[ContinuedFromContactId](#)

The `contactId` from which a persistent chat session is started. This field is populated only for persistent chats.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

ParticipantId

The identifier for a chat participant. The participantId for a chat participant is the same throughout the chat lifecycle.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

ParticipantToken

The token used by the chat participant to call [CreateParticipantConnection](#). The participant token is valid for the lifetime of a chat participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartContactEvaluation

Service: Amazon Connect Service

Starts an empty evaluation in the specified Amazon Connect instance, using the given evaluation form for the particular contact. The evaluation form version used for the contact evaluation corresponds to the currently activated version. If no version is activated for the evaluation form, the contact evaluation cannot be started.

Note

Evaluations created through the public API do not contain answer values suggested from automation.

Request Syntax

```
PUT /contact-evaluations/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "ClientToken": "string",  
  "ContactId": "string",  
  "EvaluationFormId": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactId

The identifier of the contact in this instance of Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationArn": "string",
```

```
"EvaluationId": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[EvaluationArn](#)

The Amazon Resource Name (ARN) for the contact evaluation resource.

Type: String

[EvaluationId](#)

A unique identifier for the contact evaluation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example starts a contact evaluation for a contact.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationFormId": "[evaluation_form_id]",
  "ContactId": "[contact_id]"
}
```

Sample Response

```
{
  "EvaluationId": "[evaluation_id]",
  "EvaluationArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/contact-evaluation/[evaluation_id]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartContactRecording

Service: Amazon Connect Service

Starts recording the contact:

- If the API is called *before* the agent joins the call, recording starts when the agent joins the call.
- If the API is called *after* the agent joins the call, recording starts at the time of the API call.

StartContactRecording is a one-time action. For example, if you use StopContactRecording to stop recording an ongoing call, you can't use StartContactRecording to restart it. For scenarios where the recording has started and you want to suspend and resume it, such as when collecting sensitive information (for example, a credit card number), use SuspendContactRecording and ResumeContactRecording.

You can use this API to override the recording behavior configured in the [Set recording behavior](#) block.

Only voice recordings are supported at this time.

Request Syntax

```
POST /contact/start-recording HTTP/1.1
Content-type: application/json
```

```
{
  "ContactId": "string",
  "InitialContactId": "string",
  "InstanceId": "string",
  "VoiceRecordingConfiguration": {
    "VoiceRecordingTrack": "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InitialContactId

The identifier of the contact. This is the identifier of the contact associated with the first interaction with the contact center.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

VoiceRecordingConfiguration

The person being recorded.

Type: [VoiceRecordingConfiguration](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartContactStreaming

Service: Amazon Connect Service

Initiates real-time message streaming for a new chat contact.

For more information about message streaming, see [Enable real-time chat message streaming](#) in the *Amazon Connect Administrator Guide*.

For more information about chat, see the following topics in the *Amazon Connect Administrator Guide*:

- [Concepts: Web and mobile messaging capabilities in Amazon Connect](#)
- [Amazon Connect Chat security best practices](#)

Request Syntax

```
POST /contact/start-streaming HTTP/1.1
Content-type: application/json

{
  "ChatStreamingConfiguration": {
    "StreamingEndpointArn": "string"
  },
  "ClientToken": "string",
  "ContactId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

[ChatStreamingConfiguration](#)

The streaming configuration, such as the Amazon SNS streaming endpoint.

Type: [ChatStreamingConfiguration](#) object

Required: Yes

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

ContactId

The identifier of the contact. This is the identifier of the contact associated with the first interaction with the contact center.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "StreamingId": "string"
}
```


Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

StreamingId

The identifier of the streaming configuration enabled.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartOutboundVoiceContact

Service: Amazon Connect Service

Places an outbound call to a contact, and then initiates the flow. It performs the actions in the flow that's specified (in `ContactFlowId`).

Agents do not initiate the outbound API, which means that they do not dial the contact. If the flow places an outbound call to a contact, and then puts the contact in queue, the call is then routed to the agent, like any other inbound case.

There is a 60-second dialing timeout for this operation. If the call is not connected after 60 seconds, it fails.

Note

UK numbers with a 447 prefix are not allowed by default. Before you can dial these UK mobile numbers, you must submit a service quota increase request. For more information, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

Note

Campaign calls are not allowed by default. Before you can make a call with `TrafficType = CAMPAIGN`, you must submit a service quota increase request to the quota [Amazon Connect campaigns](#).

Request Syntax

```
PUT /contact/outbound-voice HTTP/1.1
Content-type: application/json

{
  "AnswerMachineDetectionConfig": {
    "AwaitAnswerMachinePrompt": boolean,
    "EnableAnswerMachineDetection": boolean
  },
  "Attributes": {
    "string" : "string"
  },
}
```

```
"CampaignId": "string",
"ClientToken": "string",
"ContactFlowId": "string",
"Description": "string",
"DestinationPhoneNumber": "string",
"InstanceId": "string",
"Name": "string",
"QueueId": "string",
"References": {
  "string": {
    "Type": "string",
    "Value": "string"
  }
},
"RelatedContactId": "string",
"SourcePhoneNumber": "string",
"TrafficType": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

AnswerMachineDetectionConfig

Configuration of the answering machine detection for this outbound call.

Type: [AnswerMachineDetectionConfig](#) object

Required: No

Attributes

A custom key-value pair using an attribute map. The attributes are standard Amazon Connect attributes, and can be accessed in flows just like any other contact attributes.

There can be up to 32,768 UTF-8 bytes across all key-value pairs per contact. Attribute keys can include only alphanumeric, dash, and underscore characters.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: No

CampaignId

The campaign identifier of the outbound communication.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#). The token is valid for 7 days after creation. If a contact is already started, the contact ID is returned.

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactFlowId

The identifier of the flow for the outbound call. To see the ContactFlowId in the Amazon Connect admin website, on the navigation menu go to **Routing, Contact Flows**. Choose the flow. On the flow page, under the name of the flow, choose **Show additional flow information**. The ContactFlowId is the last part of the ARN, shown here in bold:

```
arn:aws:connect:us-west-2:xxxxxxxxxxxx:instance/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx/  
contact-flow/846ec553-a005-41c0-8341-xxxxxxxxxxxx
```

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

Description

A description of the voice contact that is shown to an agent in the Contact Control Panel (CCP).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

DestinationPhoneNumber

The phone number of the customer, in E.164 format.

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Name

The name of a voice contact that is shown to an agent in the Contact Control Panel (CCP).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 512.

Required: No

QueueId

The queue for the call. If you specify a queue, the phone displayed for caller ID is the phone number specified in the queue. If you do not specify a queue, the queue defined in the flow is used. If you do not specify a queue, you must specify a source phone number.

Type: String

Required: No

References

A formatted URL that is shown to an agent in the Contact Control Panel (CCP). Contacts can have the following reference types at the time of creation: URL | NUMBER | STRING | DATE | EMAIL. ATTACHMENT is not a supported reference type during voice contact creation.

Type: String to [Reference](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

RelatedContactId

The contactId that is related to this contact. Linking voice, task, or chat by using RelatedContactID copies over contact attributes from the related contact to the new contact. All updates to user-defined attributes in the new contact are limited to the individual contact ID. There are no limits to the number of contacts that can be linked by using RelatedContactId.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

SourcePhoneNumber

The phone number associated with the Amazon Connect instance, in E.164 format. If you do not specify a source phone number, you must specify a queue.

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: No

TrafficType

Denotes the class of traffic. Calls with different traffic types are handled differently by Amazon Connect. The default value is GENERAL. Use CAMPAIGN if EnableAnswerMachineDetection is set to true. For all other cases, use GENERAL.

Type: String

Valid Values: GENERAL | CAMPAIGN

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContactId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ContactId

The identifier of this contact within the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DestinationNotAllowedException

Outbound calls to the destination number are not allowed.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

OutboundContactNotPermittedException

The contact is not permitted.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartTaskContact

Service: Amazon Connect Service

Initiates a flow to start a new task contact. For more information about task contacts, see [Concepts: Tasks in Amazon Connect](#) in the *Amazon Connect Administrator Guide*.

When using `PreviousContactId` and `RelatedContactId` input parameters, note the following:

- `PreviousContactId`
 - Any updates to user-defined task contact attributes on any contact linked through the same `PreviousContactId` will affect every contact in the chain.
 - There can be a maximum of 12 linked task contacts in a chain. That is, 12 task contacts can be created that share the same `PreviousContactId`.
- `RelatedContactId`
 - Copies contact attributes from the related task contact to the new contact.
 - Any update on attributes in a new task contact does not update attributes on previous contact.
 - There's no limit on the number of task contacts that can be created that use the same `RelatedContactId`.

In addition, when calling `StartTaskContact` include only one of these parameters: `ContactFlowID`, `QuickConnectID`, or `TaskTemplateID`. Only one parameter is required as long as the task template has a flow configured to run it. If more than one parameter is specified, or only the `TaskTemplateID` is specified but it does not have a flow configured, the request returns an error because Amazon Connect cannot identify the unique flow to run when the task is created.

A `ServiceQuotaExceededException` occurs when the number of open tasks exceeds the active tasks quota or there are already 12 tasks referencing the same `PreviousContactId`. For more information about service quotas for task contacts, see [Amazon Connect service quotas](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /contact/task HTTP/1.1
Content-type: application/json

{
  "Attributes": {
```

```
    "string" : "string"
  },
  "ClientToken": "string",
  "ContactFlowId": "string",
  "Description": "string",
  "InstanceId": "string",
  "Name": "string",
  "PreviousContactId": "string",
  "QuickConnectId": "string",
  "References": {
    "string" : {
      "Type": "string",
      "Value": "string"
    }
  },
  "RelatedContactId": "string",
  "ScheduledTime": number,
  "TaskTemplateId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

Attributes

A custom key-value pair using an attribute map. The attributes are standard Amazon Connect attributes, and can be accessed in flows just like any other contact attributes.

There can be up to 32,768 UTF-8 bytes across all key-value pairs per contact. Attribute keys can include only alphanumeric, dash, and underscore characters.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: No

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactFlowId

The identifier of the flow for initiating the tasks. To see the ContactFlowId in the Amazon Connect admin website, on the navigation menu go to **Routing, Contact Flows**. Choose the flow. On the flow page, under the name of the flow, choose **Show additional flow information**. The ContactFlowId is the last part of the ARN, shown here in bold:

```
arn:aws:connect:us-west-2:xxxxxxxxxxxx:instance/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx/  
contact-flow/846ec553-a005-41c0-8341-xxxxxxxxxxxxx
```

Type: String

Length Constraints: Maximum length of 500.

Required: No

Description

A description of the task that is shown to an agent in the Contact Control Panel (CCP).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Name

The name of a task that is shown to an agent in the Contact Control Panel (CCP).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 512.

Required: Yes

PreviousContactId

The identifier of the previous chat, voice, or task contact. Any updates to user-defined attributes to task contacts linked using the same `PreviousContactId` will affect every contact in the chain. There can be a maximum of 12 linked task contacts in a chain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

QuickConnectId

The identifier for the quick connect. Tasks that are created by using `QuickConnectId` will use the flow that is defined on agent or queue quick connect. For more information about quick connects, see [Create quick connects](#).

Type: String

Required: No

References

A formatted URL that is shown to an agent in the Contact Control Panel (CCP). Tasks can have the following reference types at the time of creation: URL | NUMBER | STRING | DATE | EMAIL. ATTACHMENT is not a supported reference type during task creation.

Type: String to [Reference](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

RelatedContactId

The contactId that is [related](#) to this contact. Linking tasks together by using RelatedContactID copies over contact attributes from the related task contact to the new task contact. All updates to user-defined attributes in the new task contact are limited to the individual contact ID, unlike what happens when tasks are linked by using PreviousContactID. There are no limits to the number of contacts that can be linked by using RelatedContactId.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

ScheduledTime

The timestamp, in Unix Epoch seconds format, at which to start running the inbound flow. The scheduled time cannot be in the past. It must be within up to 6 days in future.

Type: Timestamp

Required: No

TaskTemplateId

A unique identifier for the task template. For more information about task templates, see [Create task templates](#) in the *Amazon Connect Administrator Guide*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```

```
"ContactId": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ContactId

The identifier of this contact within the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartWebRTCContact

Service: Amazon Connect Service

Places an inbound in-app, web, or video call to a contact, and then initiates the flow. It performs the actions in the flow that are specified (in ContactFlowId) and present in the Amazon Connect instance (specified as InstanceId).

Request Syntax

```
PUT /contact/webrtc HTTP/1.1
Content-type: application/json

{
  "AllowedCapabilities": {
    "Agent": {
      "Video": "string"
    },
    "Customer": {
      "Video": "string"
    }
  },
  "Attributes": {
    "string" : "string"
  },
  "ClientToken": "string",
  "ContactFlowId": "string",
  "Description": "string",
  "InstanceId": "string",
  "ParticipantDetails": {
    "DisplayName": "string"
  },
  "References": {
    "string" : {
      "Type": "string",
      "Value": "string"
    }
  },
  "RelatedContactId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

AllowedCapabilities

Information about the video sharing capabilities of the participants (customer, agent).

Type: [AllowedCapabilities](#) object

Required: No

Attributes

A custom key-value pair using an attribute map. The attributes are standard Amazon Connect attributes, and can be accessed in flows just like any other contact attributes.

There can be up to 32,768 UTF-8 bytes across all key-value pairs per contact. Attribute keys can include only alphanumeric, -, and _ characters.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: No

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

The token is valid for 7 days after creation. If a contact is already started, the contact ID is returned.

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactFlowId

The identifier of the flow for the call. To see the ContactFlowId in the Amazon Connect admin website, on the navigation menu go to **Routing, Contact Flows**. Choose the flow. On the flow page, under the name of the flow, choose **Show additional flow information**. The ContactFlowId is the last part of the ARN, shown here in bold:

```
arn:aws:connect:us-west-2:xxxxxxxxxxxx:instance/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx/  
contact-flow/846ec553-a005-41c0-8341-xxxxxxxxxxxx
```

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

Description

A description of the task that is shown to an agent in the Contact Control Panel (CCP).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ParticipantDetails

The customer's details.

Type: [ParticipantDetails](#) object

Required: Yes

[References](#)

A formatted URL that is shown to an agent in the Contact Control Panel (CCP). Tasks can have the following reference types at the time of creation: URL | NUMBER | STRING | DATE | EMAIL. ATTACHMENT is not a supported reference type during task creation.

Type: String to [Reference](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

[RelatedContactId](#)

The unique identifier for an Amazon Connect contact. This identifier is related to the contact starting.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ConnectionData": {
    "Attendee": {
      "AttendeeId": "string",
      "JoinToken": "string"
    },
    "Meeting": {
      "MediaPlacement": {
        "AudioFallbackUrl": "string",
        "AudioHostUrl": "string",
        "EventIngestionUrl": "string",
```

```
        "SignalingUrl": "string",
        "TurnControlUrl": "string"
    },
    "MediaRegion": "string",
    "MeetingFeatures": {
        "Audio": {
            "EchoReduction": "string"
        }
    },
    "MeetingId": "string"
}
},
"ContactId": "string",
"ParticipantId": "string",
"ParticipantToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ConnectionData

Information required for the client application (mobile application or website) to connect to the call.

Type: [ConnectionData](#) object

ContactId

The identifier of the contact in this instance of Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

ParticipantId

The identifier for a contact participant. The ParticipantId for a contact participant is the same throughout the contact lifecycle.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

ParticipantToken

The token used by the contact participant to call the [CreateParticipantConnection](#) API. The participant token is valid for the lifetime of a contact participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StopContact

Service: Amazon Connect Service

Ends the specified contact. Use this API to stop queued callbacks. It does not work for voice contacts that use the following initiation methods:

- DISCONNECT
- TRANSFER
- QUEUE_TRANSFER
- EXTERNAL_OUTBOUND
- MONITOR

Chat and task contacts can be terminated in any state, regardless of initiation method.

Request Syntax

```
POST /contact/stop HTTP/1.1
Content-type: application/json
```

```
{
  "ContactId": "string",
  "DisconnectReason": {
    "Code": "string"
  },
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The ID of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

DisconnectReason

The reason a contact can be disconnected. Only Amazon Connect outbound campaigns can provide this field.

Type: [DisconnectReason](#) object

Required: No

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

ContactNotFoundException

The contact with the specified ID is not active or does not exist. Applies to Voice calls only, not to Chat or Task contacts.

HTTP Status Code: 410

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StopContactRecording

Service: Amazon Connect Service

Stops recording a call when a contact is being recorded. StopContactRecording is a one-time action. If you use StopContactRecording to stop recording an ongoing call, you can't use StartContactRecording to restart it. For scenarios where the recording has started and you want to suspend it for sensitive information (for example, to collect a credit card number), and then restart it, use SuspendContactRecording and ResumeContactRecording.

Only voice recordings are supported at this time.

Request Syntax

```
POST /contact/stop-recording HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ContactId": "string",
  "InitialContactId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InitialContactId

The identifier of the contact. This is the identifier of the contact associated with the first interaction with the contact center.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StopContactStreaming

Service: Amazon Connect Service

Ends message streaming on a specified contact. To restart message streaming on that contact, call the [StartContactStreaming](#) API.

Request Syntax

```
POST /contact/stop-streaming HTTP/1.1
Content-type: application/json
```

```
{
  "ContactId": "string",
  "InstanceId": "string",
  "StreamingId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact. This is the identifier of the contact that is associated with the first interaction with the contact center.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

StreamingId

The identifier of the streaming configuration enabled.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SubmitContactEvaluation

Service: Amazon Connect Service

Submits a contact evaluation in the specified Amazon Connect instance. Answers included in the request are merged with existing answers for the given evaluation. If no answers or notes are passed, the evaluation is submitted with the existing answers and notes. You can delete an answer or note by passing an empty object ({}) to the question identifier.

If a contact evaluation is already in submitted state, this operation will trigger a resubmission.

Request Syntax

```
POST /contact-evaluations/InstanceId/EvaluationId/submit HTTP/1.1
Content-type: application/json
```

```
{
  "Answers": {
    "string": {
      "Value": { ... }
    }
  },
  "Notes": {
    "string": {
      "Value": "string"
    }
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationId

A unique identifier for the contact evaluation.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Answers

A map of question identifiers to answer value.

Type: String to [EvaluationAnswerInput](#) object map

Map Entries: Maximum number of 100 items.

Key Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Notes

A map of question identifiers to note value.

Type: String to [EvaluationNote](#) object map

Map Entries: Maximum number of 100 items.

Key Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "EvaluationArn": "string",
  "EvaluationId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EvaluationArn

The Amazon Resource Name (ARN) for the contact evaluation resource.

Type: String

EvaluationId

A unique identifier for the contact evaluation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example submits a previously started contact evaluation.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationId": "[evaluation_id]"
}
```

Sample Response

```
{
  "EvaluationId": "[evaluation_id]",
  "EvaluationArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/contact-evaluation/[evaluation_id]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SuspendContactRecording

Service: Amazon Connect Service

When a contact is being recorded, this API suspends recording whatever is selected in the flow configuration: call, screen, or both. If only call recording or only screen recording is enabled, then it would be suspended. For example, you might suspend the screen recording while collecting sensitive information, such as a credit card number. Then use ResumeContactRecording to restart recording the screen.

The period of time that the recording is suspended is filled with silence in the final recording.

Voice and screen recordings are supported.

Request Syntax

```
POST /contact/suspend-recording HTTP/1.1
Content-type: application/json

{
  "ContactId": "string",
  "InitialContactId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InitialContactId

The identifier of the contact. This is the identifier of the contact associated with the first interaction with the contact center.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagContact

Service: Amazon Connect Service

Adds the specified tags to the contact resource. For more information about this API is used, see [Set up granular billing for a detailed view of your Amazon Connect usage](#).

Request Syntax

```
POST /contact/tags HTTP/1.1
Content-type: application/json
```

```
{
  "ContactId": "string",
  "InstanceId": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact in this instance of Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Tags

The tags to be assigned to the contact resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Note

Authorization is not supported by this tag.

Type: String to string map

Map Entries: Maximum number of 6 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Service: Amazon Connect Service

Adds the specified tags to the specified resource.

Some of the supported resource types are agents, routing profiles, queues, quick connects, contact flows, agent statuses, hours of operation, phone numbers, security profiles, and task templates. For a complete list, see [Tagging resources in Amazon Connect](#).

For sample policies that use tags, see [Amazon Connect Identity-Based Policy Examples](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /tags/resourceArn HTTP/1.1
Content-type: application/json
```

```
{
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

[resourceArn](#)

The Amazon Resource Name (ARN) of the resource.

Required: Yes

Request Body

The request accepts the following data in JSON format.

[tags](#)

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TransferContact

Service: Amazon Connect Service

Transfers contacts from one agent or queue to another agent or queue at any point after a contact is created. You can transfer a contact to another queue by providing the flow which orchestrates the contact to the destination queue. This gives you more control over contact handling and helps you adhere to the service level agreement (SLA) guaranteed to your customers.

Note the following requirements:

- Transfer is supported for only TASK contacts.
- Do not use both QueueId and UserId in the same call.
- The following flow types are supported: Inbound flow, Transfer to agent flow, and Transfer to queue flow.
- The TransferContact API can be called only on active contacts.
- A contact cannot be transferred more than 11 times.

Request Syntax

```
POST /contact/transfer HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "ContactFlowId": "string",
  "ContactId": "string",
  "InstanceId": "string",
  "QueueId": "string",
  "UserId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

ContactId

The identifier of the contact in this instance of Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Type: String

Required: No

UserId

The identifier for the user. This can be the ID or the ARN of the user.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ContactArn": "string",
  "ContactId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ContactArn

The Amazon Resource Name (ARN) of the contact.

Type: String

ContactId

The identifier of the contact in this instance of Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagContact

Service: Amazon Connect Service

Removes the specified tags from the contact resource. For more information about this API is used, see [Set up granular billing for a detailed view of your Amazon Connect usage](#).

Request Syntax

```
DELETE /contact/tags/InstanceId/ContactId?TagKeys=TagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the contact in this instance of Amazon Connect.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

TagKeys

A list of tag keys. Existing tags on the contact whose keys are members of this list will be removed.

Array Members: Minimum number of 1 item. Maximum number of 6 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-._:/$]`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Service: Amazon Connect Service

Removes the specified tags from the specified resource.

Request Syntax

```
DELETE /tags/resourceArn?tagKeys=tagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource.

Required: Yes

tagKeys

The tag keys.

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateAgentStatus

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates agent status.

Request Syntax

```
POST /agent-status/InstanceId/AgentStatusId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Description": "string",
  "DisplayOrder": number,
  "Name": "string",
  "ResetOrderNumber": boolean,
  "State": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

AgentStatusId

The identifier of the agent status.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the agent status.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Required: No

DisplayOrder

The display order of the agent status.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 50.

Required: No

Name

The name of the agent status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

ResetOrderNumber

A number indicating the reset order of the agent status.

Type: Boolean

Required: No

State

The state of the agent status.

Type: String

Valid Values: ENABLED | DISABLED

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContact

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Adds or updates user-defined contact information associated with the specified contact. At least one field to be updated must be present in the request.

Important

You can add or update user-defined contact information for both ongoing and completed contacts.

Request Syntax

```
POST /contacts/InstanceId/ContactId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Description": "string",
  "Name": "string",
  "References": {
    "string" : {
      "Type": "string",
      "Value": "string"
    }
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the contact. This is the identifier of the contact associated with the first interaction with your contact center.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the contact.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

Name

The name of the contact.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 512.

Required: No

References

Well-formed data on contact, shown to agents on Contact Control Panel (CCP).

Type: String to [Reference](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactAttributes

Service: Amazon Connect Service

Creates or updates user-defined contact attributes associated with the specified contact.

You can create or update user-defined attributes for both ongoing and completed contacts. For example, while the call is active, you can update the customer's name or the reason the customer called. You can add notes about steps that the agent took during the call that display to the next agent that takes the call. You can also update attributes for a contact using data from your CRM application and save the data with the contact in Amazon Connect. You could also flag calls for additional analysis, such as legal review or to identify abusive callers.

Contact attributes are available in Amazon Connect for 24 months, and are then deleted. For information about contact record retention and the maximum size of the contact record attributes section, see [Feature specifications](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /contact/attributes HTTP/1.1
Content-type: application/json

{
  "Attributes": {
    "string" : "string"
  },
  "InitialContactId": "string",
  "InstanceId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

Attributes

The Amazon Connect attributes. These attributes can be accessed in flows just like any other contact attributes.

You can have up to 32,768 UTF-8 bytes across all attributes for a contact. Attribute keys can include only alphanumeric, dash, and underscore characters.

When the attributes for a contact exceed 32 KB, the contact is routed down the Error branch of the flow. As a mitigation, consider the following options:

- Remove unnecessary attributes by setting their values to empty.
- If the attributes are only used in one flow and don't need to be referred to outside of that flow (for example, by a Lambda or another flow), then use flow attributes. This way you aren't needlessly persisting the 32 KB of information from one flow to another. For more information, see [Flow block: Set contact attributes](#) in the *Amazon Connect Administrator Guide*.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: Yes

InitialContactId

The identifier of the contact. This is the identifier of the contact associated with the first interaction with the contact center.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactEvaluation

Service: Amazon Connect Service

Updates details about a contact evaluation in the specified Amazon Connect instance. A contact evaluation must be in draft state. Answers included in the request are merged with existing answers for the given evaluation. An answer or note can be deleted by passing an empty object ({}) to the question identifier.

Request Syntax

```
POST /contact-evaluations/InstanceId/EvaluationId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Answers": {
    "string" : {
      "Value": { ... }
    }
  },
  "Notes": {
    "string" : {
      "Value": "string"
    }
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationId

A unique identifier for the contact evaluation.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Answers

A map of question identifiers to answer value.

Type: String to [EvaluationAnswerInput](#) object map

Map Entries: Maximum number of 100 items.

Key Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Notes

A map of question identifiers to note value.

Type: String to [EvaluationNote](#) object map

Map Entries: Maximum number of 100 items.

Key Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationArn": "string",
  "EvaluationId": "string"
}
```


Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EvaluationArn

The Amazon Resource Name (ARN) for the contact evaluation resource.

Type: String

EvaluationId

A unique identifier for the contact evaluation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example updates a previously started contact evaluation.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationId": "[evaluation_id]",
  "Answers": {
    "question-1-111": {
      "Value": {
        "StringValue": "question-answer-1-111"
      }
    },
    "question-1-222": {
      "Value": {
        "StringValue": "third-option"
      }
    },
    "question-2-1": {
      "Value": {
        "StringValue": "question-custom-answer-2-1"
      }
    },
    "question-2-222": {
      "Value": {
        "NumericValue": 12
      }
    }
  },
  "Notes": {
    "question-1-111": {
```

```
    "Value": "question-1-111 notes"
  },
  "question-2-222": {
    "Value": "question-2-222 notes"
  },
  "section-1": {
    "Value": "section-1 notes"
  },
  "section-2": {
    "Value": "section-2 notes"
  }
}
```

Sample Response

```
{
  "EvaluationId": "[evaluation_id]",
  "EvaluationArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/contact-evaluation/[evaluation_id]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactFlowContent

Service: Amazon Connect Service

Updates the specified flow.

You can also create and update flows using the [Amazon Connect Flow language](#).

Use the \$SAVED alias in the request to describe the SAVED content of a Flow. For example, `arn:aws:.../contact-flow/{id}:$SAVED`. Once a contact flow is published, \$SAVED needs to be supplied to view saved content that has not been published.

Request Syntax

```
POST /contact-flows/InstanceId/ContactFlowId/content HTTP/1.1
Content-type: application/json

{
  "Content": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

Length Constraints: Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Content

The JSON string that represents the content of the flow. For an example, see [Example flow in Amazon Connect Flow language](#).

Length Constraints: Minimum length of 1. Maximum length of 256000.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidContactFlowException

The flow is not valid.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactFlowMetadata

Service: Amazon Connect Service

Updates metadata about specified flow.

Request Syntax

```
POST /contact-flows/InstanceId/ContactFlowId/metadata HTTP/1.1
Content-type: application/json
```

```
{
  "ContactFlowState": "string",
  "Description": "string",
  "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

Length Constraints: Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ContactFlowState

The state of flow.

Type: String

Valid Values: ACTIVE | ARCHIVED

Required: No

Description

The description of the flow.

Type: String

Required: No

Name

The name of the flow.

Type: String

Length Constraints: Minimum length of 1.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactFlowModuleContent

Service: Amazon Connect Service

Updates specified flow module for the specified Amazon Connect instance.

Use the \$*SAVED* alias in the request to describe the *SAVED* content of a Flow. For example, `arn:aws:.../contact-flow/{id}:$SAVED`. Once a contact flow is published, \$*SAVED* needs to be supplied to view saved content that has not been published.

Request Syntax

```
POST /contact-flow-modules/InstanceId/ContactFlowModuleId/content HTTP/1.1
Content-type: application/json

{
  "Content": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Content

The JSON string that represents the content of the flow. For an example, see [Example flow in Amazon Connect Flow language](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256000.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidContactFlowModuleException

The problems with the module. Please fix before trying again.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactFlowModuleMetadata

Service: Amazon Connect Service

Updates metadata about specified flow module.

Request Syntax

```
POST /contact-flow-modules/InstanceId/ContactFlowModuleId/metadata HTTP/1.1
Content-type: application/json
```

```
{
  "Description": "string",
  "Name": "string",
  "State": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the flow module.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `.*\S.*`

Required: No

Name

The name of the flow module.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Pattern: `.*\S.*`

Required: No

State

The state of flow module.

Type: String

Valid Values: ACTIVE | ARCHIVED

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactFlowName

Service: Amazon Connect Service

The name of the flow.

You can also create and update flows using the [Amazon Connect Flow language](#).

Request Syntax

```
POST /contact-flows/InstanceId/ContactFlowId/name HTTP/1.1
Content-type: application/json

{
  "Description": "string",
  "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

Length Constraints: Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the flow.

Type: String

Required: No

Name

The name of the flow.

Type: String

Length Constraints: Minimum length of 1.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactRoutingData

Service: Amazon Connect Service

Updates routing priority and age on the contact (**QueuePriority** and **QueueTimeAdjustmentInSeconds**). These properties can be used to change a customer's position in the queue. For example, you can move a contact to the back of the queue by setting a lower routing priority relative to other contacts in queue; or you can move a contact to the front of the queue by increasing the routing age which will make the contact look artificially older and therefore higher up in the first-in-first-out routing order. Note that adjusting the routing age of a contact affects only its position in queue, and not its actual queue wait time as reported through metrics. These properties can also be updated by using [the Set routing priority / age flow block](#).

Note

Either **QueuePriority** or **QueueTimeAdjustmentInSeconds** should be provided within the request body, but not both.

Request Syntax

```
POST /contacts/InstanceId/ContactId/routing-data HTTP/1.1
Content-type: application/json
```

```
{
  "QueuePriority": number,
  "QueueTimeAdjustmentInSeconds": number
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the contact in this instance of Amazon Connect.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

QueuePriority

Priority of the contact in the queue. The default priority for new contacts is 5. You can raise the priority of a contact compared to other contacts in the queue by assigning them a higher priority, such as 1 or 2.

Type: Long

Valid Range: Minimum value of 1. Maximum value of 9223372036854775807.

Required: No

QueueTimeAdjustmentSeconds

The number of seconds to add or subtract from the contact's routing age. Contacts are routed to agents on a first-come, first-serve basis. This means that changing their amount of time in queue compared to others also changes their position in queue.

Type: Integer

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContactSchedule

Service: Amazon Connect Service

Updates the scheduled time of a task contact that is already scheduled.

Request Syntax

```
POST /contact/schedule HTTP/1.1
Content-type: application/json
```

```
{
  "ContactId": "string",
  "InstanceId": "string",
  "ScheduledTime": number
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ScheduledTime

The timestamp, in Unix Epoch seconds format, at which to start running the inbound flow. The scheduled time cannot be in the past. It must be within up to 6 days in future.

Type: Timestamp

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateEvaluationForm

Service: Amazon Connect Service

Updates details about a specific evaluation form version in the specified Amazon Connect instance. Question and section identifiers cannot be duplicated within the same evaluation form.

This operation does not support partial updates. Instead it does a full update of evaluation form content.

Request Syntax

```
PUT /evaluation-forms/InstanceId/EvaluationFormId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "CreateNewVersion": boolean,
  "Description": "string",
  "EvaluationFormVersion": number,
  "Items": [
    { ... }
  ],
  "ScoringStrategy": {
    "Mode": "string",
    "Status": "string"
  },
  "Title": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

EvaluationFormId

The unique identifier for the evaluation form.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

CreateNewVersion

A flag indicating whether the operation must create a new version.

Type: Boolean

Required: No

Description

The description of the evaluation form.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: No

EvaluationFormVersion

A version of the evaluation form to update.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

Items

Items that are part of the evaluation form. The total number of sections and questions must not exceed 100 each. Questions must be contained in a section.

Type: Array of [EvaluationFormItem](#) objects

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: Yes

ScoringStrategy

A scoring strategy of the evaluation form.

Type: [EvaluationFormScoringStrategy](#) object

Required: No

Title

A title of the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EvaluationFormArn": "string",
  "EvaluationFormId": "string",
  "EvaluationFormVersion": number
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EvaluationFormArn

The Amazon Resource Name (ARN) for the contact evaluation resource.

Type: String

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

EvaluationFormVersion

The version of the updated evaluation form resource.

Type: Integer

Valid Range: Minimum value of 1.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example updates version 2 of an evaluation form. This results in another, new version.

Sample Request

```
{
  "InstanceId": "[instance_id]",
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormVersion": 2,
  "CreateNewVersion": true,
  "Title": "form-title",
  "Description": "form-description",
  "ScoringStrategy": {
    "Mode": "SECTION_ONLY",
    "Status": "ENABLED"
  },
  "Items": [
    {
      "Section": {
        "Title": "section-title-1",
        "RefId": "section-1",
```



```
"Instructions": "section-instruction-1",
"Weight": 50,
"Items": [
  {
    "Question": {
      "Title": "question-title-11",
      "RefId": "question-1-111",
      "Instructions": "question-instructions",
      "NotApplicableEnabled": false,
      "QuestionType": "TEXT"
    }
  },
  {
    "Question": {
      "Title": "question-title-12",
      "RefId": "question-1-222",
      "QuestionType": "SINGLESELECT",
      "NotApplicableEnabled": false,
      "QuestionTypeProperties": {
        "SingleSelect": {
          "Options": [
            {
              "RefId": "option-1-2-1",
              "Text": "first-option",
              "Score": 1,
              "AutomaticFail": true
            },
            {
              "RefId": "option-1-2-2",
              "Text": "second-option",
              "Score": 1,
              "AutomaticFail": false
            },
            {
              "RefId": "option-1-2-3",
              "Text": "third-option",
              "Score": 1,
              "AutomaticFail": true
            }
          ],
          "DisplayAs": "DROPDOWN",
          "Automation": {
            "Options": [
              {
```

```
        "RuleCategory": {
            "Category": "CATEGORY_LABEL",
            "Condition": "PRESENT",
            "OptionRefId": "option-1-2-2"
        }
    ],
    "DefaultOptionRefId": "option-1-2-1"
}
}
}
}
}
}
}
}
}
}
}
},
{
    "Section": {
        "Title": "section-title-2",
        "RefId": "section-2",
        "Instructions": "section-instruction-2",
        "Weight": 50,
        "Items": [
            {
                "Question": {
                    "Title": "question-title-21",
                    "RefId": "question-2-1",
                    "QuestionType": "TEXT",
                    "NotApplicableEnabled": true
                }
            },
            {
                "Question": {
                    "Title": "question-title-2-2",
                    "RefId": "question-2-222",
                    "QuestionType": "NUMERIC",
                    "QuestionTypeProperties": {
                        "Numeric": {
                            "MinValue": 0,
                            "MaxValue": 28800,
                            "Options": [
                                {
                                    "MinValue": 0,
                                    "MaxValue": 28800,

```

```
        "Score": 1,
        "AutomaticFail": false
      }
    ],
    "Automation": {
      "PropertyValue": {
        "Label": "AGENT_INTERACTION_DURATION"
      }
    }
  }
}
}
```

Sample Response

```
{
  "EvaluationFormId": "[evaluation_form_id]",
  "EvaluationFormArn": "arn:aws:connect:[aws_region_code]:[account_id]:instance/[instance_id]/evaluation-form/[evaluation_form_id]",
  "EvaluationFormVersion": 2
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateHoursOfOperation

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates the hours of operation.

Request Syntax

```
POST /hours-of-operations/InstanceId/HoursOfOperationId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Config": [
    {
      "Day": "string",
      "EndTime": {
        "Hours": number,
        "Minutes": number
      },
      "StartTime": {
        "Hours": number,
        "Minutes": number
      }
    }
  ],
  "Description": "string",
  "Name": "string",
  "TimeZone": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier of the hours of operation.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Config

Configuration information of the hours of operation.

Type: Array of [HoursOfOperationConfig](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: No

Description

The description of the hours of operation.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Required: No

Name

The name of the hours of operation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

TimeZone

The time zone of the hours of operation.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateInstanceAttribute

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates the value for the specified attribute type.

Request Syntax

```
POST /instance/InstanceId/attribute/AttributeType HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "Value": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

AttributeType

The type of attribute.

Note

Only allowlisted customers can consume USE_CUSTOM_TTS_VOICES. To access this feature, contact AWS Support for allowlisting.

Valid Values: INBOUND_CALLS | OUTBOUND_CALLS | CONTACTFLOW_LOGS | CONTACT_LENS | AUTO_RESOLVE_BEST_VOICES | USE_CUSTOM_TTS_VOICES | EARLY_MEDIA | MULTI_PARTY_CONFERENCE | HIGH_VOLUME_OUTBOUND | ENHANCED_CONTACT_MONITORING | ENHANCED_CHAT_MONITORING

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Value

The value for the attribute. Maximum character limit is 100.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateInstanceStorageConfig

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates an existing configuration for a resource type. This API is idempotent.

Request Syntax

```
POST /instance/InstanceId/storage-config/AssociationId?resourceType=ResourceType
HTTP/1.1
Content-type: application/json

{
  "StorageConfig": {
    "AssociationId": "string",
    "KinesisFirehoseConfig": {
      "FirehoseArn": "string"
    },
    "KinesisStreamConfig": {
      "StreamArn": "string"
    },
    "KinesisVideoStreamConfig": {
      "EncryptionConfig": {
        "EncryptionType": "string",
        "KeyId": "string"
      },
      "Prefix": "string",
      "RetentionPeriodHours": number
    },
    "S3Config": {
      "BucketName": "string",
      "BucketPrefix": "string",
      "EncryptionConfig": {
        "EncryptionType": "string",
        "KeyId": "string"
      }
    },
    "StorageType": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

ResourceType

A valid resource type.

Valid Values: CHAT_TRANSCRIPTS | CALL_RECORDINGS | SCHEDULED_REPORTS
| MEDIA_STREAMS | CONTACT_TRACE_RECORDS | AGENT_EVENTS |
REAL_TIME_CONTACT_ANALYSIS_SEGMENTS | ATTACHMENTS | CONTACT_EVALUATIONS
| SCREEN_RECORDINGS | REAL_TIME_CONTACT_ANALYSIS_CHAT_SEGMENTS |
REAL_TIME_CONTACT_ANALYSIS_VOICE_SEGMENTS

Required: Yes

Request Body

The request accepts the following data in JSON format.

StorageConfig

The storage configuration for the instance.

Type: [InstanceStorageConfig](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateParticipantRoleConfig

Service: Amazon Connect Service

Updates timeouts for when human chat participants are to be considered idle, and when agents are automatically disconnected from a chat due to idleness. You can set four timers:

- Customer idle timeout
- Customer auto-disconnect timeout
- Agent idle timeout
- Agent auto-disconnect timeout

For more information about how chat timeouts work, see [Set up chat timeouts for human participants](#).

Request Syntax

```
PUT /contact/participant-role-config/InstanceId/ContactId HTTP/1.1
Content-type: application/json

{
  "ChannelConfiguration": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

[ContactId](#)

The identifier of the contact in this instance of Amazon Connect.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

[InstanceId](#)

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ChannelConfiguration

The Amazon Connect channel you want to configure.

Type: [UpdateParticipantRoleConfigChannelInfo](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdatePhoneNumber

Service: Amazon Connect Service

Updates your claimed phone number from its current Amazon Connect instance or traffic distribution group to another Amazon Connect instance or traffic distribution group in the same AWS Region.

Important

After using this API, you must verify that the phone number is attached to the correct flow in the target instance or traffic distribution group. You need to do this because the API switches only the phone number to a new instance or traffic distribution group. It doesn't migrate the flow configuration of the phone number, too.

You can call [DescribePhoneNumber](#) API to verify the status of a previous [UpdatePhoneNumber](#) operation.

Request Syntax

```
PUT /phone-number/PhoneNumberId HTTP/1.1  
Content-type: application/json
```

```
{  
  "ClientToken": "string",  
  "InstanceId": "string",  
  "TargetArn": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

[PhoneNumberId](#)

A unique identifier for the phone number.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

InstanceId

The identifier of the Amazon Connect instance that phone numbers are claimed to. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance. You must enter InstanceId or TargetArn.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

TargetArn

The Amazon Resource Name (ARN) for Amazon Connect instances or traffic distribution groups that phone number inbound traffic is routed through. You must enter InstanceId or TargetArn.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "PhoneNumberArn": "string",
  "PhoneNumberId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

PhoneNumberArn

The Amazon Resource Name (ARN) of the phone number.

Type: String

PhoneNumberId

A unique identifier for the phone number.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdatePhoneNumberMetadata

Service: Amazon Connect Service

Updates a phone number's metadata.

Important

To verify the status of a previous UpdatePhoneNumberMetadata operation, call the [DescribePhoneNumber](#) API.

Request Syntax

```
PUT /phone-number/PhoneNumberId/metadata HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "PhoneNumberDescription": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[PhoneNumberId](#)

The Amazon Resource Name (ARN) or resource ID of the phone number.

Required: Yes

Request Body

The request accepts the following data in JSON format.

[ClientToken](#)

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

PhoneNumberDescription

The description of the phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `^[\\W\\S_]*`

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

IdempotencyException

An entity with the same name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdatePredefinedAttribute

Service: Amazon Connect Service

Updates a predefined attribute for the specified Amazon Connect instance.

Request Syntax

```
POST /predefined-attributes/InstanceId/Name HTTP/1.1
Content-type: application/json
```

```
{
  "Values": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Name

The name of the predefined attribute.

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Values

The values of the predefined attribute.

Type: [PredefinedAttributeValues](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdatePrompt

Service: Amazon Connect Service

Updates a prompt.

Request Syntax

```
POST /prompts/InstanceId/PromptId HTTP/1.1  
Content-type: application/json
```

```
{  
  "Description": "string",  
  "Name": "string",  
  "S3Uri": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

PromptId

A unique identifier for the prompt.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

A description of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

Name

The name of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

S3Uri

The URI for the S3 bucket where the prompt is stored. You can provide S3 pre-signed URLs returned by the [GetPromptFile](#) API instead of providing S3 URIs.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Pattern: `s3://\S+/.+|https://\S+\.\s3\.\S+\.\amazonaws\.\com/\S+`

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "PromptARN": "string",
  "PromptId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

PromptARN

The Amazon Resource Name (ARN) of the prompt.

Type: String

PromptId

A unique identifier for the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQueueHoursOfOperation

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates the hours of operation for the specified queue.

Request Syntax

```
POST /queues/InstanceId/QueueId/hours-of-operation HTTP/1.1
Content-type: application/json

{
  "HoursOfOperationId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request accepts the following data in JSON format.

HoursOfOperationId

The identifier for the hours of operation.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQueueMaxContacts

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates the maximum number of contacts allowed in a queue before it is considered full.

Request Syntax

```
POST /queues/InstanceId/QueueId/max-contacts HTTP/1.1
Content-type: application/json

{
  "MaxContacts": number
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request accepts the following data in JSON format.

MaxContacts

The maximum number of contacts that can be in the queue before it is considered full.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQueueName

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates the name and description of a queue. At least Name or Description must be provided.

Request Syntax

```
POST /queues/InstanceId/QueueId/name HTTP/1.1
Content-type: application/json
```

```
{
  "Description": "string",
  "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

Name

The name of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQueueOutboundCallerConfig

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates the outbound caller ID name, number, and outbound whisper flow for a specified queue.

Important

- If the phone number is claimed to a traffic distribution group that was created in the same Region as the Amazon Connect instance where you are calling this API, then you can use a full phone number ARN or a UUID for `OutboundCallerIdNumberId`. However, if the phone number is claimed to a traffic distribution group that is in one Region, and you are calling this API from an instance in another AWS Region that is associated with the traffic distribution group, you must provide a full phone number ARN. If a UUID is provided in this scenario, you will receive a `ResourceNotFoundException`.
- Only use the phone number ARN format that doesn't contain instance in the path, for example, `arn:aws:connect:us-east-1:1234567890:phone-number/uuid`. This is the same ARN format that is returned when you call the [ListPhoneNumbersV2](#) API.
- If you plan to use IAM policies to allow/deny access to this API for phone number resources claimed to a traffic distribution group, see [Allow or Deny queue API actions for phone numbers in a replica Region](#).

Request Syntax

```
POST /queues/InstanceId/QueueId/outbound-caller-config HTTP/1.1
Content-type: application/json
```

```
{
  "OutboundCallerConfig": {
    "OutboundCallerIdName": "string",
    "OutboundCallerIdNumberId": "string",
    "OutboundFlowId": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request accepts the following data in JSON format.

OutboundCallerConfig

The outbound caller ID name, number, and outbound whisper flow.

Type: [OutboundCallerConfig](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQueueStatus

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Updates the status of the queue.

Request Syntax

```
POST /queues/InstanceId/QueueId/status HTTP/1.1
Content-type: application/json

{
  "Status": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QueueId

The identifier for the queue.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Status

The status of the queue.

Type: String

Valid Values: ENABLED | DISABLED

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQuickConnectConfig

Service: Amazon Connect Service

Updates the configuration settings for the specified quick connect.

Request Syntax

```
POST /quick-connects/InstanceId/QuickConnectId/config HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "QuickConnectConfig": {
    "PhoneConfig": {
      "PhoneNumber": "string"
    },
    "QueueConfig": {
      "ContactFlowId": "string",
      "QueueId": "string"
    },
    "QuickConnectType": "string",
    "UserConfig": {
      "ContactFlowId": "string",
      "UserId": "string"
    }
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QuickConnectId

The identifier for the quick connect.

Required: Yes

Request Body

The request accepts the following data in JSON format.

[QuickConnectConfig](#)

Information about the configuration settings for the quick connect.

Type: [QuickConnectConfig](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQuickConnectName

Service: Amazon Connect Service

Updates the name and description of a quick connect. The request accepts the following data in JSON format. At least Name or Description must be provided.

Request Syntax

```
POST /quick-connects/InstanceId/QuickConnectId/name HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "Description": "string",  
  "Name": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

QuickConnectId

The identifier for the quick connect.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the quick connect.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Required: No

Name

The name of the quick connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateRoutingProfileAgentAvailabilityTimer

Service: Amazon Connect Service

Whether agents with this routing profile will have their routing order calculated based on *time since their last inbound contact* or *longest idle time*.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/agent-availability-timer HTTP/1.1
Content-type: application/json
```

```
{
  "AgentAvailabilityTimer": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AgentAvailabilityTimer

Whether agents with this routing profile will have their routing order calculated based on *time since their last inbound contact* or *longest idle time*.

Type: String

Valid Values: TIME_SINCE_LAST_ACTIVITY | TIME_SINCE_LAST_INBOUND

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateRoutingProfileConcurrency

Service: Amazon Connect Service

Updates the channels that agents can handle in the Contact Control Panel (CCP) for a routing profile.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/concurrency HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "MediaConcurrencies": [
    {
      "Channel": "string",
      "Concurrency": number,
      "CrossChannelBehavior": {
        "BehaviorType": "string"
      }
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

MediaConcurrencies

The channels that agents can handle in the Contact Control Panel (CCP).

Type: Array of [MediaConcurrency](#) objects

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateRoutingProfileDefaultOutboundQueue

Service: Amazon Connect Service

Updates the default outbound queue of a routing profile.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/default-outbound-queue HTTP/1.1
Content-type: application/json
```

```
{
  "DefaultOutboundQueueId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

DefaultOutboundQueueId

The identifier for the default outbound queue.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateRoutingProfileName

Service: Amazon Connect Service

Updates the name and description of a routing profile. The request accepts the following data in JSON format. At least Name or Description must be provided.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/name HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Description": "string",
  "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the routing profile. Must not be more than 250 characters.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

Name

The name of the routing profile. Must not be more than 127 characters.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateRoutingProfileQueues

Service: Amazon Connect Service

Updates the properties associated with a set of queues for a routing profile.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/queues HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "QueueConfigs": [
    {
      "Delay": number,
      "Priority": number,
      "QueueReference": {
        "Channel": "string",
        "QueueId": "string"
      }
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RoutingProfileId

The identifier of the routing profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

QueueConfigs

The queues to be updated for this routing profile. Queues must first be associated to the routing profile. You can do this using `AssociateRoutingProfileQueues`.

Type: Array of [RoutingProfileQueueConfig](#) objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateRule

Service: Amazon Connect Service

Updates a rule for the specified Amazon Connect instance.

Use the [Rules Function language](#) to code conditions for the rule.

Request Syntax

```
PUT /rules/InstanceId/RuleId HTTP/1.1
Content-type: application/json

{
  "Actions": [
    {
      "ActionType": "string",
      "AssignContactCategoryAction": {
      },
      "CreateCaseAction": {
        "Fields": [
          {
            "Id": "string",
            "Value": {
              "BooleanValue": boolean,
              "DoubleValue": number,
              "EmptyValue": {
              },
              "StringValue": "string"
            }
          }
        ]
      },
      "TemplateId": "string"
    },
    "EndAssociatedTasksAction": {
    },
    "EventBridgeAction": {
      "Name": "string"
    },
    "SendNotificationAction": {
      "Content": "string",
      "ContentType": "string",
      "DeliveryMethod": "string",
      "Recipient": {

```

```

        "UserIds": [ "string" ],
        "UserTags": {
            "string" : "string"
        }
    },
    "Subject": "string"
},
"SubmitAutoEvaluationAction": {
    "EvaluationFormId": "string"
},
"TaskAction": {
    "ContactFlowId": "string",
    "Description": "string",
    "Name": "string",
    "References": {
        "string" : {
            "Type": "string",
            "Value": "string"
        }
    }
},
"UpdateCaseAction": {
    "Fields": [
        {
            "Id": "string",
            "Value": {
                "BooleanValue": boolean,
                "DoubleValue": number,
                "EmptyValue": {
                },
                "StringValue": "string"
            }
        }
    ]
}
},
"Function": "string",
"Name": "string",
"PublishStatus": "string"
}

```


URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

RuleId

A unique identifier for the rule.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Actions

A list of actions to be run when the rule is triggered.

Type: Array of [RuleAction](#) objects

Required: Yes

Function

The conditions of the rule.

Type: String

Required: Yes

Name

The name of the rule. You can change the name only if `TriggerEventSource` is one of the following values: `OnZendeskTicketCreate` | `OnZendeskTicketStatusUpdate` | `OnSalesforceCaseCreate`

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

PublishStatus

The publish status of the rule.

Type: String

Valid Values: DRAFT | PUBLISHED

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateSecurityProfile

Service: Amazon Connect Service

Updates a security profile.

Request Syntax

```
POST /security-profiles/InstanceId/SecurityProfileId HTTP/1.1
Content-type: application/json
```

```
{
  "AllowedAccessControlHierarchyGroupId": "string",
  "AllowedAccessControlTags": {
    "string" : "string"
  },
  "Applications": [
    {
      "ApplicationPermissions": [ "string" ],
      "Namespace": "string"
    }
  ],
  "Description": "string",
  "HierarchyRestrictedResources": [ "string" ],
  "Permissions": [ "string" ],
  "TagRestrictedResources": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

SecurityProfileId

The identifier for the security profile.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AllowedAccessControlHierarchyGroupId

The identifier of the hierarchy group that a security profile uses to restrict access to resources in Amazon Connect.

Type: String

Required: No

AllowedAccessControlTags

The list of tags that a security profile uses to restrict access to resources in Amazon Connect.

Type: String to string map

Map Entries: Maximum number of 2 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Value Length Constraints: Maximum length of 256.

Required: No

Applications

A list of the third-party application's metadata.

Type: Array of [Application](#) objects

Array Members: Maximum number of 10 items.

Required: No

Description

The description of the security profile.

Type: String

Length Constraints: Maximum length of 250.

Required: No

HierarchyRestrictedResources

The list of resources that a security profile applies hierarchy restrictions to in Amazon Connect. Following are acceptable ResourceNames: User.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Permissions

The permissions granted to a security profile. For a list of valid permissions, see [List of security profile permissions](#).

Type: Array of strings

Array Members: Maximum number of 500 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

TagRestrictedResources

The list of resources that a security profile applies tag restrictions to in Amazon Connect.

Type: Array of strings

Array Members: Maximum number of 10 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateTaskTemplate

Service: Amazon Connect Service

Updates details about a specific task template in the specified Amazon Connect instance. This operation does not support partial updates. Instead it does a full update of template content.

Request Syntax

```
POST /instance/InstanceId/task/template/TaskTemplateId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Constraints": {
    "InvisibleFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "ReadOnlyFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "RequiredFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ]
  },
  "ContactFlowId": "string",
  "Defaults": {
    "DefaultFieldValues": [
      {
        "DefaultValue": "string",
        "Id": {
          "Name": "string"
        }
      }
    ]
  }
}
```

```
    }
  ]
},
"Description": "string",
"Fields": [
  {
    "Description": "string",
    "Id": {
      "Name": "string"
    },
    "SingleSelectOptions": [ "string" ],
    "Type": "string"
  }
],
"Name": "string",
"Status": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

TaskTemplateId

A unique identifier for the task template.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Constraints

Constraints that are applicable to the fields listed.

Type: [TaskTemplateConstraints](#) object

Required: No

ContactFlowId

The identifier of the flow that runs by default when a task is created by referencing this template.

Type: String

Length Constraints: Maximum length of 500.

Required: No

Defaults

The default values for fields when a task is created by referencing this template.

Type: [TaskTemplateDefaults](#) object

Required: No

Description

The description of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Fields

Fields that are part of the template.

Type: Array of [TaskTemplateField](#) objects

Required: No

Name

The name of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Status

Marks a template as ACTIVE or INACTIVE for a task to refer to it. Tasks can only be created from ACTIVE templates. If a template is marked as INACTIVE, then a task that refers to this template cannot be created.

Type: String

Valid Values: ACTIVE | INACTIVE

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Arn": "string",
  "Constraints": {
    "InvisibleFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "ReadOnlyFields": [
      {
        "Id": {
          "Name": "string"
        }
      }
    ],
    "RequiredFields": [
      {
        "Id": {
```

```

        "Name": "string"
      }
    }
  ],
  "ContactFlowId": "string",
  "CreatedTime": number,
  "Defaults": {
    "DefaultFieldValues": [
      {
        "DefaultValue": "string",
        "Id": {
          "Name": "string"
        }
      }
    ]
  },
  "Description": "string",
  "Fields": [
    {
      "Description": "string",
      "Id": {
        "Name": "string"
      },
      "SingleSelectOptions": [ "string" ],
      "Type": "string"
    }
  ],
  "Id": "string",
  "InstanceId": "string",
  "LastModifiedTime": number,
  "Name": "string",
  "Status": "string"
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN) for the task template resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Constraints

Constraints that are applicable to the fields listed.

Type: [TaskTemplateConstraints](#) object

ContactFlowId

The identifier of the flow that runs by default when a task is created by referencing this template.

Type: String

Length Constraints: Maximum length of 500.

CreatedTime

The timestamp when the task template was created.

Type: Timestamp

Defaults

The default values for fields when a task is created by referencing this template.

Type: [TaskTemplateDefaults](#) object

Description

The description of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Fields

Fields that are part of the template.

Type: Array of [TaskTemplateField](#) objects

Id

The identifier of the task template resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

LastModifiedTime

The timestamp when the task template was last modified.

Type: Timestamp

Name

The name of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Status

Marks a template as ACTIVE or INACTIVE for a task to refer to it. Tasks can only be created from ACTIVE templates. If a template is marked as INACTIVE, then a task that refers to this template cannot be created.

Type: String

Valid Values: ACTIVE | INACTIVE

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

PropertyValidationException

The property is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateTrafficDistribution

Service: Amazon Connect Service

Updates the traffic distribution for a given traffic distribution group.

Note

The `SignInConfig` distribution is available only on a default `TrafficDistributionGroup` (see the `IsDefault` parameter in the [TrafficDistributionGroup](#) data type). If you call `UpdateTrafficDistribution` with a modified `SignInConfig` and a non-default `TrafficDistributionGroup`, an `InvalidRequestException` is returned.

For more information about updating a traffic distribution group, see [Update telephony traffic distribution across AWS Regions](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /traffic-distribution/Id HTTP/1.1
Content-type: application/json
```

```
{
  "AgentConfig": {
    "Distributions": [
      {
        "Percentage": number,
        "Region": "string"
      }
    ]
  },
  "SignInConfig": {
    "Distributions": [
      {
        "Enabled": boolean,
        "Region": "string"
      }
    ]
  },
  "TelephonyConfig": {
    "Distributions": [
```

```
{
  {
    "Percentage": number,
    "Region": "string"
  }
]
```

URI Request Parameters

The request uses the following URI parameters.

Id

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Pattern: `^(arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z-]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/)?[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

AgentConfig

The distribution of agents between the instance and its replica(s).

Type: [AgentConfig](#) object

Required: No

SignInConfig

The distribution that determines which AWS Regions should be used to sign in agents in to both the instance and its replica(s).

Type: [SignInConfig](#) object

Required: No

TelephonyConfig

The distribution of traffic between the instance and its replica(s).

Type: [TelephonyConfig](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserHierarchy

Service: Amazon Connect Service

Assigns the specified hierarchy group to the specified user.

Request Syntax

```
POST /users/InstanceId/UserId/hierarchy HTTP/1.1
Content-type: application/json
```

```
{
  "HierarchyGroupId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

HierarchyGroupId

The identifier of the hierarchy group.

Type: String

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserHierarchyGroupName

Service: Amazon Connect Service

Updates the name of the user hierarchy group.

Request Syntax

```
POST /user-hierarchy-groups/InstanceId/HierarchyGroupId/name HTTP/1.1
Content-type: application/json
```

```
{
  "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

HierarchyGroupId

The identifier of the hierarchy group.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Name

The name of the hierarchy group. Must not be more than 100 characters.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserHierarchyStructure

Service: Amazon Connect Service

Updates the user hierarchy structure: add, remove, and rename user hierarchy levels.

Request Syntax

```
POST /user-hierarchy-structure/InstanceId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "HierarchyStructure": {
    "LevelFive": {
      "Name": "string"
    },
    "LevelFour": {
      "Name": "string"
    },
    "LevelOne": {
      "Name": "string"
    },
    "LevelThree": {
      "Name": "string"
    },
    "LevelTwo": {
      "Name": "string"
    }
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Request Body

The request accepts the following data in JSON format.

HierarchyStructure

The hierarchy levels to update.

Type: [HierarchyStructureUpdate](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserIdentityInfo

Service: Amazon Connect Service

Updates the identity information for the specified user.

Important

We strongly recommend limiting who has the ability to invoke `UpdateUserIdentityInfo`. Someone with that ability can change the login credentials of other users by changing their email address. This poses a security risk to your organization. They can change the email address of a user to the attacker's email address, and then reset the password through email. For more information, see [Best Practices for Security Profiles](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /users/InstanceId/UserId/identity-info HTTP/1.1
Content-type: application/json
```

```
{
  "IdentityInfo": {
    "Email": "string",
    "FirstName": "string",
    "LastName": "string",
    "Mobile": "string",
    "SecondaryEmail": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

IdentityInfo

The identity information for the user.

Type: [UserIdentityInfo](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserPhoneConfig

Service: Amazon Connect Service

Updates the phone configuration settings for the specified user.

Request Syntax

```
POST /users/InstanceId/UserId/phone-config HTTP/1.1
Content-type: application/json
```

```
{
  "PhoneConfig": {
    "AfterContactWorkTimeLimit": number,
    "AutoAccept": boolean,
    "DeskPhoneNumber": "string",
    "PhoneType": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

PhoneConfig

Information about phone configuration settings for the user.

Type: [UserPhoneConfig](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserProficiencies

Service: Amazon Connect Service

Updates the properties associated with the proficiencies of a user.

Request Syntax

```
POST /users/InstanceId/UserId/proficiencies HTTP/1.1
Content-type: application/json
```

```
{
  "UserProficiencies": [
    {
      "AttributeName": "string",
      "AttributeValue": "string",
      "Level": number
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the instance ID in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

UserProficiencies

The proficiencies to be updated for the user. Proficiencies must first be associated to the user. You can do this using AssociateUserProficiencies API.

Type: Array of [UserProficiency](#) objects

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserRoutingProfile

Service: Amazon Connect Service

Assigns the specified routing profile to the specified user.

Request Syntax

```
POST /users/InstanceId/UserId/routing-profile HTTP/1.1
Content-type: application/json

{
  "RoutingProfileId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

RoutingProfileId

The identifier of the routing profile for the user.

Type: String

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateUserSecurityProfiles

Service: Amazon Connect Service

Assigns the specified security profiles to the specified user.

Request Syntax

```
POST /users/InstanceId/UserId/security-profiles HTTP/1.1  
Content-type: application/json
```

```
{  
  "SecurityProfileIds": [ "string" ]  
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

UserId

The identifier of the user account.

Required: Yes

Request Body

The request accepts the following data in JSON format.

SecurityProfileIds

The identifiers of the security profiles for the user.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerErrorException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateViewContent

Service: Amazon Connect Service

Updates the view content of the given view identifier in the specified Amazon Connect instance.

It performs content validation if `Status` is set to `SAVED` and performs full content validation if `Status` is `PUBLISHED`. Note that the `$SAVED` alias' content will always be updated, but the `$LATEST` alias' content will only be updated if `Status` is `PUBLISHED`.

Request Syntax

```
POST /views/InstanceId/ViewId HTTP/1.1
Content-type: application/json
```

```
{
  "Content": {
    "Actions": [ "string" ],
    "Template": "string"
  },
  "Status": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\|]+$`

Required: Yes

ViewId

The identifier of the view. Both `ViewArn` and `ViewId` can be used.

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\|\$]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Content

View content containing all content necessary to render a view except for runtime input data and the runtime input schema, which is auto-generated by this operation.

The total uncompressed content has a maximum file size of 400kB.

Type: [ViewInputContent](#) object

Required: Yes

Status

Indicates the view status as either `SAVED` or `PUBLISHED`. The `PUBLISHED` status will initiate validation on the content.

Type: String

Valid Values: `PUBLISHED` | `SAVED`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "View": {
    "Arn": "string",
    "Content": {
      "Actions": [ "string" ],
      "InputSchema": "string",
      "Template": "string"
    }
  }
}
```

```
    },
    "CreatedTime": number,
    "Description": "string",
    "Id": "string",
    "LastModifiedTime": number,
    "Name": "string",
    "Status": "string",
    "Tags": {
      "string" : "string"
    },
    "Type": "string",
    "Version": number,
    "VersionDescription": "string",
    "ViewContentSha256": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

View

A view resource object. Contains metadata and content necessary to render the view.

Type: [View](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateViewMetadata

Service: Amazon Connect Service

Updates the view metadata. Note that either Name or Description must be provided.

Request Syntax

```
POST /views/InstanceId/ViewId/metadata HTTP/1.1
Content-type: application/json
```

```
{
  "Description": "string",
  "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The identifier of the Amazon Connect instance. You can find the `InstanceId` in the ARN of the instance.

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_\-\:\|]+`

Required: Yes

ViewId

The identifier of the view. Both `ViewArn` and `ViewId` can be used.

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\|]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: $^([\p{L}\p{N}_.\:\/=+\-@,()'] + [\p{L}\p{Z}\p{N}_.\:\/=+\-@,()']^*)\$$

Required: No

Name

The name of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: $^([\p{L}\p{N}_.\:\/=+\-@()'] + [\p{L}\p{Z}\p{N}_.\:\/=+\-@()']^*)\$$

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed because of an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use. Please try another.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

TooManyRequestsException

Displayed when rate-related API limits are exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon AppIntegrations Service

The following actions are supported by Amazon AppIntegrations Service:

- [CreateApplication](#)
- [CreateDataIntegration](#)
- [CreateEventIntegration](#)
- [DeleteApplication](#)
- [DeleteDataIntegration](#)
- [DeleteEventIntegration](#)
- [GetApplication](#)
- [GetDataIntegration](#)
- [GetEventIntegration](#)
- [ListApplicationAssociations](#)
- [ListApplications](#)
- [ListDataIntegrationAssociations](#)
- [ListDataIntegrations](#)
- [ListEventIntegrationAssociations](#)
- [ListEventIntegrations](#)
- [ListTagsForResource](#)
- [TagResource](#)

- [UntagResource](#)
- [UpdateApplication](#)
- [UpdateDataIntegration](#)
- [UpdateEventIntegration](#)

CreateApplication

Service: Amazon AppIntegrations Service

Creates and persists an Application resource.

Request Syntax

```
POST /applications HTTP/1.1
Content-type: application/json

{
  "ApplicationSourceConfig": {
    "ExternalUrlConfig": {
      "AccessUrl": "string",
      "ApprovedOrigins": [ "string" ]
    }
  },
  "ClientToken": "string",
  "Description": "string",
  "Name": "string",
  "Namespace": "string",
  "Permissions": [ "string" ],
  "Publications": [
    {
      "Description": "string",
      "Event": "string",
      "Schema": "string"
    }
  ],
  "Subscriptions": [
    {
      "Description": "string",
      "Event": "string"
    }
  ],
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ApplicationSourceConfig

The configuration for where the application should be loaded from.

Type: [ApplicationSourceConfig](#) object

Required: Yes

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: .*

Required: No

Description

The description of the application.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

Required: No

Name

The name of the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: Yes

Namespace

The namespace of the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: Yes

Permissions

The configuration of events or requests that the application has access to.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 150 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-*]+$`

Required: No

Publications

This parameter has been deprecated.

The events that the application publishes.

Type: Array of [Publication](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

Subscriptions

This parameter has been deprecated.

The events that the application subscribes.

Type: Array of [Subscription](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

[Tags](#)

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Arn": "string",
  "Id": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[Arn](#)

The Amazon Resource Name (ARN) of the Application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:/_+=,.-]{0,1023}$`

Id

A unique identifier for the Application.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceQuotaExceededException

The allowed quota for the resource has been exceeded.

HTTP Status Code: 429

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnsupportedOperationException

The operation is not supported.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateDataIntegration

Service: Amazon AppIntegrations Service

Creates and persists a DataIntegration resource.

Note

You cannot create a DataIntegration association for a DataIntegration that has been previously associated. Use a different DataIntegration, or recreate the DataIntegration using the CreateDataIntegration API.

Request Syntax

```
POST /dataIntegrations HTTP/1.1
Content-type: application/json

{
  "ClientToken": "string",
  "Description": "string",
  "FileConfiguration": {
    "Filters": {
      "string" : [ "string" ]
    },
    "Folders": [ "string" ]
  },
  "KmsKey": "string",
  "Name": "string",
  "ObjectConfiguration": {
    "string" : {
      "string" : [ "string" ]
    }
  },
  "ScheduleConfig": {
    "FirstExecutionFrom": "string",
    "Object": "string",
    "ScheduleExpression": "string"
  },
  "SourceURI": "string",
  "Tags": {
    "string" : "string"
  }
}
```

```
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: .*

Required: No

Description

A description of the DataIntegration.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

Required: No

FileConfiguration

The configuration for what files should be pulled from the source.

Type: [FileConfiguration](#) object

Required: No

KmsKey

The KMS key ARN for the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: .*S.*

Required: Yes

Name

The name of the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: ^[a-zA-Z0-9\._\-]+\$

Required: Yes

ObjectConfiguration

The configuration for what data should be pulled from the source.

Type: String to string to array of strings map map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: .*S.*

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: .*S.*

Array Members: Minimum number of 1 item. Maximum number of 2048 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: ^[a-zA-Z0-9\._\-]+\$

Required: No

ScheduleConfig

The name of the data and how often it should be pulled from the source.

Type: [ScheduleConfiguration](#) object

Required: No

SourceURI

The URI of the data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `^(\\w+\\:\\\\|\\/[\\w.-]+[\\w/!@#+=.-]+$)|(\\w+\\:\\\\|\\/[\\w.-]+[\\w/!@#+=.-]+[\\w/!@#+=.-]+[\\w/!@#+=.,-]+$)`

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Arn": "string",
```

```

"ClientToken": "string",
"Description": "string",
"FileConfiguration": {
  "Filters": {
    "string" : [ "string" ]
  },
  "Folders": [ "string" ]
},
"Id": "string",
"KmsKey": "string",
"Name": "string",
"ObjectConfiguration": {
  "string" : {
    "string" : [ "string" ]
  }
},
"ScheduleConfiguration": {
  "FirstExecutionFrom": "string",
  "Object": "string",
  "ScheduleExpression": "string"
},
"SourceURI": "string",
"Tags": {
  "string" : "string"
}
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN)

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9]_[A-Za-z0-9:/+=,@.-]{0,1023}$`

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: .*

Description

A description of the DataIntegration.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

FileConfiguration

The configuration for what files should be pulled from the source.

Type: [FileConfiguration](#) object

Id

A unique identifier.

Type: String

Pattern: [a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}

KmsKey

The KMS key ARN for the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: .*\\S.*

Name

The name of the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

ObjectConfiguration

The configuration for what data should be pulled from the source.

Type: String to string to array of strings map map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: `.*\S.*`

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: `.*\S.*`

Array Members: Minimum number of 1 item. Maximum number of 2048 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

ScheduleConfiguration

The name of the data and how often it should be pulled from the source.

Type: [ScheduleConfiguration](#) object

SourceURI

The URI of the data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `^(\\w+\\:\\\\[\\w.-]+[\\w/!@#+=.-]+$)|(\\w+\\:\\\\[\\w.-]+[\\w/!@#+=.-]+[\\w/!@#+=.-]+[\\w/!@#+=.-]+[\\w/!@#+=.-]+[\\w/!@#+=.-]+$)`

Tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceQuotaExceededException

The allowed quota for the resource has been exceeded.

HTTP Status Code: 429

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateEventIntegration

Service: Amazon AppIntegrations Service

Creates an EventIntegration, given a specified name, description, and a reference to an Amazon EventBridge bus in your account and a partner event source that pushes events to that bus. No objects are created in the your account, only metadata that is persisted on the EventIntegration control plane.

Request Syntax

```
POST /eventIntegrations HTTP/1.1
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Description": "string",
  "EventBridgeBus": "string",
  "EventFilter": {
    "Source": "string"
  },
  "Name": "string",
  "Tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: .*

Required: No

Description

The description of the event integration.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

Required: No

EventBridgeBus

The EventBridge bus.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: ^[a-zA-Z0-9\|\._\-]+\$

Required: Yes

EventFilter

The event filter.

Type: [EventFilter](#) object

Required: Yes

Name

The name of the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EventIntegrationArn": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[EventIntegrationArn](#)

The Amazon Resource Name (ARN) of the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:/_+=,@.-]{0,1023}$`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceQuotaExceededException

The allowed quota for the resource has been exceeded.

HTTP Status Code: 429

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteApplication

Service: Amazon AppIntegrations Service

Deletes the Application. Only Applications that don't have any Application Associations can be deleted.

Request Syntax

```
DELETE /applications/ApplicationIdentifier HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ApplicationIdentifier

The Amazon Resource Name (ARN) of the Application.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^(arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}|[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12})(:[\w\$\s]+)?$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteDataIntegration

Service: Amazon AppIntegrations Service

Deletes the DataIntegration. Only DataIntegrations that don't have any DataIntegrationAssociations can be deleted. Deleting a DataIntegration also deletes the underlying Amazon AppFlow flow and service linked role.

Note

You cannot create a DataIntegration association for a DataIntegration that has been previously associated. Use a different DataIntegration, or recreate the DataIntegration using the [CreateDataIntegration](#) API.

Request Syntax

```
DELETE /dataIntegrations/Identifier HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

Identifier

A unique identifier for the DataIntegration.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*\S.*`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteEventIntegration

Service: Amazon AppIntegrations Service

Deletes the specified existing event integration. If the event integration is associated with clients, the request is rejected.

Request Syntax

```
DELETE /eventIntegrations/Name HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

Name

The name of the event integration.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetApplication

Service: Amazon AppIntegrations Service

Get an Application resource.

Request Syntax

```
GET /applications/ApplicationIdentifier HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ApplicationIdentifier

The Amazon Resource Name (ARN) of the Application.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^(arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}|[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12})(:[\w\$\+]?)?$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApplicationSourceConfig": {
    "ExternalUrlConfig": {
      "AccessUrl": "string",
      "ApprovedOrigins": [ "string" ]
    }
  }
}
```

```
  },
  "Arn": "string",
  "CreatedTime": number,
  "Description": "string",
  "Id": "string",
  "LastModifiedTime": number,
  "Name": "string",
  "Namespace": "string",
  "Permissions": [ "string" ],
  "Publications": [
    {
      "Description": "string",
      "Event": "string",
      "Schema": "string"
    }
  ],
  "Subscriptions": [
    {
      "Description": "string",
      "Event": "string"
    }
  ],
  "Tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApplicationSourceConfig

The configuration for where the application should be loaded from.

Type: [ApplicationSourceConfig](#) object

Arn

The Amazon Resource Name (ARN) of the Application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

CreatedTime

The created time of the Application.

Type: Timestamp

Description

The description of the application.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: `.*`

Id

A unique identifier for the Application.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}`

LastModifiedTime

The last modified time of the Application.

Type: Timestamp

Name

The name of the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._ \-]+$`

Namespace

The namespace of the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Permissions

The configuration of events or requests that the application has access to.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 150 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-*]+$`

Publications

This parameter has been deprecated.

The events that the application publishes.

Type: Array of [Publication](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Subscriptions

This parameter has been deprecated.

The events that the application subscribes.

Type: Array of [Subscription](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Tags

The tags used to organize, track, or control access for this resource. For example, { "tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:/$]`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetDataIntegration

Service: Amazon AppIntegrations Service

Returns information about the DataIntegration.

Note

You cannot create a DataIntegration association for a DataIntegration that has been previously associated. Use a different DataIntegration, or recreate the DataIntegration using the [CreateDataIntegration](#) API.

Request Syntax

```
GET /dataIntegrations/Identifier HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

Identifier

A unique identifier.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*\S.*`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```

```

"Arn": "string",
"Description": "string",
"FileConfiguration": {
  "Filters": {
    "string" : [ "string" ]
  },
  "Folders": [ "string" ]
},
"Id": "string",
"KmsKey": "string",
"Name": "string",
"ObjectConfiguration": {
  "string" : {
    "string" : [ "string" ]
  }
},
"ScheduleConfiguration": {
  "FirstExecutionFrom": "string",
  "Object": "string",
  "ScheduleExpression": "string"
},
"SourceURI": "string",
"Tags": {
  "string" : "string"
}
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Arn

The Amazon Resource Name (ARN) for the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:/+=,@.-]{0,1023}$`

Description

The KMS key ARN for the DataIntegration.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

FileConfiguration

The configuration for what files should be pulled from the source.

Type: [FileConfiguration](#) object

Id

A unique identifier.

Type: String

Pattern: [a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}

KmsKey

The KMS key ARN for the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: .*\\S.*

Name

The name of the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: ^[a-zA-Z0-9\\/_\\.\\-]+\$

ObjectConfiguration

The configuration for what data should be pulled from the source.

Type: String to string to array of strings map map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: `.*\S.*`

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: `.*\S.*`

Array Members: Minimum number of 1 item. Maximum number of 2048 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9_\.-]+`

ScheduleConfiguration

The name of the data and how often it should be pulled from the source.

Type: [ScheduleConfiguration](#) object

SourceURI

The URI of the data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `^(\\w+\\:\\/\\/[^\\w.-]+[\\w/!@#+=.-]+)$|(\\w+\\:\\/\\/[^\\w.-]+[\\w/!@#+=.-]+[\\w/!@#+=.-]+[\\w/!@#+=.,-]+)$`

Tags

The tags used to organize, track, or control access for this resource. For example, `{"tags": {"key1": "value1", "key2": "value2"}}`.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetEventIntegration

Service: Amazon AppIntegrations Service

Returns information about the event integration.

Request Syntax

```
GET /eventIntegrations/Name HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

Name

The name of the event integration.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Description": "string",
  "EventBridgeBus": "string",
  "EventFilter": {
    "Source": "string"
  },
  "EventIntegrationArn": "string",
  "Name": "string",
  "Tags": {
```

```
    "string" : "string"  
  }  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Description

The description of the event integration.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

EventBridgeBus

The EventBridge bus.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: ^[a-zA-Z0-9\._\-]+\$

EventFilter

The event filter.

Type: [EventFilter](#) object

EventIntegrationArn

The Amazon Resource Name (ARN) for the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: ^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9:/_+=,@.-]{0,1023}\$

Name

The name of the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListApplicationAssociations

Service: Amazon AppIntegrations Service

Returns a paginated list of application associations for an application.

Request Syntax

```
GET /applications/ApplicationIdentifier/associations?  
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ApplicationIdentifier

A unique identifier for the Application.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^(arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}|[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12})(:[\w\$\s]+)?$`

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 50.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `.*`

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ApplicationAssociations": [
    {
      "ApplicationArn": "string",
      "ApplicationAssociationArn": "string",
      "ClientId": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ApplicationAssociations

List of Application Associations for the Application.

Type: Array of [ApplicationAssociationSummary](#) objects

Array Members: Minimum number of 1 item. Maximum number of 50 items.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListApplications

Service: Amazon AppIntegrations Service

Lists applications in the account.

Request Syntax

```
GET /applications?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 50.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Applications": [
    {
      "Arn": "string",
```

```
    "CreatedTime": number,
    "Id": "string",
    "LastModifiedTime": number,
    "Name": "string",
    "Namespace": "string"
  }
],
"NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Applications

The Applications associated with this account.

Type: Array of [ApplicationSummary](#) objects

Array Members: Minimum number of 1 item. Maximum number of 50 items.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListDataIntegrationAssociations

Service: Amazon AppIntegrations Service

Returns a paginated list of DataIntegration associations in the account.

Note

You cannot create a DataIntegration association for a DataIntegration that has been previously associated. Use a different DataIntegration, or recreate the DataIntegration using the [CreateDataIntegration](#) API.

Request Syntax

```
GET /dataIntegrations/Identifier/associations?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

Identifier

A unique identifier for the DataIntegration.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*\S.*`

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 50.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "DataIntegrationAssociations": [
    {
      "ClientId": "string",
      "DataIntegrationArn": "string",
      "DataIntegrationAssociationArn": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[DataIntegrationAssociations](#)

The Amazon Resource Name (ARN) and unique ID of the DataIntegration association.

Type: Array of [DataIntegrationAssociationSummary](#) objects

Array Members: Minimum number of 1 item. Maximum number of 50 items.

[NextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListDataIntegrations

Service: Amazon AppIntegrations Service

Returns a paginated list of DataIntegrations in the account.

Note

You cannot create a DataIntegration association for a DataIntegration that has been previously associated. Use a different DataIntegration, or recreate the DataIntegration using the [CreateDataIntegration](#) API.

Request Syntax

```
GET /dataIntegrations?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 50.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```



```
Content-type: application/json

{
  "DataIntegrations": [
    {
      "Arn": "string",
      "Name": "string",
      "SourceURI": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

DataIntegrations

The DataIntegrations associated with this account.

Type: Array of [DataIntegrationSummary](#) objects

Array Members: Minimum number of 1 item. Maximum number of 50 items.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListEventIntegrationAssociations

Service: Amazon AppIntegrations Service

Returns a paginated list of event integration associations in the account.

Request Syntax

```
GET /eventIntegrations/Name/associations?maxResults=MaxResults&nextToken=NextToken  
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

Name

The name of the event integration.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 50.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `.*`

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EventIntegrationAssociations": [
    {
      "ClientAssociationMetadata": {
        "string" : "string"
      },
      "ClientId": "string",
      "EventBridgeRuleName": "string",
      "EventIntegrationAssociationArn": "string",
      "EventIntegrationAssociationId": "string",
      "EventIntegrationName": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EventIntegrationAssociations

The event integration associations.

Type: Array of [EventIntegrationAssociation](#) objects

Array Members: Minimum number of 1 item. Maximum number of 50 items.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListEventIntegrations

Service: Amazon AppIntegrations Service

Returns a paginated list of event integrations in the account.

Request Syntax

```
GET /eventIntegrations?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 50.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EventIntegrations": [
    {
      "Description": "string",
      "EventBridgeBus": "string",
```

```
    "EventFilter": {
      "Source": "string"
    },
    "EventIntegrationArn": "string",
    "Name": "string",
    "Tags": {
      "string" : "string"
    }
  }
],
"NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EventIntegrations

The event integrations.

Type: Array of [EventIntegration](#) objects

Array Members: Minimum number of 1 item. Maximum number of 50 items.

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: .*

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Service: Amazon AppIntegrations Service

Lists the tags for the specified resource.

Request Syntax

```
GET /tags/resourceArn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

tags

Information about the tags.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -=._:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Service: Amazon AppIntegrations Service

Adds the specified tags to the specified resource.

Request Syntax

```
POST /tags/resourceArn HTTP/1.1
Content-type: application/json
```

```
{
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Service: Amazon AppIntegrations Service

Removes the specified tags from the specified resource.

Request Syntax

```
DELETE /tags/resourceArn?tagKeys=tagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: Yes

tagKeys

The tag keys.

Array Members: Minimum number of 1 item. Maximum number of 200 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```


Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateApplication

Service: Amazon AppIntegrations Service

Updates and persists an Application resource.

Request Syntax

```
PATCH /applications/ApplicationIdentifier HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ApplicationSourceConfig": {
    "ExternalUrlConfig": {
      "AccessUrl": "string",
      "ApprovedOrigins": [ "string" ]
    }
  },
  "Description": "string",
  "Name": "string",
  "Permissions": [ "string" ],
  "Publications": [
    {
      "Description": "string",
      "Event": "string",
      "Schema": "string"
    }
  ],
  "Subscriptions": [
    {
      "Description": "string",
      "Event": "string"
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

ApplicationIdentifier

The Amazon Resource Name (ARN) of the Application.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^(arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}|[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12})(:[\w\$\+])?$$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

ApplicationSourceConfig

The configuration for where the application should be loaded from.

Type: [ApplicationSourceConfig](#) object

Required: No

Description

The description of the application.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: `.*`

Required: No

Name

The name of the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-\+]+$`

Required: No

Permissions

The configuration of events or requests that the application has access to.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 150 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\|\._-\]*+$`

Required: No

Publications

This parameter has been deprecated.

The events that the application publishes.

Type: Array of [Publication](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

Subscriptions

This parameter has been deprecated.

The events that the application subscribes.

Type: Array of [Subscription](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnsupportedOperationException

The operation is not supported.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateDataIntegration

Service: Amazon AppIntegrations Service

Updates the description of a DataIntegration.

Note

You cannot create a DataIntegration association for a DataIntegration that has been previously associated. Use a different DataIntegration, or recreate the DataIntegration using the [CreateDataIntegration](#) API.

Request Syntax

```
PATCH /dataIntegrations/Identifier HTTP/1.1
Content-type: application/json

{
  "Description": "string",
  "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

Identifier

A unique identifier for the DataIntegration.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*\S.*`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

A description of the DataIntegration.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

Required: No

Name

The name of the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: ^[a-zA-Z0-9\._\-]+\$

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateEventIntegration

Service: Amazon AppIntegrations Service

Updates the description of an event integration.

Request Syntax

```
PATCH /eventIntegrations/Name HTTP/1.1
Content-type: application/json

{
  "Description": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

Name

The name of the event integration.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the event integration.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: `.*`

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Contact Lens

The following actions are supported by Amazon Connect Contact Lens:

- [ListRealtimeContactAnalysisSegments](#)

ListRealtimeContactAnalysisSegments

Service: Amazon Connect Contact Lens

Provides a list of analysis segments for a real-time analysis session.

Request Syntax

```
POST /realtime-contact-analysis/analysis-segments HTTP/1.1
Content-type: application/json
```

```
{
  "ContactId": "string",
  "InstanceId": "string",
  "MaxResults": number,
  "NextToken": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

ContactId

The identifier of the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `.*\S.*`

Required: Yes

InstanceId

The identifier of the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `.*\S.*`

Required: Yes

MaxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 131070.

Pattern: `.*\S.*`

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "NextToken": "string",
  "Segments": [
    {
      "Categories": {
        "MatchedCategories": [ "string" ],
        "MatchedDetails": {
          "string": {
            "PointsOfInterest": [
              {
                "BeginOffsetMillis": number,
                "EndOffsetMillis": number
              }
            ]
          }
        }
      }
    }
  ]
}
```

```

    }
  ]
}
},
"Transcript": {
  "BeginOffsetMillis": number,
  "Content": "string",
  "EndOffsetMillis": number,
  "Id": "string",
  "IssuesDetected": [
    {
      "CharacterOffsets": {
        "BeginOffsetChar": number,
        "EndOffsetChar": number
      }
    }
  ],
  "ParticipantId": "string",
  "ParticipantRole": "string",
  "Sentiment": "string"
}
}
]
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If there are additional results, this is the token for the next set of results. If response includes nextToken there are two possible scenarios:

- There are more segments so another call is required to get them.
- There are no more segments at this time, but more may be available later (real-time analysis is in progress) so the client should call the operation again to get new segments.

If response does not include nextToken, the analysis is completed (successfully or failed) and there are no more segments to retrieve.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 131070.

Pattern: .*\\S.*

Segments

An analyzed transcript or category.

Type: Array of [RealtimeContactAnalysisSegment](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of ListRealtimeContactAnalysisSegments.

Sample Request

```
POST /realtime-contact-analysis/analysis-segments
{
  "InstanceId": "eeeeeee-eeee-eeee-eeee-eeeeeeeeeeee",
  "ContactId": "11111111-1111-1111-1111-111111111111",
  "MaxResults": 50,
  "NextToken": "fdsfsadgdfsgdfgfdhfgfhghfgjmbnmm"
}
```

Sample Response

```
{
  "Segments": [
    {
      "Transcript": {
        "Id": "tttttttt-tttt-tttt-tttt-tttttttt",
        "ParticipantId": "AGENT",
        "ParticipantRole": "AGENT",
        "Content": "I can't login.",
        "BeginOffsetMillis": 19010,
        "EndOffsetMillis": 22690,
        "Sentiment": "NEUTRAL",
        "IssuesDetected": [
          {
            "CharacterOffsets": {
              "BeginOffsetChar": 8,
              "EndOffsetChar": 12
            }
          }
        ]
      }
    },
    {
```

```
    "Categories": {
      "MatchedCategories": [
        "CreditCardRelated",
        "CardBrokenIssue"
      ],
      "MatchedDetails": {
        "CreditCardRelated": {
          "PointsOfInterest": [
            {
              "BeginOffsetMillis": 19010,
              "EndOffsetMillis": 22690
            }
          ],
        },
        "CardBrokenIssue": {
          "PointsOfInterest": [
            {
              "BeginOffsetMillis": 25000,
              "EndOffsetMillis": 29690
            }
          ]
        }
      }
    },
    "NextToken": "fdsfsadgdfsgdfgfdhfgfhghfgjmbnmmn"
  }
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Outbound Campaigns

The following actions are supported by Amazon Connect Outbound Campaigns:

- [CreateCampaign](#)
- [DeleteCampaign](#)
- [DeleteConnectInstanceConfig](#)
- [DeleteInstanceOnboardingJob](#)
- [DescribeCampaign](#)
- [GetCampaignState](#)
- [GetCampaignStateBatch](#)
- [GetConnectInstanceConfig](#)
- [GetInstanceOnboardingJobStatus](#)
- [ListCampaigns](#)
- [ListTagsForResource](#)
- [PauseCampaign](#)
- [PutDialRequestBatch](#)
- [ResumeCampaign](#)
- [StartCampaign](#)
- [StartInstanceOnboardingJob](#)
- [StopCampaign](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateCampaignDialerConfig](#)
- [UpdateCampaignName](#)
- [UpdateCampaignOutboundCallConfig](#)

CreateCampaign

Service: Amazon Connect Outbound Campaigns

Creates an outbound campaign.

Note

- For users to be able to view or edit a campaign at a later date by using the Amazon Connect user interface, you must add the instance ID as a tag.
- After a campaign is saved, you can't change the dialer type for an agentless campaign, and you can't change the dialer type to agentless for progressive and predictive campaigns.

Request Syntax

```
PUT /campaigns HTTP/1.1
Content-type: application/json

{
  "connectInstanceId": "string",
  "dialerConfig": { ... },
  "name": "string",
  "outboundCallConfig": {
    "answerMachineDetectionConfig": {
      "awaitAnswerMachinePrompt": boolean,
      "enableAnswerMachineDetection": boolean
    },
    "connectContactFlowId": "string",
    "connectQueueId": "string",
    "connectSourcePhoneNumber": "string"
  },
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\]*$`

Required: Yes

dialerConfig

Dialer configuration for an outbound campaign.

Type: [DialerConfig](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

outboundCallConfig

Outbound call configuration for an outbound campaign.

Type: [OutboundCallConfig](#) object

Required: Yes

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+ -= . _ : /] + \$$

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "arn": "string",
  "id": "string",
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

id

The identifier of the campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^\[\S]*$`

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota for your Amazon Connect has been exceeded. Contact AWS Support.

HTTP Status Code: 402

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteCampaign

Service: Amazon Connect Outbound Campaigns

Deletes an outbound campaign.

Request Syntax

```
DELETE /campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign..

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteConnectInstanceConfig

Service: Amazon Connect Outbound Campaigns

Deletes configuration information for an Amazon Connect instance.

Request Syntax

```
DELETE /connect-instance/connectInstanceId/config HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidStateException

An attempt was made to modify a campaign state and the new campaign state is not valid. Check campaign state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteInstanceOnboardingJob

Service: Amazon Connect Outbound Campaigns

Deletes the workflow to onboard to outbound campaigns. Only Failed workflows can be deleted.

Request Syntax

```
DELETE /connect-instance/connectInstanceId/onboarding HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.\]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidStateException

An attempt was made to modify a campaign state and the new campaign state is not valid. Check campaign state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeCampaign

Service: Amazon Connect Outbound Campaigns

Describes an outbound campaign.

Request Syntax

```
GET /campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "campaign": {
    "arn": "string",
    "connectInstanceId": "string",
    "dialerConfig": { ... },
    "id": "string",
    "name": "string",
    "outboundCallConfig": {
      "answerMachineDetectionConfig": {
```

```
        "awaitAnswerMachinePrompt": boolean,
        "enableAnswerMachineDetection": boolean
    },
    "connectContactFlowId": "string",
    "connectQueueId": "string",
    "connectSourcePhoneNumber": "string"
},
"tags": {
    "string" : "string"
}
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

campaign

The campaign.

Type: [Campaign](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCampaignState

Service: Amazon Connect Outbound Campaigns

Returns the state of an outbound campaign.

Request Syntax

```
GET /campaigns/id/state HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "state": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

state

The state of a campaign. For detailed descriptions of each state, see [Campaign status](#) in the *Amazon Connect Administrator Guide*.

Type: String

Valid Values: `Initialized` | `Running` | `Paused` | `Stopped` | `Failed`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCampaignStateBatch

Service: Amazon Connect Outbound Campaigns

Returns the state of listed of outbound campaigns.

Request Syntax

```
POST /campaigns-state HTTP/1.1
Content-type: application/json
```

```
{
  "campaignIds": [ "string" ]
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

campaignIds

The identifiers of the campaigns.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 25 items.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```



```
{
  "failedRequests": [
    {
      "campaignId": "string",
      "failureCode": "string"
    }
  ],
  "successfulRequests": [
    {
      "campaignId": "string",
      "state": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

failedRequests

Failed requests.

Type: Array of [FailedCampaignStateResponse](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

successfulRequests

Successful requests.

Type: Array of [SuccessfulCampaignStateResponse](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetConnectInstanceConfig

Service: Amazon Connect Outbound Campaigns

Get configuration information about an Amazon Connect instance.

Request Syntax

```
GET /connect-instance/connectInstanceId/config HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-.]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "connectInstanceConfig": {
    "connectInstanceId": "string",
    "encryptionConfig": {
      "enabled": boolean,
      "encryptionType": "string",
      "keyArn": "string"
    }
  }
}
```

```
    },  
    "serviceLinkedRoleArn": "string"  
  }  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

connectInstanceConfig

Configuration information about the Amazon Connect instance.

Type: InstanceConfig object

Errors

For information about the errors that are common to all actions, see Common Errors.

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetInstanceOnboardingJobStatus

Service: Amazon Connect Outbound Campaigns

Gets the status of the workflow to onboard to outbound campaigns.

Request Syntax

```
GET /connect-instance/connectInstanceId/onboarding HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.\]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "connectInstanceOnboardingJobStatus": {
    "connectInstanceId": "string",
    "failureCode": "string",
    "status": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[connectInstanceOnboardingJobStatus](#)

The status of the onboarding workflow.

Type: [InstanceOnboardingJobStatus](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListCampaigns

Service: Amazon Connect Outbound Campaigns

Lists outbound campaigns.

Request Syntax

```
POST /campaigns-summary HTTP/1.1
Content-type: application/json
```

```
{
  "filters": {
    "instanceIdFilter": {
      "operator": "string",
      "value": "string"
    }
  },
  "maxResults": number,
  "nextToken": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

filters

Filters the list of campaigns.

Type: [CampaignFilters](#) object

Required: No

maxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 50.

Required: No

[nextToken](#)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "campaignSummaryList": [
    {
      "arn": "string",
      "connectInstanceId": "string",
      "id": "string",
      "name": "string"
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[campaignSummaryList](#)

Summary information about the outbound campaigns.

Type: Array of [CampaignSummary](#) objects

nextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Service: Amazon Connect Outbound Campaigns

Lists tags for a resource.

Request Syntax

```
GET /tags/arn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

arn

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `^arn:.*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PauseCampaign

Service: Amazon Connect Outbound Campaigns

Pauses an outbound campaign. A paused outbound campaign can be resumed.

Request Syntax

```
POST /campaigns/id/pause HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutDialRequestBatch

Service: Amazon Connect Outbound Campaigns

Takes in a list of [DialRequests](#) to be dialed as part of an outbound campaign. For more information about using PutDialRequestBatch, see [Best practices for using PutDialRequestBatch for outbound campaign calling](#).

Request Syntax

```
PUT /campaigns/id/dial-requests HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "dialRequests": [
    {
      "attributes": {
        "string" : "string"
      },
      "clientToken": "string",
      "expirationTime": "string",
      "phoneNumber": "string"
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

dialRequests

Dial requests.

Type: Array of [DialRequest](#) objects

Array Members: Minimum number of 1 item. Maximum number of 25 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "failedRequests": [
    {
      "clientToken": "string",
      "failureCode": "string",
      "id": "string"
    }
  ],
  "successfulRequests": [
    {
      "clientToken": "string",
      "id": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

failedRequests

Failed dial requests.

Type: Array of [FailedRequest](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

successfulRequests

Successful dial requests.

Type: Array of [SuccessfulRequest](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ResumeCampaign

Service: Amazon Connect Outbound Campaigns

Resumes an outbound campaign.

Request Syntax

```
POST /campaigns/id/resume HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartCampaign

Service: Amazon Connect Outbound Campaigns

Starts an outbound campaign.

Request Syntax

```
POST /campaigns/id/start HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

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- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartInstanceOnboardingJob

Service: Amazon Connect Outbound Campaigns

Starts the workflow to onboard an Amazon Connect instance to outbound campaigns.

Request Syntax

```
PUT /connect-instance/connectInstanceId/onboarding HTTP/1.1  
Content-type: application/json
```

```
{  
  "encryptionConfig": {  
    "enabled": boolean,  
    "encryptionType": "string",  
    "keyArn": "string"  
  }  
}
```

URI Request Parameters

The request uses the following URI parameters.

[connectInstanceId](#)

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.]*$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

[encryptionConfig](#)

Encryption configuration for an Amazon Connect instance.

Type: [EncryptionConfig](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "connectInstanceOnboardingJobStatus": {
    "connectInstanceId": "string",
    "failureCode": "string",
    "status": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[connectInstanceOnboardingJobStatus](#)

The status of the onboarding workflow.

Type: [InstanceOnboardingJobStatus](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

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- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StopCampaign

Service: Amazon Connect Outbound Campaigns

Stops an Amazon Connect campaign. When this API is called, no more calls are dialed for the campaign. Inflight contacts aren't impacted.

Request Syntax

```
POST /campaigns/id/stop HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

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- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Service: Amazon Connect Outbound Campaigns

Adds the specified tags to a resource.

Request Syntax

```
POST /tags/arn HTTP/1.1
Content-type: application/json
```

```
{
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

[arn](#)

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `^arn:.*$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

[tags](#)

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+`

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Service: Amazon Connect Outbound Campaigns

Removes the specified tags from the specified resource.

Request Syntax

```
DELETE /tags/arn?tagKeys=tagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

arn

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `^arn:.*$`

Required: Yes

tagKeys

The tag keys.

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCampaignDialerConfig

Service: Amazon Connect Outbound Campaigns

Updates [DialerConfig](#) for an outbound campaign.

Request Syntax

```
POST /campaigns/id/dialer-config HTTP/1.1
Content-type: application/json

{
  "dialerConfig": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

[id](#)

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

[dialerConfig](#)

Dialer configuration for an outbound campaign.

Type: [DialerConfig](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCampaignName

Service: Amazon Connect Outbound Campaigns

Updates the name of an outbound campaign.

Request Syntax

```
POST /campaigns/id/name HTTP/1.1
Content-type: application/json

{
  "name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCampaignOutboundCallConfig

Service: Amazon Connect Outbound Campaigns

Updates [OutboundCallConfig](#) for an outbound campaign.

Request Syntax

```
POST /campaigns/id/outbound-call-config HTTP/1.1
Content-type: application/json
```

```
{
  "answerMachineDetectionConfig": {
    "awaitAnswerMachinePrompt": boolean,
    "enableAnswerMachineDetection": boolean
  },
  "connectContactFlowId": "string",
  "connectSourcePhoneNumber": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

answerMachineDetectionConfig

Information about answering machine detection.

Type: [AnswerMachineDetectionConfig](#) object

Required: No

[connectContactFlowId](#)

The identifier of the published flow associated with this campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: No

[connectSourcePhoneNumber](#)

The outbound phone number associated with this campaign. Only ported or claimed Amazon Connect phone numbers are allowed.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Cases

The following actions are supported by Amazon Connect Cases:

- [BatchGetField](#)
- [BatchPutFieldOptions](#)
- [CreateCase](#)
- [CreateDomain](#)
- [CreateField](#)
- [CreateLayout](#)
- [CreateRelatedItem](#)
- [CreateTemplate](#)
- [DeleteDomain](#)
- [DeleteField](#)
- [DeleteLayout](#)
- [DeleteTemplate](#)
- [GetCase](#)
- [GetCaseAuditEvents](#)
- [GetCaseEventConfiguration](#)
- [GetDomain](#)
- [GetLayout](#)
- [GetTemplate](#)
- [ListCasesForContact](#)
- [ListDomains](#)
- [ListFieldOptions](#)
- [ListFields](#)
- [ListLayouts](#)
- [ListTagsForResource](#)
- [ListTemplates](#)
- [PutCaseEventConfiguration](#)
- [SearchCases](#)

- [SearchRelatedItems](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateCase](#)
- [UpdateField](#)
- [UpdateLayout](#)
- [UpdateTemplate](#)

BatchGetField

Service: Amazon Connect Cases

Returns the description for the list of fields in the request parameters.

Request Syntax

```
POST /domains/domainId/fields-batch HTTP/1.1
Content-type: application/json
```

```
{
  "fields": [
    {
      "id": "string"
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

fields

A list of unique field identifiers.

Type: Array of [FieldIdentifier](#) objects

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "errors": [
    {
      "errorCode": "string",
      "id": "string",
      "message": "string"
    }
  ],
  "fields": [
    {
      "createdTime": "string",
      "deleted": boolean,
      "description": "string",
      "fieldArn": "string",
      "fieldId": "string",
      "lastModifiedTime": "string",
      "name": "string",
      "namespace": "string",
      "tags": {
        "string" : "string"
      },
      "type": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

errors

A list of field errors.

Type: Array of [FieldError](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

[fields](#)

A list of detailed field information.

Type: Array of [GetFieldResponse](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of BatchGetField.

```
{
  "fields":[
    {
      "id":"[field_id_1]"
    },
    {
      "id":"[field_id_2]"
    },
    {
      "id":"case_id"
    }
  ]
}
```

```
{
  "errors":[
  ],
  "fields":[
    {
      "description":"Test with description",
      "fieldArn":"arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/field/[field_id_1]",
      "fieldId":"[field_id_1]",
      "name":"field1",
      "namespace":"Custom",
      "tags":{
        "resourceArn":"arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/field/5a17045a-9150-48f9-8cd5-8a5946585b73"
      },
      "type":"SingleSelect"
    },
    {
      "description":"Unique Identifier of the case",
      "fieldArn":"arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/field/case_id",
      "fieldId":"case_id",
    }
  ]
}
```

```
    "name": "Case Id",
    "namespace": "System",
    "tags": {
      "resourceArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/field/
case_id"
    },
    "type": "Text"
  },
  {
    "description": "test",
    "fieldArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/field/
[field_id_2]",
    "fieldId": "[field_id_2]",
    "name": "field2",
    "namespace": "Custom",
    "tags": {
      "resourceArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/
field/[field_id_2]"
    },
    "type": "SingleSelect"
  }
]
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

BatchPutFieldOptions

Service: Amazon Connect Cases

Creates and updates a set of field options for a single select field in a Cases domain.

Request Syntax

```
PUT /domains/domainId/fields/fieldId/options HTTP/1.1
Content-type: application/json
```

```
{
  "options": [
    {
      "active": boolean,
      "name": "string",
      "value": "string"
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fieldId

The unique identifier of a field.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

options

A list of `FieldOption` objects.

Type: Array of [FieldOption](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "errors": [
    {
      "errorCode": "string",
      "message": "string",
      "value": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

errors

A list of field errors.

Type: Array of [FieldOptionError](#) objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Example

Request and Response Example:

```
{  
  "options": [  

```

```
{
  "active": true,
  "name": "California",
  "value": "CA"
},
{
  "active": true,
  "name": "Washington",
  "value": "WA"
},
{
  "active": false,
  "name": "New York",
  "value": "NY"
},
{
  "active": false,
  "name": "Massachusetts",
  "value": "MA"
}
]
```

```
{
  "errors": []
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateCase

Service: Amazon Connect Cases

Note

If you provide a value for `PerformedBy.UserArn` you must also have [connect:DescribeUser](#) permission on the User ARN resource that you provide

Creates a case in the specified Cases domain. Case system and custom fields are taken as an array id/value pairs with a declared data types.

The following fields are required when creating a case:

- `customer_id` - You must provide the full customer profile ARN in this format:
`arn:aws:profile:your_AWS_Region:your_AWS_account ID:domains/
your_profiles_domain_name/profiles/profile_ID`
- `title`

Request Syntax

```
POST /domains/domainId/cases HTTP/1.1  
Content-type: application/json
```

```
{  
  "clientToken": "string",  
  "fields": [  
    {  
      "id": "string",  
      "value": { ... }  
    }  
  ],  
  "performedBy": { ... },  
  "templateId": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 64.

Required: No

fields

An array of objects with field ID (matching ListFields/DescribeField) and value union data.

Type: Array of [FieldValue](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: Yes

performedBy

Represents the identity of the person who performed the action.

Type: [UserUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

templateId

A unique identifier of a template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "caseArn": "string",
  "caseId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

caseArn

The Amazon Resource Name (ARN) of the case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

caseId

A unique identifier of the case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of CreateCase.

```
{
```

```
"templateId": "[template_id]",
"fields": [
  {
    "id": "customer_id",
    "value": {
      "stringValue": "[customer_id]"
    },
    {
      "id": "title",
      "value": {
        "stringValue": "Incorrect Shipping Address"
      }
    }
  ],
  "clientToken": "[clientToken]"
}
```

```
{
  "caseArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/case/[case_id]",
  "caseId": "[case_id]",
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateDomain

Service: Amazon Connect Cases

Creates a domain, which is a container for all case data, such as cases, fields, templates and layouts. Each Amazon Connect instance can be associated with only one Cases domain.

Important

This will not associate your connect instance to Cases domain. Instead, use the Amazon Connect [CreateIntegrationAssociation](#) API. You need specific IAM permissions to successfully associate the Cases domain. For more information, see [Onboard to Cases](#).

Request Syntax

```
POST /domains HTTP/1.1
Content-type: application/json
```

```
{
  "name": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

name

The name for your Cases domain. It must be unique for your AWS account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "domainArn": "string",
  "domainId": "string",
  "domainStatus": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

domainArn

The Amazon Resource Name (ARN) for the Cases domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

domainId

The unique identifier of the Cases domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

domainStatus

The status of the domain.

Type: String

Valid Values: Active | CreationInProgress | CreationFailed

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of CreateDomain.

```
{
```

```
"name": "demo-amazon-cases-domain"
}
```

```
{
  "domainArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]",
  "domainId": "[domain_id]",
  "domainStatus": "CreationInProgress"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateField

Service: Amazon Connect Cases

Creates a field in the Cases domain. This field is used to define the case object model (that is, defines what data can be captured on cases) in a Cases domain.

Request Syntax

```
POST /domains/domainId/fields HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "description": "string",  
  "name": "string",  
  "type": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

description

The description of the field.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

name

The name of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

type

Defines the data type, some system constraints, and default display of the field.

Type: String

Valid Values: Text | Number | Boolean | DateTime | SingleSelect | Url | User

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "fieldArn": "string",
  "fieldId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

fieldArn

The Amazon Resource Name (ARN) of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

fieldId

The unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of CreateField.

```
{
  "name": "Color",
  "type": "Text",
  "description": "The color of the item"
}
```

```
{
  "fieldArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/field/[field_id]",
  "fieldId": "[field_id]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateLayout

Service: Amazon Connect Cases

Creates a layout in the Cases domain. Layouts define the following configuration in the top section and More Info tab of the Cases user interface:

- Fields to display to the users
- Field ordering

Note

Title and Status fields cannot be part of layouts since they are not configurable.

Request Syntax

```
POST /domains/domainId/layouts HTTP/1.1
Content-type: application/json

{
  "content": { ... },
  "name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

content

Information about which fields will be present in the layout, and information about the order of the fields.

Type: [LayoutContent](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

name

The name of the layout. It must be unique for the Cases domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "layoutArn": "string",
  "layoutId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

layoutArn

The Amazon Resource Name (ARN) of the newly created layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

layoutId

The unique identifier of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of CreateLayout.

```
{
  "content": {
    "basic": {
      "moreInfo": {
        "sections": [
          {
            "fieldGroup": {
              "fields": [
                {
                  "id": "created_datetime"
                },
                {
                  "id": "case_id"
                }
              ]
            }
          ]
        }
      },
      "topPanel": {
        "sections": [
          {
            "fieldGroup": {
              "fields": [
```

```
    {
      "id": "status"
    },
    {
      "id": "case_id"
    }
  ]
}
}
]
}
}
},
"name": "testLayout"
}
```

```
{
  "layoutArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/layout/[layout_id]",
  "layoutId": "[layout_id]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateRelatedItem

Service: Amazon Connect Cases

Creates a related item (comments, tasks, and contacts) and associates it with a case.

Note

- A Related Item is a resource that is associated with a case. It may or may not have an external identifier linking it to an external resource (for example, a `contactArn`). All Related Items have their own internal identifier, the `relatedItemArn`. Examples of related items include comments and contacts.
- If you provide a value for `performedBy.userName` you must also have [DescribeUser](#) permission on the ARN of the user that you provide.
- The `type` field is reserved for internal use only.

Request Syntax

```
POST /domains/domainId/cases/caseId/related-items/ HTTP/1.1
Content-type: application/json
```

```
{
  "content": { ... },
  "performedBy": { ... },
  "type": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

caseId

A unique identifier of the case.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

content

The content of a related item to be created.

Type: [RelatedItemInputContent](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

performedBy

Represents the creator of the related item.

Type: [UserUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

type

The type of a related item.

Type: String

Valid Values: Contact | Comment | File

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "relatedItemArn": "string",
  "relatedItemId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[relatedItemArn](#)

The Amazon Resource Name (ARN) of the related item.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

[relatedItemId](#)

The unique identifier of the related item.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of `CreateRelatedItem`.

```
{
  "content": {
    "comment": {
      "body": "Hello World!",
      "contentType": "Text/Plain"
    }
  },
  "type": "Comment"
}
```

```
{
```

```
"relatedItemArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/case/[case_id]/related-item/[related_item_id]",
"relatedItemId": "[related_item_id]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateTemplate

Service: Amazon Connect Cases

Creates a template in the Cases domain. This template is used to define the case object model (that is, to define what data can be captured on cases) in a Cases domain. A template must have a unique name within a domain, and it must reference existing field IDs and layout IDs. Additionally, multiple fields with same IDs are not allowed within the same Template. A template can be either Active or Inactive, as indicated by its status. Inactive templates cannot be used to create cases.

Request Syntax

```
POST /domains/domainId/templates HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "description": "string",
  "layoutConfiguration": {
    "defaultLayout": "string"
  },
  "name": "string",
  "requiredFields": [
    {
      "fieldId": "string"
    }
  ],
  "status": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

description

A brief description of the template.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

layoutConfiguration

Configuration of layouts associated to the template.

Type: [LayoutConfiguration](#) object

Required: No

name

A name for the template. It must be unique per domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

requiredFields

A list of fields that must contain a value for a case to be successfully created with this template.

Type: Array of [RequiredField](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: No

status

The status of the template.

Type: String

Valid Values: Active | Inactive

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "templateArn": "string",
  "templateId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

templateArn

The Amazon Resource Name (ARN) of the newly created template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

templateId

A unique identifier of a template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of CreateTemplate.

```
{
  "name": "Shipping",
  "layoutConfiguration": {
    "defaultLayout": "[layout_id]"
  },
  "requiredFields": [
    {
      "fieldId": "[field_id]"
    }
  ]
  "description": "This is an example template for shipping issues",
  "status": "Inactive"
}
```

```
{
  "templateArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/template/[template_id]",
  "templateId": "[template_id]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteDomain

Service: Amazon Connect Cases

Deletes a Cases domain.

Note

After deleting your domain you must disassociate the deleted domain from your Amazon Connect instance with another API call before being able to use Cases again with this Amazon Connect instance. See [DeleteIntegrationAssociation](#).

Request Syntax

```
DELETE /domains/domainId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteField

Service: Amazon Connect Cases

Deletes a field from a cases template. You can delete up to 100 fields per domain.

After a field is deleted:

- You can still retrieve the field by calling `BatchGetField`.
- You cannot update a deleted field by calling `UpdateField`; it throws a `ValidationException`.
- Deleted fields are not included in the `ListFields` response.
- Calling `CreateCase` with a deleted field throws a `ValidationException` denoting which field IDs in the request have been deleted.
- Calling `GetCase` with a deleted field ID returns the deleted field's value if one exists.
- Calling `UpdateCase` with a deleted field ID throws a `ValidationException` if the case does not already contain a value for the deleted field. Otherwise it succeeds, allowing you to update or remove (using `emptyValue: {}`) the field's value from the case.
- `GetTemplate` does not return field IDs for deleted fields.
- `GetLayout` does not return field IDs for deleted fields.
- Calling `SearchCases` with the deleted field ID as a filter returns any cases that have a value for the deleted field that matches the filter criteria.
- Calling `SearchCases` with a `searchTerm` value that matches a deleted field's value on a case returns the case in the response.
- Calling `BatchPutFieldOptions` with a deleted field ID throw a `ValidationException`.
- Calling `GetCaseEventConfiguration` does not return field IDs for deleted fields.

Request Syntax

```
DELETE /domains/domainId/fields/fieldId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fieldId

Unique identifier of the field.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteLayout

Service: Amazon Connect Cases

Deletes a layout from a cases template. You can delete up to 100 layouts per domain.

After a layout is deleted:

- You can still retrieve the layout by calling `GetLayout`.
- You cannot update a deleted layout by calling `UpdateLayout`; it throws a `ValidationException`.
- Deleted layouts are not included in the `ListLayouts` response.

Request Syntax

```
DELETE /domains/domainId/layouts/layoutId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

layoutId

The unique identifier of the layout.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteTemplate

Service: Amazon Connect Cases

Deletes a cases template. You can delete up to 100 templates per domain.

After a cases template is deleted:

- You can still retrieve the template by calling `GetTemplate`.
- You cannot update the template.
- You cannot create a case by using the deleted template.
- Deleted templates are not included in the `ListTemplates` response.

Request Syntax

```
DELETE /domains/domainId/templates/templateId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

templateId

A unique identifier of a template.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCase

Service: Amazon Connect Cases

Returns information about a specific case if it exists.

Request Syntax

```
POST /domains/domainId/cases/caseId HTTP/1.1
Content-type: application/json
```

```
{
  "fields": [
    {
      "id": "string"
    }
  ],
  "nextToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

caseId

A unique identifier of the case.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

fields

A list of unique field identifiers.

Type: Array of [FieldIdentifier](#) objects

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: Yes

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "fields": [
    {
      "id": "string",
      "value": { ... }
    }
  ],
  "nextToken": "string",
  "tags": {
    "string" : "string"
  },
  "templateId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

fields

A list of detailed field information.

Type: Array of [FieldValue](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

templateId

A unique identifier of a template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of GetCase.

```
{
  "fields": [
    {
      "id": "title"
    },
    {
      "id": "status"
    }
  ]
}
```

```
{
  "fields": [
    {
      "id": "title",
      "value": {
```

```
        "stringValue": "Incorrect Shipping Address"
      }
    },
    {
      "id": "status",
      "value": {
        "stringValue": "Open"
      }
    }
  ],
  "templateId": "[template_id]",
  "tags": {},
  "nextToken": [nextToken]
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCaseAuditEvents

Service: Amazon Connect Cases

Returns the audit history about a specific case if it exists.

Request Syntax

```
POST /domains/domainId/cases/caseId/audit-history HTTP/1.1
Content-type: application/json
```

```
{
  "maxResults": number,
  "nextToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

caseId

A unique identifier of the case.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

maxResults

The maximum number of audit events to return. The current maximum supported value is 25. This is also the default when no other value is provided.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 25.

Required: No

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "auditEvents": [
    {
      "eventId": "string",
      "fields": [
        {
          "eventFieldId": "string",
          "newValue": { ... },
          "oldValue": { ... }
        }
      ],
      "performedBy": {
        "iamPrincipalArn": "string",
        "user": { ... }
      },
      "performedTime": "string",
      "relatedItemType": "string",
      "type": "string"
    }
  ],
  "nextToken": "string"
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

auditEvents

A list of case audits where each represents a particular edit of the case.

Type: Array of [AuditEvent](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCaseEventConfiguration

Service: Amazon Connect Cases

Returns the case event publishing configuration.

Request Syntax

```
POST /domains/domainId/case-event-configuration HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "eventBridge": {
    "enabled": boolean,
    "includedData": {
      "caseData": {
        "fields": [
          {
            "id": "string"
          }
        ]
      }
    }
  },
}
```

```
    "relatedItemData": {
      "includeContent": boolean
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

eventBridge

Configuration to enable EventBridge case event delivery and determine what data is delivered.

Type: [EventBridgeConfiguration](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of `GetCaseEventConfiguration`.

```
{ }
```

```
{
  "enabled":true,
  "includedData":{
    "caseData":{
      "fields":[
        {
          "id":"status"
        },
        {
          "id":"title"
        },
        {
          "id":"customer_id"
        },
        {
          "id":"case_reason"
        }
      ]
    },
    "relatedItemData":{
      "includeContent":true
    }
  }
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetDomain

Service: Amazon Connect Cases

Returns information about a specific domain if it exists.

Request Syntax

```
POST /domains/domainId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{  
  "createdTime": "string",  
  "domainArn": "string",  
  "domainId": "string",  
  "domainStatus": "string",  
  "name": "string",  
  "tags": {  
    "string" : "string"  
  }  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

createdTime

The timestamp when the Cases domain was created.

Type: Timestamp

domainArn

The Amazon Resource Name (ARN) for the Cases domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

domainId

The unique identifier of the Cases domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

domainStatus

The status of the Cases domain.

Type: String

Valid Values: Active | CreationInProgress | CreationFailed

name

The name of the Cases domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of GetDomain.

```
{ }
```

```
{
  "createdAt": "2021-03-05T21:25:30.261392Z",
  "domainArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]",
  "domainId": "[domain_id]",
  "domainStatus": "Active",
  "name": "Demo Domain",
  "tags": {}
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetLayout

Service: Amazon Connect Cases

Returns the details for the requested layout.

Request Syntax

```
POST /domains/domainId/layouts/layoutId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

layoutId

The unique identifier of the layout.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "content": { ... },
  "createdTime": "string",
  "deleted": boolean,
```

```
"lastModifiedTime": "string",
"layoutArn": "string",
"layoutId": "string",
"name": "string",
"tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

content

Information about which fields will be present in the layout, the order of the fields, and read-only attribute of the field.

Type: [LayoutContent](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

createdTime

Timestamp at which the resource was created.

Type: Timestamp

deleted

Denotes whether or not the resource has been deleted.

Type: Boolean

lastModifiedTime

Timestamp at which the resource was created or last modified.

Type: Timestamp

layoutArn

The Amazon Resource Name (ARN) of the newly created layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

layoutId

The unique identifier of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

name

The name of the layout. It must be unique.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

Following is an example of a content attribute.

```
{ }
```

```
{
  "name": "My layout",
  "content": {
    "basic": {
      "topPanel": {
        "sections": [
          {
            "fieldGroup": {
              "fields": [
                {
                  "editable": false,
                  "fieldId": "[field_id_1]"
                },
                {
                  "editable": false,
                  "fieldId": "[field_id_2]"
                }
              ]
            }
          ]
        }
      }
    }
  }
}
```

```
    }
  ]
},
"moreInfo": {
"sections": [
  {
    "fieldGroup": {
      "name": "Address",
      "fields": [
        {
          "editable": false,
          "fieldId": "[field_id_3]"
        },
        {
          "editable": false,
          "fieldId": "[field_id_4]"
        }
      ]
    }
  }
]
}
}
},
"layoutArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/layout/[layout_id]",
"layoutId": "[layout_id]",
"tags": {}
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetTemplate

Service: Amazon Connect Cases

Returns the details for the requested template.

Request Syntax

```
POST /domains/domainId/templates/templateId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

templateId

A unique identifier of a template.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "createdTime": "string",
  "deleted": boolean,
```



```
"description": "string",
"lastModifiedTime": "string",
"layoutConfiguration": {
  "defaultLayout": "string"
},
"name": "string",
"requiredFields": [
  {
    "fieldId": "string"
  }
],
"status": "string",
"tags": {
  "string" : "string"
},
"templateArn": "string",
"templateId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

createdTime

Timestamp at which the resource was created.

Type: Timestamp

deleted

Denotes whether or not the resource has been deleted.

Type: Boolean

description

A brief description of the template.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

lastModifiedTime

Timestamp at which the resource was created or last modified.

Type: Timestamp

layoutConfiguration

Configuration of layouts associated to the template.

Type: [LayoutConfiguration](#) object

name

The name of the template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

requiredFields

A list of fields that must contain a value for a case to be successfully created with this template.

Type: Array of [RequiredField](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

status

The status of the template.

Type: String

Valid Values: Active | Inactive

tags

A map of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

templateArn

The Amazon Resource Name (ARN) of the template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

templateId

A unique identifier of a template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of GetTemplate.

```
{ }
```

```
{
  "templateId": "[template_id]",
  "templateArn": "[template_arn]",
  "name": "Shipping",
  "layoutConfiguration": {
    "defaultLayout": "[layout_id]"
  },
  "requiredFields": [
    {
      "fieldId": "[field_id]"
    }
  ]
  "description": "This is an example template for shipping issues",
  "status": "Inactive"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

ListCasesForContact

Service: Amazon Connect Cases

Lists cases for a given contact.

Request Syntax

```
POST /domains/domainId/list-cases-for-contact HTTP/1.1
Content-type: application/json
```

```
{
  "contactArn": "string",
  "maxResults": number,
  "nextToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[domainId](#)

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

[contactArn](#)

A unique identifier of a contact in Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

maxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 10.

Required: No

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "cases": [
    {
      "caseId": "string",
      "templateId": "string"
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

cases

A list of Case summary information.

Type: Array of [CaseSummary](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of ListCasesForContact.

```
{
  "contactArn": "arn:aws:connect:us-west-2:[account_id]:instance/[connect_instance_id]/
contact/[contact_id]",
  "maxResults": 10
}
```

```
{
  "cases": [
    {
      "caseId": "[case_id_1]",
      "templateId": "[template_id_1]"
    },
    {
      "caseId": "[case_id_2]",
      "templateId": "[template_id_2]"
    },
    {
      "caseId": "[case_id_3]",
      "templateId": "[template_id_3]"
    }
  ]
  "nextToken": null
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListDomains

Service: Amazon Connect Cases

Lists all cases domains in the AWS account. Each list item is a condensed summary object of the domain.

Request Syntax

```
POST /domains-list?maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 10.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 0. Maximum length of 9000.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "domains": [
    {
      "domainArn": "string",
      "domainId": "string",
```

```
    "name": "string"  
  }  
],  
"nextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

domains

The Cases domain.

Type: Array of [DomainSummary](#) objects

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of ListDomains.

```
{ }
```

```
{
  "domains": [
    {
      "domainArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]",
      "domainId": "[domain_id]",
      "name": "[domain_name]"
    }
  ]
  "nextToken": [nextToken]
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListFieldOptions

Service: Amazon Connect Cases

Lists all of the field options for a field identifier in the domain.

Request Syntax

```
POST /domains/domainId/fields/fieldId/options-list?  
maxResults=maxResults&nextToken=nextToken&values=values HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fieldId

The unique identifier of a field.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 0. Maximum length of 9000.

values

A list of FieldOption values to filter on for ListFieldOptions.

Array Members: Minimum number of 0 items. Maximum number of 1 item.

Length Constraints: Minimum length of 0. Maximum length of 100.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "nextToken": "string",
  "options": [
    {
      "active": boolean,
      "name": "string",
      "value": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

options

A list of `FieldOption` objects.

Type: Array of [FieldOption](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of ListFieldOptions.

```
{ }
```

```
{
  "nextToken": [nextToken],
  "options": [
    {
      "active": true,
      "name": "California",
      "value": "CA"
    },
    {
      "active": true,
      "name": "Washington",
      "value": "WA"
    },
    {
      "active": true,
      "name": "New York",
      "value": "NY"
    },
    {
      "active": false,
      "name": "Massachusetts",
      "value": "MA"
    }
  ]
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

ListFields

Service: Amazon Connect Cases

Lists all fields in a Cases domain.

Request Syntax

```
POST /domains/domainId/fields-list?maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 0. Maximum length of 9000.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{
  "fields": [
    {
      "fieldArn": "string",
      "fieldId": "string",
      "name": "string",
      "namespace": "string",
      "type": "string"
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

fields

List of detailed field information.

Type: Array of [FieldSummary](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of ListFields.

```
{ }
```

```
{
  "fields": [
    {
      "fieldId": "[field_id]",
      "fieldArn": "[field_arn]",
      "name": "Color",
      "type": "Text",

```

```
    "namespace": "Custom",
    "tags": {}
  }
],
"nextToken": [nextToken]
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListLayouts

Service: Amazon Connect Cases

Lists all layouts in the given cases domain. Each list item is a condensed summary object of the layout.

Request Syntax

```
POST /domains/domainId/layouts-list?maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 0. Maximum length of 9000.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```


Content-type: application/json

```
{
  "layouts": [
    {
      "layoutArn": "string",
      "layoutId": "string",
      "name": "string"
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

layouts

The layouts for the domain.

Type: Array of [LayoutSummary](#) objects

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of ListLayouts.

```
{ }
```

```
{
  "layouts": [
    {
      "layoutArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/layout/[layout_id]",
      "layoutId": "[layout_id]",
      "name": "[layout_name]"
    }
  ],
}
```

```
"nextToken": "[nextToken]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Service: Amazon Connect Cases

Lists tags for a resource.

Request Syntax

```
GET /tags/arn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

arn

The Amazon Resource Name (ARN)

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of ListTagsForResource.

```
{ }
```

```
{  
  "tags": {  
    "some_key": "some_value"  
  }  
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTemplates

Service: Amazon Connect Cases

Lists all of the templates in a Cases domain. Each list item is a condensed summary object of the template.

Request Syntax

```
POST /domains/domainId/templates-list?  
maxResults=maxResults&nextToken=nextToken&status=status HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 0. Maximum length of 9000.

status

A list of status values to filter on.

Array Members: Minimum number of 1 item. Maximum number of 2 items.

Valid Values: Active | Inactive

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "nextToken": "string",
  "templates": [
    {
      "name": "string",
      "status": "string",
      "templateArn": "string",
      "templateId": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

templates

List of template summary objects.

Type: Array of [TemplateSummary](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of ListTemplates.

```
{ }
```

```
{
```

```
"templates":[
  {
    "name":"Test",
    "templateArn":"arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/template/
[template_id]",
    "templateId":"[template_id]",
    "status": "Active"
  }
]
"nextToken":"[nextToken]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutCaseEventConfiguration

Service: Amazon Connect Cases

Adds case event publishing configuration. For a complete list of fields you can add to the event message, see [Create case fields](#) in the *Amazon Connect Administrator Guide*

Request Syntax

```
PUT /domains/domainId/case-event-configuration HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "eventBridge": {
    "enabled": boolean,
    "includedData": {
      "caseData": {
        "fields": [
          {
            "id": "string"
          }
        ]
      },
      "relatedItemData": {
        "includeContent": boolean
      }
    }
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

eventBridge

Configuration to enable EventBridge case event delivery and determine what data is delivered.

Type: [EventBridgeConfiguration](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one use of PutCaseEventConfiguration.

```
{
  "enabled":true,
  "includedData":{
    "caseData":{
      "fields":[
        {
          "id":"status"
        },
        {
          "id":"title"
        },
        {
          "id":"customer_id"
        },
        {
          "id":"case_reason"
        }
      ]
    },
    "relatedItemData":{
      "includeContent":true
    }
  }
}
```

```
{ }
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchCases

Service: Amazon Connect Cases

Searches for cases within their associated Cases domain. Search results are returned as a paginated list of abridged case documents.

Note

For `customer_id` you must provide the full customer profile ARN in this format:
`arn:aws:profile:your AWS Region:your AWS account ID:domains/profiles domain name/profiles/profile ID.`

Request Syntax

```
POST /domains/domainId/cases-search HTTP/1.1  
Content-type: application/json
```

```
{  
  "fields": [  
    {  
      "id": "string"  
    }  
  ],  
  "filter": { ... },  
  "maxResults": number,  
  "nextToken": "string",  
  "searchTerm": "string",  
  "sorts": [  
    {  
      "fieldId": "string",  
      "sortOrder": "string"  
    }  
  ]  
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

fields

The list of field identifiers to be returned as part of the response.

Type: Array of [FieldIdentifier](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

filter

A list of filter objects.

Type: [CaseFilter](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

maxResults

The maximum number of cases to return. The current maximum supported value is 25. This is also the default value when no other value is provided.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 25.

Required: No

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Required: No

searchTerm

A word or phrase used to perform a quick search.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

sorts

A list of sorts where each sort specifies a field and their sort order to be applied to the results.

Type: Array of [Sort](#) objects

Array Members: Minimum number of 0 items. Maximum number of 2 items.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "cases": [
    {
      "caseId": "string",
      "fields": [
        {
          "id": "string",
          "value": { ... }
        }
      ],
      "tags": {
        "string" : "string"
      }
    }
  ]
}
```

```
    },  
    "templateId": "string"  
  }  
],  
"nextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

cases

A list of case documents where each case contains the properties `CaseId` and `Fields` where each field is a complex union structure.

Type: Array of [SearchCasesResponseItem](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request example

This example illustrates one usage of SearchCases.

```
{
  "filter":{
    "andAll":[
      {
        "field":{
          "equalTo":{
            "id":"title",
            "value":{
              "stringValue":"Forward Web Engineer"
            }
          }
        }
      }
    ],
    {
      "not":{
        "field":{
          "greaterThan":{
```

```

        "id": "customer_age",
        "value": {
            "doubleValue": 38
        }
    }
}
],
},
"fields": [
    {
        "id": "title"
    }
],
"maxResults": 10,
"nextToken": null,
"sorts": [
    {
        "fieldId": "created_datetime",
        "sortOrder": "Asc"
    }
]
}

```

Response example

This example illustrates one usage of SearchCases.

```

{
  "cases": [
    {
      "caseId": "[case_id_1]",
      "fields": [
        {
          "id": "title",
          "value": {
            "stringValue": "Forward Web Engineer-1"
          }
        }
      ],
      "tags": {
    },

```

```
    "templateId":"[template_id]"
  },
  {
    "caseId":"[case_id_2]",
    "fields":[
      {
        "id":"title",
        "value":{
          "stringValue":"Forward Web Engineer-2"
        }
      }
    ],
    "tags":{
      },
    "templateId":"[template_id]"
  },
  {
    "caseId":"[case_id_3]",
    "fields":[
      {
        "id":"title",
        "value":{
          "stringValue":"Forward Web Engineer-3"
        }
      }
    ],
    "tags":{
      },
    "templateId":"[template_id]"
  }
],
"nextToken":"[nextToken]"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchRelatedItems

Service: Amazon Connect Cases

Searches for related items that are associated with a case.

Note

If no filters are provided, this returns all related items associated with a case.

Request Syntax

```
POST /domains/domainId/cases/caseId/related-items-search HTTP/1.1  
Content-type: application/json
```

```
{  
  "filters": [  
    { ... }  
  ],  
  "maxResults": number,  
  "nextToken": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

caseId

A unique identifier of the case.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

filters

The list of types of related items and their parameters to use for filtering.

Type: Array of [RelatedItemTypeFilter](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

maxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 25.

Required: No

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "nextToken": "string",
  "relatedItems": [
    {
```



```
    "associationTime": "string",
    "content": { ... },
    "performedBy": { ... },
    "relatedItemId": "string",
    "tags": {
      "string" : "string"
    },
    "type": "string"
  }
]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

nextToken

The token for the next set of results. This is null if there are no more results to return.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 9000.

relatedItems

A list of items related to a case.

Type: Array of [SearchRelatedItemsResponseItem](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of SearchRelatedItems.

```
{
  "maxResults": 25,
  "filters": [
    {
      "contact": {
        "contactArn": "arn:aws:connect:us-west-2:[account_id]:instance/[connect_instance_id]/contact/[contact_id]"
      }
    }
  ]
}
```

```
{
```

```
"nextToken": null,
"relatedItems": [
  {
    "associationTime": "2022-06-06T18:59:09.865709Z",
    "content": {
      "contact": {
        "channel": "CHAT",
        "connectedToSystemTime": "2022-06-08T18:57:50.558897Z",
        "contactArn": "arn:aws:connect:us-west-2:[account_id]:instance/[connect_instance_id]/contact/[contact_id]"
      }
    },
    "relatedItemId": "[relatedItem_id]",
    "tags": {},
    "type": "Contact"
  }
]
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Service: Amazon Connect Cases

Adds tags to a resource.

Request Syntax

```
POST /tags/arn HTTP/1.1
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

arn

The Amazon Resource Name (ARN)

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of TagResource.

```
{
  "tags": {
    "some_key": "some_value"
  }
}
```

```
{ }
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Service: Amazon Connect Cases

Untags a resource.

Request Syntax

```
DELETE /tags/arn?tagKeys=tagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

[arn](#)

The Amazon Resource Name (ARN)

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

[tagKeys](#)

List of tag keys.

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of UntagResource.


```
{ }
```

```
{ }
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCase

Service: Amazon Connect Cases

Note

If you provide a value for `PerformedBy.UserArn` you must also have [connect:DescribeUser](#) permission on the User ARN resource that you provide

Updates the values of fields on a case. Fields to be updated are received as an array of id/value pairs identical to the `CreateCase` input .

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Request Syntax

```
PUT /domains/domainId/cases/caseId HTTP/1.1
Content-type: application/json
```

```
{
  "fields": [
    {
      "id": "string",
      "value": { ... }
    }
  ],
  "performedBy": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

caseId

A unique identifier of the case.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

fields

An array of objects with `fieldId` (matching `ListFields/DescribeField`) and value union data, structured identical to `CreateCase`.

Type: Array of [FieldValue](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: Yes

performedBy

Represents the identity of the person who performed the action.

Type: [UserUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of UpdateCase.

```
{
  "fields": [
    {
      "id": "title",
```

```
    "value": {
      "stringValue": "New Title"
    }
  ]
}
```

```
{ }
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateField

Service: Amazon Connect Cases

Updates the properties of an existing field.

Request Syntax

```
PUT /domains/domainId/fields/fieldId HTTP/1.1  
Content-type: application/json
```

```
{  
  "description": "string",  
  "name": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fieldId

The unique identifier of a field.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

description

The description of a field.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

name

The name of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of UpdateField.

```
{
  "name": "updated_field_name"
}
```

```
{ }
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateLayout

Service: Amazon Connect Cases

Updates the attributes of an existing layout.

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

A `ValidationException` is returned when you add non-existent `fieldIds` to a layout.

Note

Title and Status fields cannot be part of layouts because they are not configurable.

Request Syntax

```
PUT /domains/domainId/layouts/layoutId HTTP/1.1
Content-type: application/json
```

```
{
  "content": { ... },
  "name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

layoutId

The unique identifier of the layout.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

content

Information about which fields will be present in the layout, the order of the fields.

Type: [LayoutContent](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

name

The name of the layout. It must be unique per domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerErrorException

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded. For a list of service quotas, see [Amazon Connect Service Quotas](#) in the *Amazon Connect Administrator Guide*.

HTTP Status Code: 402

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of UpdateLayout.

```
{
  "content": {
    "basic": {
      "moreInfo": {
        "sections": [
          {
            "fieldGroup": {
              "fields": [
                {
                  "id": "created_datetime"
                },
                {
                  "id": "case_id"
                }
              ]
            }
          }
        ]
      },
      "topPanel": {
        "sections": [
          {
            "fieldGroup": {
              "fields": [
                {
                  "id": "summary"
                },
                {
                  "id": "status"
                },
                {
                  "id": "case_id"
                }
              ]
            }
          }
        ]
      }
    }
  },
  "name": "testLayout"
}
```

```
{ }
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateTemplate

Service: Amazon Connect Cases

Updates the attributes of an existing template. The template attributes that can be modified include name, description, layoutConfiguration, requiredFields, and status. At least one of these attributes must not be null. If a null value is provided for a given attribute, that attribute is ignored and its current value is preserved.

Request Syntax

```
PUT /domains/domainId/templates/templateId HTTP/1.1  
Content-type: application/json
```

```
{  
  "description": "string",  
  "layoutConfiguration": {  
    "defaultLayout": "string"  
  },  
  "name": "string",  
  "requiredFields": [  
    {  
      "fieldId": "string"  
    }  
  ],  
  "status": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

The unique identifier of the Cases domain.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

templateId

A unique identifier for the template.

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

description

A brief description of the template.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

layoutConfiguration

Configuration of layouts associated to the template.

Type: [LayoutConfiguration](#) object

Required: No

name

The name of the template. It must be unique per domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: No

requiredFields

A list of fields that must contain a value for a case to be successfully created with this template.

Type: Array of [RequiredField](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: No

status

The status of the template.

Type: String

Valid Values: Active | Inactive

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation would cause a conflict with the current state of a service resource associated with the request. Resolve the conflict before retrying this request. See the accompanying error message for details.

HTTP Status Code: 409

InternalServerError

We couldn't process your request because of an issue with the server. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

We couldn't find the requested resource. Check that your resources exists and were created in the same AWS Region as your request, and try your request again.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

ValidationException

The request isn't valid. Check the syntax and try again.

HTTP Status Code: 400

Examples

Request and Response example

This example illustrates one usage of UpdateTemplate.

```
{
  "name": "updated_template_name"
}
```

```
{ }
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Participant Service

The following actions are supported by Amazon Connect Participant Service:

- [CompleteAttachmentUpload](#)
- [CreateParticipantConnection](#)
- [DescribeView](#)
- [DisconnectParticipant](#)
- [GetAttachment](#)
- [GetTranscript](#)
- [SendEvent](#)
- [SendMessage](#)
- [StartAttachmentUpload](#)

CompleteAttachmentUpload

Service: Amazon Connect Participant Service

Allows you to confirm that the attachment has been uploaded using the pre-signed URL provided in StartAttachmentUpload API. A conflict exception is thrown when an attachment with that identifier is already being uploaded.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Note

ConnectionToken is used for invoking this API instead of ParticipantToken.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/complete-attachment-upload HTTP/1.1
X-Amz-Header: ConnectionToken
Content-type: application/json

{
  "AttachmentIds": [ "string" ],
  "ClientToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ConnectionToken

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AttachmentIds

A list of unique identifiers for the attachments.

Type: Array of strings

Array Members: Fixed number of 1 item.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation conflicts with the current state of a service resource associated with the request.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ServiceQuotaExceededException

The number of attachments per contact exceeds the quota.

HTTP Status Code: 402

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateParticipantConnection

Service: Amazon Connect Participant Service

Creates the participant's connection.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Note

ParticipantToken is used for invoking this API instead of ConnectionToken.

The participant token is valid for the lifetime of the participant – until they are part of a contact.

The response URL for WEBSOCKET Type has a connect expiry timeout of 100s. Clients must manually connect to the returned websocket URL and subscribe to the desired topic.

For chat, you need to publish the following on the established websocket connection:

```
{"topic": "aws/subscribe", "content": {"topics": ["aws/chat"]}}
```

Upon websocket URL expiry, as specified in the response ConnectionExpiry parameter, clients need to call this API again to obtain a new websocket URL and perform the same steps as before.

Message streaming support: This API can also be used together with the [StartContactStreaming](#) API to create a participant connection for chat contacts that are not using a websocket. For more information about message streaming, [Enable real-time chat message streaming](#) in the *Amazon Connect Administrator Guide*.

Feature specifications: For information about feature specifications, such as the allowed number of open websocket connections per participant, see [Feature specifications](#) in the *Amazon Connect Administrator Guide*.

Note

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/connection HTTP/1.1
X-Amz-Header: ParticipantToken
Content-type: application/json

{
  "ConnectParticipant": boolean,
  "Type": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

ParticipantToken

This is a header parameter.

The ParticipantToken as obtained from [StartChatContact](#) API response.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ConnectParticipant

Amazon Connect Participant is used to mark the participant as connected for customer participant in message streaming, as well as for agent or manager participant in non-streaming chats.

Type: Boolean

Required: No

Type

Type of connection information required. If you need CONNECTION_CREDENTIALS along with marking participant as connected, pass CONNECTION_CREDENTIALS in Type.

Type: Array of strings

Array Members: Minimum number of 1 item.

Valid Values: WEBSOCKET | CONNECTION_CREDENTIALS

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ConnectionCredentials": {
    "ConnectionToken": "string",
    "Expiry": "string"
  },
  "Websocket": {
    "ConnectionExpiry": "string",
    "Url": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ConnectionCredentials

Creates the participant's connection credentials. The authentication token associated with the participant's connection.

Type: [ConnectionCredentials](#) object

Websocket

Creates the participant's websocket connection.

Type: [Websocket](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

DescribeView

Service: Amazon Connect Participant Service

Retrieves the view for the specified view token.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Request Syntax

```
GET /participant/views/ViewToken HTTP/1.1
X-Amz-Header: ConnectionToken
```

URI Request Parameters

The request uses the following URI parameters.

ConnectionToken

The connection token.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

ViewToken

An encrypted token originating from the interactive message of a ShowView block operation. Represents the desired view.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "View": {
    "Arn": "string",
    "Content": {
      "Actions": [ "string" ],
      "InputSchema": "string",
      "Template": "string"
    },
    "Id": "string",
    "Name": "string",
    "Version": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

View

A view resource object. Contains metadata and content necessary to render the view.

Type: [View](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ResourceNotFoundException

The resource was not found.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisconnectParticipant

Service: Amazon Connect Participant Service

Disconnects a participant.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Note

ConnectionToken is used for invoking this API instead of ParticipantToken.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/disconnect HTTP/1.1
X-Amz-Bearer: ConnectionToken
Content-type: application/json

{
  "ClientToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ConnectionToken

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetAttachment

Service: Amazon Connect Participant Service

Provides a pre-signed URL for download of a completed attachment. This is an asynchronous API for use with active contacts.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Note

`ConnectionToken` is used for invoking this API instead of `ParticipantToken`.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/attachment HTTP/1.1
X-Amz-Header: ConnectionToken
Content-type: application/json

{
  "AttachmentId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[ConnectionToken](#)

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AttachmentId

A unique identifier for the attachment.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Url": "string",
  "UrlExpiry": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Url

This is the pre-signed URL that can be used for uploading the file to Amazon S3 when used in response to [StartAttachmentUpload](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

UrlExpiry

The expiration time of the URL in ISO timestamp. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

GetTranscript

Service: Amazon Connect Participant Service

Retrieves a transcript of the session, including details about any attachments. For information about accessing past chat contact transcripts for a persistent chat, see [Enable persistent chat](#).

For security recommendations, see [Amazon Connect Chat security best practices](#).

If you have a process that consumes events in the transcript of an chat that has ended, note that chat transcripts contain the following event content types if the event has occurred during the chat session:

- `application/vnd.amazonaws.connect.event.participant.left`
- `application/vnd.amazonaws.connect.event.participant.joined`
- `application/vnd.amazonaws.connect.event.chat.ended`
- `application/vnd.amazonaws.connect.event.transfer.succeeded`
- `application/vnd.amazonaws.connect.event.transfer.failed`

Note

ConnectionToken is used for invoking this API instead of ParticipantToken.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/transcript HTTP/1.1
```

```
X-Amz-Header: ConnectionToken
```

```
Content-type: application/json
```

```
{  
  "ContactId": "string",  
  "MaxResults": number,  
  "NextToken": "string",  
  "ScanDirection": "string",  
  "SortOrder": "string",  
  "StartPosition": {  
    "AbsoluteTime": "string",
```

```
    "Id": "string",  
    "MostRecent": number  
  }  
}
```

URI Request Parameters

The request uses the following URI parameters.

ConnectionToken

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ContactId

The contactId from the current contact chain for which transcript is needed.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

MaxResults

The maximum number of results to return in the page. Default: 10.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

NextToken

The pagination token. Use the value returned previously in the next subsequent request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

ScanDirection

The direction from StartPosition from which to retrieve message. Default: BACKWARD when no StartPosition is provided, FORWARD with StartPosition.

Type: String

Valid Values: FORWARD | BACKWARD

Required: No

SortOrder

The sort order for the records. Default: DESCENDING.

Type: String

Valid Values: DESCENDING | ASCENDING

Required: No

StartPosition

A filtering option for where to start.

Type: [StartPosition](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "InitialContactId": "string",
  "NextToken": "string",
  "Transcript": [
```

```
{
  "AbsoluteTime": "string",
  "Attachments": [
    {
      "AttachmentId": "string",
      "AttachmentName": "string",
      "ContentType": "string",
      "Status": "string"
    }
  ],
  "ContactId": "string",
  "Content": "string",
  "ContentType": "string",
  "DisplayName": "string",
  "Id": "string",
  "MessageMetadata": {
    "MessageId": "string",
    "Receipts": [
      {
        "DeliveredTimestamp": "string",
        "ReadTimestamp": "string",
        "RecipientParticipantId": "string"
      }
    ]
  },
  "ParticipantId": "string",
  "ParticipantRole": "string",
  "RelatedContactId": "string",
  "Type": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

InitialContactId

The initial contact ID for the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

NextToken

The pagination token. Use the value returned previously in the next subsequent request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Transcript

The list of messages in the session.

Type: Array of [Item](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SendEvent

Service: Amazon Connect Participant Service

Note

The `application/vnd.amazonaws.connect.event.connection.acknowledged` `ContentType` will no longer be supported starting December 31, 2024. This event has been migrated to the [CreateParticipantConnection](#) API using the `ConnectParticipant` field.

Sends an event. Message receipts are not supported when there are more than two active participants in the chat. Using the `SendEvent` API for message receipts when a supervisor is barged-in will result in a conflict exception.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Note

`ConnectionToken` is used for invoking this API instead of `ParticipantToken`.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/event HTTP/1.1
X-Amz-Header: ConnectionToken
Content-type: application/json
```

```
{
  "ClientToken": "string",
  "Content": "string",
  "ContentType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ConnectionToken

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Content

The content of the event to be sent (for example, message text). For content related to message receipts, this is supported in the form of a JSON string.

Sample Content: `{"messageId\":\"11111111-aaaa-bbbb-cccc-EXAMPLE01234\"}`

Type: String

Length Constraints: Minimum length of 1. Maximum length of 16384.

Required: No

ContentType

The content type of the request. Supported types are:

- `application/vnd.amazonaws.connect.event.typing`
- `application/vnd.amazonaws.connect.event.connection.acknowledged` (will be deprecated on December 31, 2024)

- application/vnd.amazonaws.connect.event.message.delivered
- application/vnd.amazonaws.connect.event.message.read

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AbsoluteTime": "string",
  "Id": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AbsoluteTime

The time when the event was sent.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Id

The ID of the response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The requested operation conflicts with the current state of a service resource associated with the request.

HTTP Status Code: 409

InternalServerError

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SendMessage

Service: Amazon Connect Participant Service

Sends a message.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Note

ConnectionToken is used for invoking this API instead of ParticipantToken.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/message HTTP/1.1
```

```
X-Amz-Header: ConnectionToken
```

```
Content-type: application/json
```

```
{  
  "ClientToken": "string",  
  "Content": "string",  
  "ContentType": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

ConnectionToken

The authentication token associated with the connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Maximum length of 500.

Required: No

Content

The content of the message.

- For `text/plain` and `text/markdown`, the Length Constraints are Minimum of 1, Maximum of 1024.
- For `application/json`, the Length Constraints are Minimum of 1, Maximum of 12000.
- For `application/vnd.amazonaws.connect.message.interactive.response`, the Length Constraints are Minimum of 1, Maximum of 12288.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: Yes

ContentType

The type of the content. Supported types are `text/plain`, `text/markdown`, `application/json`, and `application/vnd.amazonaws.connect.message.interactive.response`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "AbsoluteTime": "string",
  "Id": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AbsoluteTime

The time when the message was sent.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Id

The ID of the message.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartAttachmentUpload

Service: Amazon Connect Participant Service

Provides a pre-signed Amazon S3 URL in response for uploading the file directly to S3.

For security recommendations, see [Amazon Connect Chat security best practices](#).

Note

ConnectionToken is used for invoking this API instead of ParticipantToken.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

Request Syntax

```
POST /participant/start-attachment-upload HTTP/1.1
```

```
X-Amz-Header: ConnectionToken
```

```
Content-type: application/json
```

```
{
  "AttachmentName": "string",
  "AttachmentSizeInBytes": number,
  "ClientToken": "string",
  "ContentType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ConnectionToken

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Request Body

The request accepts the following data in JSON format.

AttachmentName

A case-sensitive name of the attachment being uploaded.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

AttachmentSizeInBytes

The size of the attachment in bytes.

Type: Long

Valid Range: Minimum value of 1.

Required: Yes

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

ContentType

Describes the MIME file type of the attachment. For a list of supported file types, see [Feature specifications](#) in the *Amazon Connect Administrator Guide*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "AttachmentId": "string",
  "UploadMetadata": {
    "HeadersToInclude": {
      "string" : "string"
    },
    "Url": "string",
    "UrlExpiry": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AttachmentId

A unique identifier for the attachment.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

UploadMetadata

Fields to be used while uploading the attachment.

Type: [UploadMetadata](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ServiceQuotaExceededException

The number of attachments per contact exceeds the quota.

HTTP Status Code: 402

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Customer Profiles

The following actions are supported by Amazon Connect Customer Profiles:

- [AddProfileKey](#)
- [CreateCalculatedAttributeDefinition](#)
- [CreateDomain](#)
- [CreateEventStream](#)
- [CreateIntegrationWorkflow](#)
- [CreateProfile](#)
- [DeleteCalculatedAttributeDefinition](#)
- [DeleteDomain](#)
- [DeleteEventStream](#)
- [DeleteIntegration](#)
- [DeleteProfile](#)
- [DeleteProfileKey](#)
- [DeleteProfileObject](#)
- [DeleteProfileObjectType](#)
- [DeleteWorkflow](#)
- [DetectProfileObjectType](#)
- [GetAutoMergingPreview](#)
- [GetCalculatedAttributeDefinition](#)
- [GetCalculatedAttributeForProfile](#)
- [GetDomain](#)
- [GetEventStream](#)
- [GetIdentityResolutionJob](#)
- [GetIntegration](#)
- [GetMatches](#)
- [GetProfileObjectType](#)
- [GetProfileObjectTypeTemplate](#)
- [GetSimilarProfiles](#)

- [GetWorkflow](#)
- [GetWorkflowSteps](#)
- [ListAccountIntegrations](#)
- [ListCalculatedAttributeDefinitions](#)
- [ListCalculatedAttributesForProfile](#)
- [ListDomains](#)
- [ListEventStreams](#)
- [ListIdentityResolutionJobs](#)
- [ListIntegrations](#)
- [ListProfileObjects](#)
- [ListProfileObjectTypes](#)
- [ListProfileObjectTypeTemplates](#)
- [ListRuleBasedMatches](#)
- [ListTagsForResource](#)
- [ListWorkflows](#)
- [MergeProfiles](#)
- [PutIntegration](#)
- [PutProfileObject](#)
- [PutProfileObjectType](#)
- [SearchProfiles](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateCalculatedAttributeDefinition](#)
- [UpdateDomain](#)
- [UpdateProfile](#)

AddProfileKey

Service: Amazon Connect Customer Profiles

Associates a new key value with a specific profile, such as a Contact Record ContactId.

A profile object can have a single unique key and any number of additional keys that can be used to identify the profile that it belongs to.

Request Syntax

```
POST /domains/DomainName/profiles/keys HTTP/1.1
Content-type: application/json

{
  "KeyName": "string",
  "ProfileId": "string",
  "Values": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

KeyName

A searchable identifier of a customer profile. The predefined keys you can use include:

`_account`, `_profileId`, `_assetId`, `_caseId`, `_orderId`, `_fullName`, `_phone`, `_email`, `_ctrContactId`,
`_marketoLeadId`, `_salesforceAccountId`, `_salesforceContactId`, `_salesforceAssetId`,

_zendeskUserId, _zendeskExternalId, _zendeskTicketId, _serviceNowSystemId, _serviceNowIncidentId, _segmentUserId, _shopifyCustomerId, _shopifyOrderId.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: `[a-f0-9]{32}`

Required: Yes

Values

A list of key values.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "KeyName": "string",
  "Values": [ "string" ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

KeyName

A searchable identifier of a customer profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Values

A list of key values.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of AddProfileKey.

Sample Request

```
POST /v1/domains/ExampleDomainName/profiles/keys

Content-type: application/json
{
  "ProfileId": "3991a7d959d248bba82546b2dEXAMPLE",
  "KeyName": "_ctrContactId",
  "Values": ["valueOfTheContactId"]
}
```

Sample Response

```
Content-type: application/json
{
  "KeyName": "_ctrContactId",
  "Values": ["valueOfTheContactId"]
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateCalculatedAttributeDefinition

Service: Amazon Connect Customer Profiles

Creates a new calculated attribute definition. After creation, new object data ingested into Customer Profiles will be included in the calculated attribute, which can be retrieved for a profile using the [GetCalculatedAttributeForProfile](#) API. Defining a calculated attribute makes it available for all profiles within a domain. Each calculated attribute can only reference one ObjectType and at most, two fields from that ObjectType.

Request Syntax

```
POST /domains/DomainName/calculated-attributes/CalculatedAttributeName HTTP/1.1  
Content-type: application/json
```

```
{  
  "AttributeDetails": {  
    "Attributes": [  
      {  
        "Name": "string"  
      }  
    ],  
    "Expression": "string"  
  },  
  "Conditions": {  
    "ObjectCount": number,  
    "Range": {  
      "Unit": "string",  
      "Value": number  
    },  
    "Threshold": {  
      "Operator": "string",  
      "Value": "string"  
    }  
  },  
  "Description": "string",  
  "DisplayName": "string",  
  "Statistic": "string",  
  "Tags": {  
    "string" : "string"  
  }  
}
```

URI Request Parameters

The request uses the following URI parameters.

CalculatedAttributeName

The unique name of the calculated attribute.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

AttributeDetails

Mathematical expression and a list of attribute items specified in that expression.

Type: [AttributeDetails](#) object

Required: Yes

Conditions

The conditions including range, object count, and threshold for the calculated attribute.

Type: [Conditions](#) object

Required: No

Description

The description of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

Required: No

Statistic

The aggregation operation to perform for the calculated attribute.

Type: String

Valid Values: FIRST_OCCURRENCE | LAST_OCCURRENCE | COUNT | SUM | MINIMUM | MAXIMUM | AVERAGE | MAX_OCCURRENCE

Required: Yes

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AttributeDetails": {
    "Attributes": [
      {
        "Name": "string"
      }
    ],
    "Expression": "string"
  },
  "CalculatedAttributeName": "string",
  "Conditions": {
    "ObjectCount": number,
    "Range": {
      "Unit": "string",
      "Value": number
    },
    "Threshold": {
      "Operator": "string",
      "Value": "string"
    }
  },
  "CreatedAt": number,
  "Description": "string",
  "DisplayName": "string",
  "LastUpdatedAt": number,
  "Statistic": "string",
  "Tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AttributeDetails

Mathematical expression and a list of attribute items specified in that expression.

Type: [AttributeDetails](#) object

CalculatedAttributeName

The unique name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Conditions

The conditions including range, object count, and threshold for the calculated attribute.

Type: [Conditions](#) object

CreatedAt

The timestamp of when the calculated attribute definition was created.

Type: Timestamp

Description

The description of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

LastUpdatedAt

The timestamp of when the calculated attribute definition was most recently edited.

Type: Timestamp

Statistic

The aggregation operation to perform for the calculated attribute.

Type: String

Valid Values: FIRST_OCCURRENCE | LAST_OCCURRENCE | COUNT | SUM | MINIMUM | MAXIMUM | AVERAGE | MAX_OCCURRENCE

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateDomain

Service: Amazon Connect Customer Profiles

Creates a domain, which is a container for all customer data, such as customer profile attributes, object types, profile keys, and encryption keys. You can create multiple domains, and each domain can have multiple third-party integrations.

Each Amazon Connect instance can be associated with only one domain. Multiple Amazon Connect instances can be associated with one domain.

Use this API or [UpdateDomain](#) to enable [identity resolution](#): set `Matching` to `true`.

To prevent cross-service impersonation when you call this API, see [Cross-service confused deputy prevention](#) for sample policies that you should apply.

Note

It is not possible to associate a Customer Profiles domain with an Amazon Connect Instance directly from the API. If you would like to create a domain and associate a Customer Profiles domain, use the Amazon Connect admin website. For more information, see [Enable Customer Profiles](#).

Each Amazon Connect instance can be associated with only one domain. Multiple Amazon Connect instances can be associated with one domain.

Request Syntax

```
POST /domains/DomainName HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "DeadLetterQueueUrl": "string",
  "DefaultEncryptionKey": "string",
  "DefaultExpirationDays": number,
  "Matching": {
    "AutoMerging": {
      "ConflictResolution": {
        "ConflictResolvingModel": "string",
        "SourceName": "string"
      },
    },
    "Consolidation": {
```



```
    "MatchingAttributesList": [
      [ "string" ]
    ],
    "Enabled": boolean,
    "MinAllowedConfidenceScoreForMerging": number
  },
  "Enabled": boolean,
  "ExportingConfig": {
    "S3Exporting": {
      "S3BucketName": "string",
      "S3KeyName": "string"
    }
  },
  "JobSchedule": {
    "DayOfTheWeek": "string",
    "Time": "string"
  }
},
"RuleBasedMatching": {
  "AttributeTypesSelector": {
    "Address": [ "string" ],
    "AttributeMatchingModel": "string",
    "EmailAddress": [ "string" ],
    "PhoneNumber": [ "string" ]
  },
  "ConflictResolution": {
    "ConflictResolvingModel": "string",
    "SourceName": "string"
  },
  "Enabled": boolean,
  "ExportingConfig": {
    "S3Exporting": {
      "S3BucketName": "string",
      "S3KeyName": "string"
    }
  },
  "MatchingRules": [
    {
      "Rule": [ "string" ]
    }
  ],
  "MaxAllowedRuleLevelForMatching": number,
  "MaxAllowedRuleLevelForMerging": number
}
```

```
  },  
  "Tags": {  
    "string" : "string"  
  }  
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

DeadLetterQueueUrl

The URL of the SQS dead letter queue, which is used for reporting errors associated with ingesting data from third party applications. You must set up a policy on the DeadLetterQueue for the SendMessage operation to enable Amazon Connect Customer Profiles to send messages to the DeadLetterQueue.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

DefaultEncryptionKey

The default encryption key, which is an AWS managed key, is used when no specific type of encryption key is specified. It is used to encrypt all data before it is placed in permanent or semi-permanent storage.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

DefaultExpirationDays

The default number of days until the data within the domain expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

Required: Yes

Matching

The process of matching duplicate profiles. If `Matching = true`, Amazon Connect Customer Profiles starts a weekly batch process called Identity Resolution Job. If you do not specify a date and time for Identity Resolution Job to run, by default it runs every Saturday at 12AM UTC to detect duplicate profiles in your domains.

After the Identity Resolution Job completes, use the [GetMatches](#) API to return and review the results. Or, if you have configured `ExportingConfig` in the `MatchingRequest`, you can download the results from S3.

Type: [MatchingRequest](#) object

Required: No

RuleBasedMatching

The process of matching duplicate profiles using the Rule-Based matching. If `RuleBasedMatching = true`, Amazon Connect Customer Profiles will start to match and merge your profiles according to your configuration in the `RuleBasedMatchingRequest`. You can use the `ListRuleBasedMatches` and `GetSimilarProfiles` API to return and review the results. Also, if you have configured `ExportingConfig` in the `RuleBasedMatchingRequest`, you can download the results from S3.

Type: [RuleBasedMatchingRequest](#) object

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-._:/\]+$$

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "CreatedAt": number,
  "DeadLetterQueueUrl": "string",
  "DefaultEncryptionKey": "string",
  "DefaultExpirationDays": number,
  "DomainName": "string",
  "LastUpdatedAt": number,
  "Matching": {
    "AutoMerging": {
      "ConflictResolution": {
        "ConflictResolvingModel": "string",
        "SourceName": "string"
      },
      "Consolidation": {
        "MatchingAttributesList": [
          [ "string" ]
        ]
      },
      "Enabled": boolean,
      "MinAllowedConfidenceScoreForMerging": number
    },
    "Enabled": boolean,
    "ExportingConfig": {
      "S3Exporting": {
        "S3BucketName": "string",
        "S3KeyName": "string"
      }
    }
  }
}
```

```

    }
  },
  "JobSchedule": {
    "DayOfTheWeek": "string",
    "Time": "string"
  }
},
"RuleBasedMatching": {
  "AttributeTypesSelector": {
    "Address": [ "string" ],
    "AttributeMatchingModel": "string",
    "EmailAddress": [ "string" ],
    "PhoneNumber": [ "string" ]
  },
  "ConflictResolution": {
    "ConflictResolvingModel": "string",
    "SourceName": "string"
  },
  "Enabled": boolean,
  "ExportingConfig": {
    "S3Exporting": {
      "S3BucketName": "string",
      "S3KeyName": "string"
    }
  },
  "MatchingRules": [
    {
      "Rule": [ "string" ]
    }
  ],
  "MaxAllowedRuleLevelForMatching": number,
  "MaxAllowedRuleLevelForMerging": number,
  "Status": "string"
},
"Tags": {
  "string" : "string"
}
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

DeadLetterQueueUrl

The URL of the SQS dead letter queue, which is used for reporting errors associated with ingesting data from third party applications.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

DefaultEncryptionKey

The default encryption key, which is an AWS managed key, is used when no specific type of encryption key is specified. It is used to encrypt all data before it is placed in permanent or semi-permanent storage.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

DefaultExpirationDays

The default number of days until the data within the domain expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: `Timestamp`

Matching

The process of matching duplicate profiles. If `Matching = true`, Amazon Connect Customer Profiles starts a weekly batch process called Identity Resolution Job. If you do not specify a date and time for Identity Resolution Job to run, by default it runs every Saturday at 12AM UTC to detect duplicate profiles in your domains.

After the Identity Resolution Job completes, use the [GetMatches](#) API to return and review the results. Or, if you have configured `ExportingConfig` in the `MatchingRequest`, you can download the results from S3.

Type: [MatchingResponse](#) object

RuleBasedMatching

The process of matching duplicate profiles using the Rule-Based matching. If `RuleBasedMatching = true`, Amazon Connect Customer Profiles will start to match and merge your profiles according to your configuration in the `RuleBasedMatchingRequest`. You can use the `ListRuleBasedMatches` and `GetSimilarProfiles` API to return and review the results. Also, if you have configured `ExportingConfig` in the `RuleBasedMatchingRequest`, you can download the results from S3.

Type: [RuleBasedMatchingResponse](#) object

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of CreateDomain.

Sample Request

```
POST /v1/domains/ExampleDomainName
Content-type: application/json
{
  "DeadLetterQueueUrl": "arn:aws:sqs:us-east-1:123456789012:DLQName",
  "DefaultEncryptionKey": "arn:aws:kms:us-east-1:123456789012:key/1988472d-6b77-4bb6-
ae39-efce5EXAMPLE",
  "DefaultExpirationDays": 1098,
```



```
"DomainName": "ExampleDomainName"
}
```

Sample Response

```
Content-type: application/json
{
  "DeadLetterQueueUrl": "arn:aws:sqs:us-east-1:123456789012:DLQName",
  "CreatedAt": 1479249799770,
  "DefaultEncryptionKey": "arn:aws:kms:us-east-1:123456789012:key/1988472d-6b77-4bb6-ae39-efce5EXAMPLE",
  "DefaultExpirationDays": 1098,
  "LastUpdatedAt": 1479249799770,
  "DomainName": "ExampleDomainName"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateEventStream

Service: Amazon Connect Customer Profiles

Creates an event stream, which is a subscription to real-time events, such as when profiles are created and updated through Amazon Connect Customer Profiles.

Each event stream can be associated with only one Kinesis Data Stream destination in the same region and AWS account as the customer profiles domain

Request Syntax

```
POST /domains/DomainName/event-streams/EventStreamName HTTP/1.1
Content-type: application/json

{
  "Tags": {
    "string" : "string"
  },
  "Uri": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

EventStreamName

The name of the event stream.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

Uri

The StreamARN of the destination to deliver profile events to. For example, `arn:aws:kinesis:region:account-id:stream/stream-name`

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "EventStreamArn": "string",
  "Tags": {
    "string" : "string"
```

```
}  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

EventStreamArn

A unique identifier for the event stream.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateIntegrationWorkflow

Service: Amazon Connect Customer Profiles

Creates an integration workflow. An integration workflow is an async process which ingests historic data and sets up an integration for ongoing updates. The supported Amazon AppFlow sources are Salesforce, ServiceNow, and Marketo.

Request Syntax

```
POST /domains/DomainName/workflows/integrations HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "IntegrationConfig": {
    "AppflowIntegration": {
      "Batches": [
        {
          "EndTime": number,
          "StartTime": number
        }
      ],
      "FlowDefinition": {
        "Description": "string",
        "FlowName": "string",
        "KmsArn": "string",
        "SourceFlowConfig": {
          "ConnectorProfileName": "string",
          "ConnectorType": "string",
          "IncrementalPullConfig": {
            "DatetimeTypeFieldName": "string"
          },
          "SourceConnectorProperties": {
            "Marketo": {
              "Object": "string"
            },
            "S3": {
              "BucketName": "string",
              "BucketPrefix": "string"
            },
            "Salesforce": {
              "EnableDynamicFieldUpdate": boolean,
              "IncludeDeletedRecords": boolean,
              "Object": "string"
            }
          }
        }
      }
    }
  }
}
```

```

    },
    "ServiceNow": {
      "Object": "string"
    },
    "Zendesk": {
      "Object": "string"
    }
  }
},
"Tasks": [
  {
    "ConnectorOperator": {
      "Marketo": "string",
      "S3": "string",
      "Salesforce": "string",
      "ServiceNow": "string",
      "Zendesk": "string"
    },
    "DestinationField": "string",
    "SourceFields": [ "string" ],
    "TaskProperties": {
      "string" : "string"
    },
    "TaskType": "string"
  }
],
"TriggerConfig": {
  "TriggerProperties": {
    "Scheduled": {
      "DataPullMode": "string",
      "FirstExecutionFrom": number,
      "ScheduleEndTime": number,
      "ScheduleExpression": "string",
      "ScheduleOffset": number,
      "ScheduleStartTime": number,
      "Timezone": "string"
    }
  },
  "TriggerType": "string"
}
}
},
"ObjectTypeName": "string",

```

```
"RoleArn": "string",  
"Tags": {  
  "string" : "string"  
},  
"WorkflowType": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

IntegrationConfig

Configuration data for integration workflow.

Type: [IntegrationConfig](#) object

Required: Yes

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

RoleArn

The Amazon Resource Name (ARN) of the IAM role. Customer Profiles assumes this role to create resources on your behalf as part of workflow execution.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `arn:aws:iam:.*:[0-9]+:.*`

Required: Yes

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

WorkflowType

The type of workflow. The only supported value is APPFLOW_INTEGRATION.

Type: String

Valid Values: APPFLOW_INTEGRATION

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{  
  "Message": "string",  
  "WorkflowId": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message indicating create request was received.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

WorkflowId

Unique identifier for the workflow.

Type: String

Pattern: [a-f0-9]{32}

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateProfile

Service: Amazon Connect Customer Profiles

Creates a standard profile.

A standard profile represents the following attributes for a customer profile in a domain.

Request Syntax

```
POST /domains/DomainName/profiles HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "AccountNumber": "string",
  "AdditionalInformation": "string",
  "Address": {
    "Address1": "string",
    "Address2": "string",
    "Address3": "string",
    "Address4": "string",
    "City": "string",
    "Country": "string",
    "County": "string",
    "PostalCode": "string",
    "Province": "string",
    "State": "string"
  },
  "Attributes": {
    "string" : "string"
  },
  "BillingAddress": {
    "Address1": "string",
    "Address2": "string",
    "Address3": "string",
    "Address4": "string",
    "City": "string",
    "Country": "string",
    "County": "string",
    "PostalCode": "string",
    "Province": "string",
    "State": "string"
  },
  "BirthDate": "string",
```

```
"BusinessEmailAddress": "string",
"BusinessName": "string",
"BusinessPhoneNumber": "string",
"EmailAddress": "string",
"FirstName": "string",
"Gender": "string",
"GenderString": "string",
"HomePhoneNumber": "string",
"LastName": "string",
"MailingAddress": {
  "Address1": "string",
  "Address2": "string",
  "Address3": "string",
  "Address4": "string",
  "City": "string",
  "Country": "string",
  "County": "string",
  "PostalCode": "string",
  "Province": "string",
  "State": "string"
},
"MiddleName": "string",
"MobilePhoneNumber": "string",
"PartyType": "string",
"PartyTypeString": "string",
"PersonalEmailAddress": "string",
"PhoneNumber": "string",
"ShippingAddress": {
  "Address1": "string",
  "Address2": "string",
  "Address3": "string",
  "Address4": "string",
  "City": "string",
  "Country": "string",
  "County": "string",
  "PostalCode": "string",
  "Province": "string",
  "State": "string"
}
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

AccountNumber

An account number that you have given to the customer.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

AdditionalInformation

Any additional information relevant to the customer's profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

Address

A generic address associated with the customer that is not mailing, shipping, or billing.

Type: [Address](#) object

Required: No

Attributes

A key value pair of attributes of a customer profile.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BillingAddress

The customer's billing address.

Type: [Address](#) object

Required: No

BirthDate

The customer's birth date.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BusinessEmailAddress

The customer's business email address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BusinessName

The name of the customer's business.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BusinessPhoneNumber

The customer's business phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

EmailAddress

The customer's email address, which has not been specified as a personal or business address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

FirstName

The customer's first name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Gender

This parameter has been deprecated.

The gender with which the customer identifies.

Type: String

Valid Values: MALE | FEMALE | UNSPECIFIED

Required: No

GenderString

An alternative to Gender which accepts any string as input.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

HomePhoneNumber

The customer's home phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

LastName

The customer's last name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

MailingAddress

The customer's mailing address.

Type: [Address](#) object

Required: No

MiddleName

The customer's middle name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

MobilePhoneNumber

The customer's mobile phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PartyType

This parameter has been deprecated.

The type of profile used to describe the customer.

Type: String

Valid Values: INDIVIDUAL | BUSINESS | OTHER

Required: No

PartyTypeString

An alternative to PartyType which accepts any string as input.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PersonalEmailAddress

The customer's personal email address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PhoneNumber

The customer's phone number, which has not been specified as a mobile, home, or business number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

ShippingAddress

The customer's shipping address.

Type: [Address](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ProfileId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: [a-f0-9]{32}

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of CreateProfile.

Sample Request

```
POST /domains/ExampleDomainName/profiles HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "AccountNumber": "ACCT12344",
  "Address": {
    "Address1": "123 Sample St",
    "Address2": "Apt 4",
    "Address3": "null",
    "Address4": "null",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "Attributes": {
    "SSN" : "123-44-3433",
    "LoyaltyPoints" : "3000"
  },
  "BillingAddress": {
    "Address1": "789 Sample St",
```

```
    "Address2": "Apt 1",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "BirthDate": "07/12/1980",
  "BusinessEmailAddress": "example@amazon.com",
  "BusinessName": "My Awesome Company",
  "BusinessPhoneNumber": "555-334-3389",
  "EmailAddress": "example@gmail.com",
  "FirstName": "John",
  "Gender": "MALE",
  "HomePhoneNumber": "555-334-3344",
  "LastName": "Doe",
  "MailingAddress": {
    "Address1": "234 Home St",
    "Address2": "Apt 5",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "AdditionalInformation": "High Profile Customer",
  "MiddleName": "",
  "MobilePhoneNumber": "555-334-7777",
  "PartyType": "INDIVIDUAL",
  "PersonalEmailAddress": "email1@gmail.com",
  "PhoneNumber": "",
  "ShippingAddress": {
    "Address1": "555 A St",
    "Address2": "Suite 100",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  }
}
```

```
}
```

Sample Response

```
Content-type: application/json
{
  "ProfileId" : "3991a7d959d248bb982546b2dEXAMPLE"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteCalculatedAttributeDefinition

Service: Amazon Connect Customer Profiles

Deletes an existing calculated attribute definition. Note that deleting a default calculated attribute is possible, however once deleted, you will be unable to undo that action and will need to recreate it on your own using the CreateCalculatedAttributeDefinition API if you want it back.

Request Syntax

```
DELETE /domains/DomainName/calculated-attributes/CalculatedAttributeName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

CalculatedAttributeName

The unique name of the calculated attribute.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteDomain

Service: Amazon Connect Customer Profiles

Deletes a specific domain and all of its customer data, such as customer profile attributes and their related objects.

Request Syntax

```
DELETE /domains/DomainName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Message": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message that indicates the delete request is done.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of DeleteDomain.

Sample Request

```
DELETE /v1/domains/ExampleDomainName HTTP/1.1
```

Sample Response

```
Content-type: application/json
{
  "Message": "Domain Deleted"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteEventStream

Service: Amazon Connect Customer Profiles

Disables and deletes the specified event stream.

Request Syntax

```
DELETE /domains/DomainName/event-streams/EventStreamName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

EventStreamName

The name of the event stream

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteIntegration

Service: Amazon Connect Customer Profiles

Removes an integration from a specific domain.

Request Syntax

```
POST /domains/DomainName/integrations/delete HTTP/1.1
Content-type: application/json

{
  "Uri": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Uri

The URI of the S3 bucket or any other type of data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Message": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message that indicates the delete request is done.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of DeleteIntegration.

Sample Request

```
POST /domains/{DomainName}/integrations/delete HTTP/1.1
{
  "Uri": "arn:aws:sqs:us-east-1:123456789012:URIOfIntegration1"
}
```

Sample Response

```
Content-type: application/json
{
  "Message": "Deleted"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteProfile

Service: Amazon Connect Customer Profiles

Deletes the standard customer profile and all data pertaining to the profile.

Request Syntax

```
POST /domains/DomainName/profiles/delete HTTP/1.1
Content-type: application/json

{
  "ProfileId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: `[a-f0-9]{32}`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Message": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message that indicates the delete request is done.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of DeleteProfile.

Sample Request

```
POST /domains/ExampleDomainName/profiles/delete HTTP/1.1

Content-type: application/json
{
  "ProfileId": "3991a7d959d248bba82546b2dEXAMPLE"
}
```

Sample Response

```
Content-type: application/json
{
  "Message": "OK"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteProfileKey

Service: Amazon Connect Customer Profiles

Removes a searchable key from a customer profile.

Request Syntax

```
POST /domains/DomainName/profiles/keys/delete HTTP/1.1
Content-type: application/json
```

```
{
  "KeyName": "string",
  "ProfileId": "string",
  "Values": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

KeyName

A searchable identifier of a customer profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: `[a-f0-9]{32}`

Required: Yes

Values

A list of key values.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Message": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message that indicates the delete request is done.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of `DeleteProfileKey`.

Sample Request

```
POST /domains/ExampleDomainName/profiles/keys/delete HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "KeyName": "_phone",
  "ProfileId": "3991a7d959d248bba82546b2dEXAMPLE",
  "Values": [ "555-445-3344" ]
}
```

Sample Response

```
Content-type: application/json
{
  "Message": "OK"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteProfileObject

Service: Amazon Connect Customer Profiles

Removes an object associated with a profile of a given ProfileObjectType.

Request Syntax

```
POST /domains/DomainName/profiles/objects/delete HTTP/1.1
Content-type: application/json
```

```
{
  "ObjectName": "string",
  "ProfileId": "string",
  "ProfileObjectUniqueKey": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

ObjectName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: `[a-f0-9]{32}`

Required: Yes

ProfileObjectUniqueKey

The unique identifier of the profile object generated by the service.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Message": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message that indicates the delete request is done.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of `DeleteProfileObject`.

Sample Request

```
POST /domains/DomainName/profiles/objects/delete HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "ObjectName": "MyCustomObjectName",
  "ProfileId": "3991a7d959d248bba82546b2dEXAMPLE",
  "ProfileObjectUniqueKey": "UniqueKeyOfTheProfileObject"
}
```

Sample Response

```
Content-type: application/json
{
  "Message": "OK"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteProfileObjectType

Service: Amazon Connect Customer Profiles

Removes a ProfileObjectType from a specific domain as well as removes all the ProfileObjects of that type. It also disables integrations from this specific ProfileObjectType. In addition, it scrubs all of the fields of the standard profile that were populated from this ProfileObjectType.

Request Syntax

```
DELETE /domains/DomainName/object-types/ObjectTypeName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

ObjectTypeName

The name of the profile object type.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```



```
Content-type: application/json

{
  "Message": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message that indicates the delete request is done.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of DeleteProfileObjectType.

Sample Request

```
DELETE /domains/ExampleDomainName/object-types/MyCustomObjectTypeName HTTP/1.1
```

Sample Response

```
Content-type: application/json
{
  "Message": "Deleted"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteWorkflow

Service: Amazon Connect Customer Profiles

Deletes the specified workflow and all its corresponding resources. This is an async process.

Request Syntax

```
DELETE /domains/DomainName/workflows/WorkflowId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

WorkflowId

Unique identifier for the workflow.

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DetectProfileObjectType

Service: Amazon Connect Customer Profiles

The process of detecting profile object type mapping by using given objects.

Request Syntax

```
POST /domains/DomainName/detect/object-types HTTP/1.1
Content-type: application/json

{
  "Objects": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Objects

A string that is serialized from a JSON object.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 5 items.

Length Constraints: Minimum length of 1. Maximum length of 256000.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "DetectedProfileObjectTypes": [
    {
      "Fields": {
        "string" : {
          "ContentType": "string",
          "Source": "string",
          "Target": "string"
        }
      },
      "Keys": {
        "string" : [
          {
            "FieldNames": [ "string" ],
            "StandardIdentifiers": [ "string" ]
          }
        ]
      },
      "SourceLastUpdatedTimestampFormat": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

DetectedProfileObjectTypes

Detected ProfileObjectType mappings from given objects. A maximum of one mapping is supported.

Type: Array of [DetectedProfileObjectType](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetAutoMergingPreview

Service: Amazon Connect Customer Profiles

Tests the auto-merging settings of your Identity Resolution Job without merging your data. It randomly selects a sample of matching groups from the existing matching results, and applies the automerging settings that you provided. You can then view the number of profiles in the sample, the number of matches, and the number of profiles identified to be merged. This enables you to evaluate the accuracy of the attributes in your matching list.

You can't view which profiles are matched and would be merged.

Important

We strongly recommend you use this API to do a dry run of the automerging process before running the Identity Resolution Job. Include **at least** two matching attributes. If your matching list includes too few attributes (such as only `FirstName` or only `LastName`), there may be a large number of matches. This increases the chances of erroneous merges.

Request Syntax

```
POST /domains/DomainName/identity-resolution-jobs/auto-merging-preview HTTP/1.1
Content-type: application/json
```

```
{
  "ConflictResolution": {
    "ConflictResolvingModel": "string",
    "SourceName": "string"
  },
  "Consolidation": {
    "MatchingAttributesList": [
      [ "string" ]
    ]
  },
  "MinAllowedConfidenceScoreForMerging": number
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

ConflictResolution

How the auto-merging process should resolve conflicts between different profiles.

Type: [ConflictResolution](#) object

Required: Yes

Consolidation

A list of matching attributes that represent matching criteria.

Type: [Consolidation](#) object

Required: Yes

MinAllowedConfidenceScoreForMerging

Minimum confidence score required for profiles within a matching group to be merged during the auto-merge process.

Type: Double

Valid Range: Minimum value of 0.0. Maximum value of 1.0.

Required: No

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "DomainName": "string",
  "NumberOfMatchesInSample": number,
  "NumberOfProfilesInSample": number,
  "NumberOfProfilesWillBeMerged": number
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

NumberOfMatchesInSample

The number of match groups in the domain that have been reviewed in this preview dry run.

Type: Long

NumberOfProfilesInSample

The number of profiles found in this preview dry run.

Type: Long

NumberOfProfilesWillBeMerged

The number of profiles that would be merged if this wasn't a preview dry run.

Type: Long

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCalculatedAttributeDefinition

Service: Amazon Connect Customer Profiles

Provides more information on a calculated attribute definition for Customer Profiles.

Request Syntax

```
GET /domains/DomainName/calculated-attributes/CalculatedAttributeName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

CalculatedAttributeName

The unique name of the calculated attribute.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```



```
Content-type: application/json

{
  "AttributeDetails": {
    "Attributes": [
      {
        "Name": "string"
      }
    ],
    "Expression": "string"
  },
  "CalculatedAttributeName": "string",
  "Conditions": {
    "ObjectCount": number,
    "Range": {
      "Unit": "string",
      "Value": number
    },
    "Threshold": {
      "Operator": "string",
      "Value": "string"
    }
  },
  "CreatedAt": number,
  "Description": "string",
  "DisplayName": "string",
  "LastUpdatedAt": number,
  "Statistic": "string",
  "Tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AttributeDetails

Mathematical expression and a list of attribute items specified in that expression.

Type: [AttributeDetails](#) object

CalculatedAttributeName

The unique name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Conditions

The conditions including range, object count, and threshold for the calculated attribute.

Type: [Conditions](#) object

CreatedAt

The timestamp of when the calculated attribute definition was created.

Type: Timestamp

Description

The description of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

LastUpdatedAt

The timestamp of when the calculated attribute definition was most recently edited.

Type: Timestamp

Statistic

The aggregation operation to perform for the calculated attribute.

Type: String

Valid Values: FIRST_OCCURRENCE | LAST_OCCURRENCE | COUNT | SUM | MINIMUM | MAXIMUM | AVERAGE | MAX_OCCURRENCE

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCalculatedAttributeForProfile

Service: Amazon Connect Customer Profiles

Retrieve a calculated attribute for a customer profile.

Request Syntax

```
GET /domains/DomainName/profile/ProfileId/calculated-attributes/CalculatedAttributeName
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

CalculatedAttributeName

The unique name of the calculated attribute.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

ProfileId

The unique identifier of a customer profile.

Pattern: `[a-f0-9]{32}`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "CalculatedAttributeName": "string",
  "DisplayName": "string",
  "IsDataPartial": "string",
  "Value": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CalculatedAttributeName

The unique name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

IsDataPartial

Indicates whether the calculated attribute's value is based on partial data. If data is partial, it is set to true.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Value

The value of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetDomain

Service: Amazon Connect Customer Profiles

Returns information about a specific domain.

Request Syntax

```
GET /domains/DomainName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "CreatedAt": number,
  "DeadLetterQueueUrl": "string",
  "DefaultEncryptionKey": "string",
  "DefaultExpirationDays": number,
  "DomainName": "string",
  "LastUpdatedAt": number,
  "Matching": {
    "AutoMerging": {
      "ConflictResolution": {
```

```
    "ConflictResolvingModel": "string",
    "SourceName": "string"
  },
  "Consolidation": {
    "MatchingAttributesList": [
      [ "string" ]
    ]
  },
  "Enabled": boolean,
  "MinAllowedConfidenceScoreForMerging": number
},
"Enabled": boolean,
"ExportingConfig": {
  "S3Exporting": {
    "S3BucketName": "string",
    "S3KeyName": "string"
  }
},
"JobSchedule": {
  "DayOfTheWeek": "string",
  "Time": "string"
}
},
"RuleBasedMatching": {
  "AttributeTypesSelector": {
    "Address": [ "string" ],
    "AttributeMatchingModel": "string",
    "EmailAddress": [ "string" ],
    "PhoneNumber": [ "string" ]
  },
  "ConflictResolution": {
    "ConflictResolvingModel": "string",
    "SourceName": "string"
  },
  "Enabled": boolean,
  "ExportingConfig": {
    "S3Exporting": {
      "S3BucketName": "string",
      "S3KeyName": "string"
    }
  },
  "MatchingRules": [
    {
      "Rule": [ "string" ]
    }
  ]
}
```

```
    }
  ],
  "MaxAllowedRuleLevelForMatching": number,
  "MaxAllowedRuleLevelForMerging": number,
  "Status": "string"
},
"Stats": {
  "MeteringProfileCount": number,
  "ObjectCount": number,
  "ProfileCount": number,
  "TotalSize": number
},
"Tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

DeadLetterQueueUrl

The URL of the SQS dead letter queue, which is used for reporting errors associated with ingesting data from third party applications.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

DefaultEncryptionKey

The default encryption key, which is an AWS managed key, is used when no specific type of encryption key is specified. It is used to encrypt all data before it is placed in permanent or semi-permanent storage.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

DefaultExpirationDays

The default number of days until the data within the domain expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

Matching

The process of matching duplicate profiles. If `Matching = true`, Amazon Connect Customer Profiles starts a weekly batch process called Identity Resolution Job. If you do not specify a date and time for Identity Resolution Job to run, by default it runs every Saturday at 12AM UTC to detect duplicate profiles in your domains.

After the Identity Resolution Job completes, use the [GetMatches](#) API to return and review the results. Or, if you have configured `ExportingConfig` in the `MatchingRequest`, you can download the results from S3.

Type: [MatchingResponse](#) object

RuleBasedMatching

The process of matching duplicate profiles using the Rule-Based matching. If `RuleBasedMatching = true`, Amazon Connect Customer Profiles will start to match and merge your profiles according to your configuration in the `RuleBasedMatchingRequest`. You can use the `ListRuleBasedMatches` and `GetSimilarProfiles` API to return and review the

results. Also, if you have configured `ExportingConfig` in the `RuleBasedMatchingRequest`, you can download the results from S3.

Type: [RuleBasedMatchingResponse](#) object

Stats

Usage-specific statistics about the domain.

Type: [DomainStats](#) object

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -=._:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetEventStream

Service: Amazon Connect Customer Profiles

Returns information about the specified event stream in a specific domain.

Request Syntax

```
GET /domains/DomainName/event-streams/EventStreamName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

EventStreamName

The name of the event stream provided during create operations.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{
  "CreatedAt": number,
  "DestinationDetails": {
    "Message": "string",
    "Status": "string",
    "UnhealthySince": number,
    "Uri": "string"
  },
  "DomainName": "string",
  "EventStreamArn": "string",
  "State": "string",
  "StoppedSince": number,
  "Tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CreatedAt

The timestamp of when the export was created.

Type: Timestamp

DestinationDetails

Details regarding the Kinesis stream.

Type: [EventStreamDestinationDetails](#) object

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

EventStreamArn

A unique identifier for the event stream.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

State

The operational state of destination stream for export.

Type: String

Valid Values: RUNNING | STOPPED

StoppedSince

The timestamp when the State changed to STOPPED.

Type: Timestamp

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetIdentityResolutionJob

Service: Amazon Connect Customer Profiles

Returns information about an Identity Resolution Job in a specific domain.

Identity Resolution Jobs are set up using the Amazon Connect admin console. For more information, see [Use Identity Resolution to consolidate similar profiles](#).

Request Syntax

```
GET /domains/DomainName/identity-resolution-jobs/JobId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

JobId

The unique identifier of the Identity Resolution Job.

Pattern: `[a-f0-9]{32}`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```

{
  "AutoMerging": {
    "ConflictResolution": {
      "ConflictResolvingModel": "string",
      "SourceName": "string"
    },
    "Consolidation": {
      "MatchingAttributesList": [
        "string"
      ]
    },
    "Enabled": boolean,
    "MinAllowedConfidenceScoreForMerging": number
  },
  "DomainName": "string",
  "ExportingLocation": {
    "S3Exporting": {
      "S3BucketName": "string",
      "S3KeyName": "string"
    }
  },
  "JobEndTime": number,
  "JobExpirationTime": number,
  "JobId": "string",
  "JobStartTime": number,
  "JobStats": {
    "NumberOfMatchesFound": number,
    "NumberOfMergesDone": number,
    "NumberOfProfilesReviewed": number
  },
  "LastUpdatedAt": number,
  "Message": "string",
  "Status": "string"
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AutoMerging

Configuration settings for how to perform the auto-merging of profiles.

Type: [AutoMerging](#) object

[DomainName](#)

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

[ExportingLocation](#)

The S3 location where the Identity Resolution Job writes result files.

Type: [ExportingLocation](#) object

[JobEndTime](#)

The timestamp of when the Identity Resolution Job was completed.

Type: Timestamp

[JobExpirationTime](#)

The timestamp of when the Identity Resolution Job will expire.

Type: Timestamp

[JobId](#)

The unique identifier of the Identity Resolution Job.

Type: String

Pattern: `[a-f0-9]{32}`

[JobStartTime](#)

The timestamp of when the Identity Resolution Job was started or will be started.

Type: Timestamp

[JobStats](#)

Statistics about the Identity Resolution Job.

Type: [JobStats](#) object

LastUpdatedAt

The timestamp of when the Identity Resolution Job was most recently edited.

Type: Timestamp

Message

The error messages that are generated when the Identity Resolution Job runs.

Type: String

Length Constraints: Maximum length of 2048.

Pattern: .*

Status

The status of the Identity Resolution Job.

- **PENDING:** The Identity Resolution Job is scheduled but has not started yet. If you turn off the Identity Resolution feature in your domain, jobs in the PENDING state are deleted.
- **PREPROCESSING:** The Identity Resolution Job is loading your data.
- **FIND_MATCHING:** The Identity Resolution Job is using the machine learning model to identify profiles that belong to the same matching group.
- **MERGING:** The Identity Resolution Job is merging duplicate profiles.
- **COMPLETED:** The Identity Resolution Job completed successfully.
- **PARTIAL_SUCCESS:** There's a system error and not all of the data is merged. The Identity Resolution Job writes a message indicating the source of the problem.
- **FAILED:** The Identity Resolution Job did not merge any data. It writes a message indicating the source of the problem.

Type: String

Valid Values: PENDING | PREPROCESSING | FIND_MATCHING | MERGING | COMPLETED
| PARTIAL_SUCCESS | FAILED

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetIntegration

Service: Amazon Connect Customer Profiles

Returns an integration for a domain.

Request Syntax

```
POST /domains/DomainName/integrations HTTP/1.1
Content-type: application/json

{
  "Uri": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Uri

The URI of the S3 bucket or any other type of data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "CreatedAt": number,
  "DomainName": "string",
  "IsUnstructured": boolean,
  "LastUpdatedAt": number,
  "ObjectTypeName": "string",
  "ObjectNames": {
    "string" : "string"
  },
  "Tags": {
    "string" : "string"
  },
  "Uri": "string",
  "WorkflowId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

IsUnstructured

Boolean that shows if the Flow that's associated with the Integration is created in Amazon Appflow, or with ObjectTypeName equals `_unstructured` via API/CLI in flowDefinition.

Type: Boolean

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

ObjectTypeNames

A map in which each key is an event type from an external application such as Segment or Shopify, and each value is an ObjectTypeName (template) used to ingest the event. It supports the following event types: `SegmentIdentify`, `ShopifyCreateCustomers`, `ShopifyUpdateCustomers`, `ShopifyCreateDraftOrders`, `ShopifyUpdateDraftOrders`, `ShopifyCreateOrders`, and `ShopifyUpdatedOrders`.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Length Constraints: Minimum length of 1. Maximum length of 255.

Value Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Uri

The URI of the S3 bucket or any other type of data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

WorkflowId

Unique identifier for the workflow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of GetIntegration.

Sample Request

```
POST /domains/ExampleDomainName/integrations HTTP/1.1
{
  "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration1"
}
```

Sample Response

```
Content-type: application/json
{
  "CreatedAt": 1479249799770,
  "DomainName": "ExampleDomainName",
  "LastUpdatedAt": 1479249799770,
  "ObjectTypeName": "MyCustomObject",
  "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration1"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetMatches

Service: Amazon Connect Customer Profiles

Before calling this API, use [CreateDomain](#) or [UpdateDomain](#) to enable identity resolution: set `Matching` to `true`.

`GetMatches` returns potentially matching profiles, based on the results of the latest run of a machine learning process.

Important

The process of matching duplicate profiles. If `Matching = true`, Amazon Connect Customer Profiles starts a weekly batch process called Identity Resolution Job. If you do not specify a date and time for Identity Resolution Job to run, by default it runs every Saturday at 12AM UTC to detect duplicate profiles in your domains.

After the Identity Resolution Job completes, use the [GetMatches](#) API to return and review the results. Or, if you have configured `ExportingConfig` in the `MatchingRequest`, you can download the results from S3.

Amazon Connect uses the following profile attributes to identify matches:

- `PhoneNumber`
- `HomePhoneNumber`
- `BusinessPhoneNumber`
- `MobilePhoneNumber`
- `EmailAddress`
- `PersonalEmailAddress`
- `BusinessEmailAddress`
- `FullName`

For example, two or more profiles—with spelling mistakes such as **John Doe** and **Jhn Doe**, or different casing email addresses such as **JOHN_DOE@ANYCOMPANY.COM** and **johndoe@anycompany.com**, or different phone number formats such as **555-010-0000** and **+1-555-010-0000**—can be detected as belonging to the same customer **John Doe** and merged into a unified profile.

Request Syntax

```
GET /domains/DomainName/matches?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Matches": [
```



```
{
  "ConfidenceScore": number,
  "MatchId": "string",
  "ProfileIds": [ "string" ]
},
"MatchGenerationDate": number,
"NextToken": "string",
"PotentialMatches": number
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Matches

The list of matched profiles for this instance.

Type: Array of [MatchItem](#) objects

MatchGenerationDate

The timestamp this version of Match Result generated.

Type: Timestamp

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

PotentialMatches

The number of potential matches found.

Type: Integer

Valid Range: Minimum value of 0.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetProfileObjectType

Service: Amazon Connect Customer Profiles

Returns the object types for a specific domain.

Request Syntax

```
GET /domains/DomainName/object-types/ObjectTypeName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

ObjectTypeName

The name of the profile object type.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```

```

"AllowProfileCreation": boolean,
"CreatedAt": number,
"Description": "string",
"EncryptionKey": "string",
"ExpirationDays": number,
"Fields": {
  "string" : {
    "ContentType": "string",
    "Source": "string",
    "Target": "string"
  }
},
"Keys": {
  "string" : [
    {
      "FieldNames": [ "string" ],
      "StandardIdentifiers": [ "string" ]
    }
  ]
},
"LastUpdatedAt": number,
"MaxAvailableProfileObjectCount": number,
"MaxProfileObjectCount": number,
"ObjectTypeName": "string",
"SourceLastUpdatedTimestampFormat": "string",
"Tags": {
  "string" : "string"
},
"TemplateId": "string"
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AllowProfileCreation

Indicates whether a profile should be created when data is received if one doesn't exist for an object of this type. The default is FALSE. If the AllowProfileCreation flag is set to FALSE, then the service tries to fetch a standard profile and associate this object with the profile. If it is set to TRUE, and if no match is found, then the service creates a new standard profile.

Type: Boolean

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Description

The description of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

EncryptionKey

The customer-provided key to encrypt the profile object that will be created in this profile object type.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

ExpirationDays

The number of days until the data in the object expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

Fields

A map of the name and ObjectType field.

Type: String to [ObjectTypeField](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

Keys

A list of unique keys that can be used to map data to the profile.

Type: String to array of [ObjectTypeKey](#) objects map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

MaxAvailableProfileObjectCount

The amount of provisioned profile object max count available.

Type: Integer

Valid Range: Minimum value of 0.

MaxProfileObjectCount

The amount of profile object max count assigned to the object type.

Type: Integer

Valid Range: Minimum value of 1.

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

SourceLastUpdatedTimestampFormat

The format of your `sourceLastUpdatedTimestamp` that was previously set up.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

TemplateId

A unique identifier for the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of `GetProfileObjectType`.

Sample Request

```
GET /domains/ExampleDomainName/object-types/MyCustomObject HTTP/1.1
```

Sample Response

```
Content-type: application/jsonContent-type: application/json
{
  "CreatedAt": 1479249799770,
  "Description": "Internal ERP System",
  "EncryptionKey": "arn:aws:kms:us-east-1:123456789012:key/1988472d-6b77-4bb6-ae39-efce5EXAMPLE",
  "AllowProfileCreation": "FALSE",
  "ExpirationDays": 100,
  "Fields": {
    "email" : {
      "ContentType": "EMAIL_ADDRESS",
      "Source": "_source.email",
      "Target": "_profile.BusinessEmailAddress"
    },
    "phone" : {
      "ContentType": "PHONE_NUMBER",
      "Source": "_source.phone",
      "Target": "_profile.BusinessPhoneNumber"
    },
    "loyaltyPoints" : {
      "ContentType": "NUMBER",
      "Source": "_source.loyaltypoints",
      "Target": "_profile.Attributes.loyaltypoints"
    }
  }
}
```

```
    }
  },
  "Keys": {
    "email" : [
      {
        "FieldNames": [ "email" ],
        "StandardIdentifiers": [ "PROFILE", "UNIQUE" ]
      }
    ],
    "loyaltypoints" : [
      {
        "FieldNames": [ "loyaltyPoints" ],
        "StandardIdentifiers": [ "PROFILE" ]
      }
    ]
  },
  "LastUpdatedAt": 1479249799770,
  "ObjectName": "CustomProfileObjectName",
  "TemplateId": "MyTemplateId"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetProfileObjectTypeTemplate

Service: Amazon Connect Customer Profiles

Returns the template information for a specific object type.

A template is a predefined ProfileObjectType, such as "Salesforce-Account" or "Salesforce-Contact." When a user sends a ProfileObject, using the PutProfileObject API, with an ObjectTypeName that matches one of the TemplateIds, it uses the mappings from the template.

Request Syntax

```
GET /templates/TemplateId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

TemplateId

A unique identifier for the object template.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AllowProfileCreation": boolean,
  "Fields": {
    "string" : {
```

```

    "ContentType": "string",
    "Source": "string",
    "Target": "string"
  }
},
"Keys": {
  "string" : [
    {
      "FieldNames": [ "string" ],
      "StandardIdentifiers": [ "string" ]
    }
  ]
},
"SourceLastUpdatedTimestampFormat": "string",
"SourceName": "string",
"SourceObject": "string",
"TemplateId": "string"
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AllowProfileCreation

Indicates whether a profile should be created when data is received if one doesn't exist for an object of this type. The default is FALSE. If the AllowProfileCreation flag is set to FALSE, then the service tries to fetch a standard profile and associate this object with the profile. If it is set to TRUE, and if no match is found, then the service creates a new standard profile.

Type: Boolean

Fields

A map of the name and ObjectType field.

Type: String to [ObjectTypeField](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

Keys

A list of unique keys that can be used to map data to the profile.

Type: String to array of [ObjectTypeKey](#) objects map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

SourceLastUpdatedTimestampFormat

The format of your `sourceLastUpdatedTimestamp` that was previously set up.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

SourceName

The name of the source of the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

SourceObject

The source of the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

TemplateId

A unique identifier for the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of `GetProfileObjectTypeTemplate`.

Sample Request

```
GET /templates/{TemplateId} HTTP/1.1
```

Sample Response

```
Content-type: application/json
{
  "AllowProfileCreation": "FALSE",
  "Fields": {
    "email" : {
      "ContentType": "EMAIL_ADDRESS",
      "Source": "_source.email",
      "Target": "_profile.BusinessEmailAddress"
    },
    "phone" : {
      "ContentType": "PHONE_NUMBER",
      "Source": "_source.phone",
      "Target": "_profile.Businessphonenumber"
    }
  },
  "Keys": {
    "_email" : [
      {
        "FieldNames": [ "email" ],
        "StandardIdentifiers": [ "PROFILE", "UNIQUE" ]
      }
    ]
  },
  "SourceName": "Salesforce-Account",
  "SourceObject": "Account",
  "TemplateId": "Salesforce-Account"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetSimilarProfiles

Service: Amazon Connect Customer Profiles

Returns a set of profiles that belong to the same matching group using the `matchId` or `profileId`. You can also specify the type of matching that you want for finding similar profiles using either `RULE_BASED_MATCHING` or `ML_BASED_MATCHING`.

Request Syntax

```
POST /domains/DomainName/matches?max-results=MaxResults&next-token=NextToken HTTP/1.1
Content-type: application/json

{
  "MatchType": "string",
  "SearchKey": "string",
  "SearchValue": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous `GetSimilarProfiles` API call.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request accepts the following data in JSON format.

MatchType

Specify the type of matching to get similar profiles for.

Type: String

Valid Values: RULE_BASED_MATCHING | ML_BASED_MATCHING

Required: Yes

SearchKey

The string indicating the search key to be used.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

SearchValue

The string based on SearchKey to be searched for similar profiles.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ConfidenceScore": number,
  "MatchId": "string",
  "MatchType": "string",
```

```
"NextToken": "string",  
"ProfileIds": [ "string" ],  
"RuleLevel": number  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ConfidenceScore

It only has value when the MatchType is ML_BASED_MATCHING. A number between 0 and 1, where a higher score means higher similarity. Examining match confidence scores lets you distinguish between groups of similar records in which the system is highly confident (which you may decide to merge), groups of similar records about which the system is uncertain (which you may decide to have reviewed by a human), and groups of similar records that the system deems to be unlikely (which you may decide to reject). Given confidence scores vary as per the data input, it should not be used as an absolute measure of matching quality.

Type: Double

MatchId

The string matchId that the similar profiles belong to.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

MatchType

Specify the type of matching to get similar profiles for.

Type: String

Valid Values: RULE_BASED_MATCHING | ML_BASED_MATCHING

NextToken

The pagination token from the previous GetSimilarProfiles API call.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

ProfileIds

Set of `profileIds` that belong to the same matching group.

Type: Array of strings

Pattern: `[a-f0-9]{32}`

RuleLevel

The integer rule level that the profiles matched on.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 15.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetWorkflow

Service: Amazon Connect Customer Profiles

Get details of specified workflow.

Request Syntax

```
GET /domains/DomainName/workflows/WorkflowId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

WorkflowId

Unique identifier for the workflow.

Pattern: `[a-f0-9]{32}`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
```

```
"Attributes": {
  "AppflowIntegration": {
    "ConnectorProfileName": "string",
    "RoleArn": "string",
    "SourceConnectorType": "string"
  }
},
"ErrorDescription": "string",
"LastUpdatedAt": number,
"Metrics": {
  "AppflowIntegration": {
    "RecordsProcessed": number,
    "StepsCompleted": number,
    "TotalSteps": number
  }
},
"StartDate": number,
"Status": "string",
"WorkflowId": "string",
"WorkflowType": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Attributes

Attributes provided for workflow execution.

Type: [WorkflowAttributes](#) object

ErrorDescription

Workflow error messages during execution (if any).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

LastUpdatedAt

The timestamp that represents when workflow execution last updated.

Type: Timestamp

Metrics

Workflow specific execution metrics.

Type: [WorkflowMetrics](#) object

StartDate

The timestamp that represents when workflow execution started.

Type: Timestamp

Status

Status of workflow execution.

Type: String

Valid Values: NOT_STARTED | IN_PROGRESS | COMPLETE | FAILED | SPLIT | RETRY
| CANCELLED

WorkflowId

Unique identifier for the workflow.

Type: String

Pattern: [a-f0-9]{32}

WorkflowType

The type of workflow. The only supported value is APPFLOW_INTEGRATION.

Type: String

Valid Values: APPFLOW_INTEGRATION

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetWorkflowSteps

Service: Amazon Connect Customer Profiles

Get granular list of steps in workflow.

Request Syntax

```
GET /domains/DomainName/workflows/WorkflowId/steps?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1024.

WorkflowId

Unique identifier for the workflow.

Pattern: `[a-f0-9]{32}`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
    {
      "AppflowIntegration": {
        "BatchRecordsEndTime": "string",
        "BatchRecordsStartTime": "string",
        "CreatedAt": number,
        "ExecutionMessage": "string",
        "FlowName": "string",
        "LastUpdatedAt": number,
        "RecordsProcessed": number,
        "Status": "string"
      }
    }
  ],
  "NextToken": "string",
  "WorkflowId": "string",
  "WorkflowType": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

List containing workflow step details.

Type: Array of [WorkflowStepItem](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

WorkflowId

Unique identifier for the workflow.

Type: String

Pattern: [a-f0-9]{32}

WorkflowType

The type of workflow. The only supported value is APPFLOW_INTEGRATION.

Type: String

Valid Values: APPFLOW_INTEGRATION

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListAccountIntegrations

Service: Amazon Connect Customer Profiles

Lists all of the integrations associated to a specific URI in the AWS account.

Request Syntax

```
POST /integrations?include-hidden=IncludeHidden&max-results=MaxResults&next-token=NextToken HTTP/1.1
```

```
Content-type: application/json
```

```
{  
  "Uri": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

IncludeHidden

Boolean to indicate if hidden integration should be returned. Defaults to `False`.

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous `ListAccountIntegrations` API call.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request accepts the following data in JSON format.

Uri

The URI of the S3 bucket or any other type of data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
    {
      "CreatedAt": number,
      "DomainName": "string",
      "IsUnstructured": boolean,
      "LastUpdatedAt": number,
      "ObjectName": "string",
      "ObjectTypes": {
        "string" : "string"
      },
      "Tags": {
        "string" : "string"
      },
      "Uri": "string",
      "WorkflowId": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of ListAccountIntegration instances.

Type: Array of [ListIntegrationItem](#) objects

NextToken

The pagination token from the previous ListAccountIntegrations API call.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of `ListAccountIntegrations`.

Sample Request

```
POST /integrations?max-results=10&next-token={NextToken} HTTP/1.1
{
  "Uri": "arn:aws:sqs:us-east-1:123456789012:URIOfIntegration1"
}
```

Sample Response

```
Content-type: application/json
{
  "Items": [
    {
      "CreatedAt": 1479249799770,
      "DomainName": "ExampleDomainName",
      "LastUpdatedAt": 1479249799770,
      "ObjectTypeName": "MyCustomObject",
      "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration1"
    }
  ],
  "NextToken": "e17145a2-916b-42a2-b4d3-0267fEXAMPLE"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListCalculatedAttributeDefinitions

Service: Amazon Connect Customer Profiles

Lists calculated attribute definitions for Customer Profiles

Request Syntax

```
GET /domains/DomainName/calculated-attributes?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of calculated attribute definitions returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous call to ListCalculatedAttributeDefinitions.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```

```
{
  "Items": [
    {
      "CalculatedAttributeName": "string",
      "CreatedAt": number,
      "Description": "string",
      "DisplayName": "string",
      "LastUpdatedAt": number,
      "Tags": {
        "string" : "string"
      }
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of calculated attribute definitions.

Type: Array of [ListCalculatedAttributeDefinitionItem](#) objects

NextToken

The pagination token from the previous call to ListCalculatedAttributeDefinitions.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListCalculatedAttributesForProfile

Service: Amazon Connect Customer Profiles

Retrieve a list of calculated attributes for a customer profile.

Request Syntax

```
GET /domains/DomainName/profile/ProfileId/calculated-attributes?max-  
results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of calculated attributes returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous call to ListCalculatedAttributesForProfile.

Length Constraints: Minimum length of 1. Maximum length of 1024.

ProfileId

The unique identifier of a customer profile.

Pattern: `[a-f0-9]{32}`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
    {
      "CalculatedAttributeName": "string",
      "DisplayName": "string",
      "IsDataPartial": "string",
      "Value": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of calculated attributes.

Type: Array of [ListCalculatedAttributeForProfileItem](#) objects

NextToken

The pagination token from the previous call to `ListCalculatedAttributesForProfile`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListDomains

Service: Amazon Connect Customer Profiles

Returns a list of all the domains for an AWS account that have been created.

Request Syntax

```
GET /domains?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous ListDomain API call.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
    {
      "CreatedAt": number,
      "DomainName": "string",
      "LastUpdatedAt": number,
      "Tags": {
        "string" : "string"
      }
    }
  ]
}
```

```
    }  
  }  
],  
  "NextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of ListDomains instances.

Type: Array of [ListDomainItem](#) objects

NextToken

The pagination token from the previous ListDomains API call.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of ListDomains.

Sample Request

```
GET /v1/domains?max-results={MaxResults} //First call
```

Sample Request

```
GET /v1/domains?next-token={NextToken};max-results={MaxResults} //Subsequent calls
```

Sample Response

```
Content-type: application/json
{
  "NextToken": "fcc66dce-8356-4ddb-9f20-911c0EXAMPLE",
  "Items": [
    {
      "CreatedAt": 1479249799770,
      "LastUpdatedAt": 1479249799770,
      "Name": "ExampleDomain1"
    },
    {
      "CreatedAt": 1479249799770,
      "LastUpdatedAt": 1479249799770,

```

```
        "Name": "ExampleDomain2"  
    }  
]  
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListEventStreams

Service: Amazon Connect Customer Profiles

Returns a list of all the event streams in a specific domain.

Request Syntax

```
GET /domains/DomainName/event-streams?max-results=MaxResults&next-token=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

Identifies the next page of results to return.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "Items": [
    {
      "DestinationSummary": {
        "Status": "string",
        "UnhealthySince": number,
        "Uri": "string"
      },
      "DomainName": "string",
      "EventStreamArn": "string",
      "EventStreamName": "string",
      "State": "string",
      "StoppedSince": number,
      "Tags": {
        "string" : "string"
      }
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

Contains summary information about an EventStream.

Type: Array of [EventStreamSummary](#) objects

NextToken

Identifies the next page of results to return.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListIdentityResolutionJobs

Service: Amazon Connect Customer Profiles

Lists all of the Identity Resolution Jobs in your domain. The response sorts the list by JobStartTime.

Request Syntax

```
GET /domains/DomainName/identity-resolution-jobs?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "IdentityResolutionJobsList": [
    {
      "DomainName": "string",
      "ExportingLocation": {
        "S3Exporting": {
          "S3BucketName": "string",
          "S3KeyName": "string"
        }
      },
      "JobEndTime": number,
      "JobId": "string",
      "JobStartTime": number,
      "JobStats": {
        "NumberOfMatchesFound": number,
        "NumberOfMergesDone": number,
        "NumberOfProfilesReviewed": number
      },
      "Message": "string",
      "Status": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[IdentityResolutionJobsList](#)

A list of Identity Resolution Jobs.

Type: Array of [IdentityResolutionJob](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListIntegrations

Service: Amazon Connect Customer Profiles

Lists all of the integrations in your domain.

Request Syntax

```
GET /domains/DomainName/integrations?include-hidden=IncludeHidden&max-  
results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

IncludeHidden

Boolean to indicate if hidden integration should be returned. Defaults to `False`.

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous ListIntegrations API call.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
    {
      "CreatedAt": number,
      "DomainName": "string",
      "IsUnstructured": boolean,
      "LastUpdatedAt": number,
      "ObjectTypeName": "string",
      "ObjectTypeNames": {
        "string" : "string"
      },
      "Tags": {
        "string" : "string"
      },
      "Uri": "string",
      "WorkflowId": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of ListIntegrations instances.

Type: Array of [ListIntegrationItem](#) objects

NextToken

The pagination token from the previous ListIntegrations API call.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of ListIntegrations.

Sample Request

```
GET /domains/{DomainName}/integrations?max-results={MaxResults}&next-token={NextToken}
HTTP/1.1
```


Sample Response

```
Content-type: application/json
{
  "Items": [
    {
      "CreatedAt": 1479249799770,
      "DomainName": "ExampleDomainName",
      "LastUpdatedAt": 1479249799770,
      "ObjectName": "SalesForce-Account",
      "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration1"
    },
    {
      "CreatedAt": 1479249799770,
      "DomainName": "ExampleDomainName2",
      "LastUpdatedAt": 1479249799770,
      "ObjectName": "MyCustomObjectName",
      "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration2"
    }
  ],
  "NextToken": "e17145a2-916b-42a2-b4d3-0267fEXAMPLE"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListProfileObjects

Service: Amazon Connect Customer Profiles

Returns a list of objects associated with a profile of a given ProfileObjectType.

Request Syntax

```
POST /domains/DomainName/profiles/objects?max-results=MaxResults&next-token=NextToken
HTTP/1.1
Content-type: application/json

{
  "ObjectFilter": {
    "KeyName": "string",
    "Values": [ "string" ]
  },
  "ObjectTypeName": "string",
  "ProfileId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous call to ListProfileObjects.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request accepts the following data in JSON format.

ObjectFilter

Applies a filter to the response to include profile objects with the specified index values.

Type: [ObjectFilter](#) object

Required: No

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: `[a-f0-9]{32}`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
```

```
{
  "Object": "string",
  "ObjectTypeName": "string",
  "ProfileObjectUniqueKey": "string"
},
"NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of ListProfileObject instances.

Type: Array of [ListProfileObjectsItem](#) objects

NextToken

The pagination token from the previous call to ListProfileObjects.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example 1: List raw Contact Record objects

This example illustrates one usage of ListProfileObjects.

Sample Request

```
POST /domains/ExampleDomainName/profiles/objects?max-results=10&next-token=nextToken
Content-type: application/json

{
  "ObjectTypeName": "MyCustomObject",
  "ProfileId": "3991a7d959d248bba82546b2dEXAMPLE"
}
```

Sample Response

```
Content-type: application/json
{
  "Items": [
    {
      "Object": "{\"firstName\": \"John\",\\n          \"lastName\": \"Smith\",\\n          \\isAlive\": true,\\n          \"age\": 27,\\n          \\address\": {\\streetAddress\": \"21 2nd Street\",\\city\": \"New York\",\\state\": \"NY\",\\postalCode\": \"10021-3100\"},
```

```

\n      \phoneNumbers\": [{\type\": \"home\", \"number\": \"212 555-1234\"},\n
                {\type\": \"office\", \"number\": \"646 555-4567\"}],\n
\n      \children\": [],\n      \spouse\": null}],\n
      \ObjectTypeName\": \"MyCustomObject\",
      \ProfileObjectUniqueKey\": \"UniqueKeyOfTheProfileObject\"
    },
    {
      \Object\": {\firstName\": \"John\", \lastName\": \"Smith\",
\n      \isAlive\": true,\n      \age\": 27,\n      \address\": {\streetAddress\": \"21
2nd Street\", \city\": \"New York\", \state\": \"NY\", \postalCode\": \"10021-3100\"},
\n      \phoneNumbers\": [{\type\": \"home\", \"number\": \"212 555-1234\"},\n
                {\type\": \"office\", \"number\": \"646 555-4567\"}],\n
\n      \children\": [],\n      \spouse\": null}],\n
      \ObjectTypeName\": \"MyCustomObject\",
      \ProfileObjectUniqueKey\": \"UniqueKeyOfTheProfileObject\"
    }
  ],
  \NextToken\": \"e17145a2-916b-42a2-b4d3-0267fEXAMPLE\"
}

```

Example 2: Filter Standard Asset Objects

This example illustrates one usage of ListProfileObjects.

Sample Request

```

POST /domains/ExampleDomainName/profiles/objects?max-results=10&next-token=nextToken
Content-type: application/json

{
  \ObjectTypeName\": \"_asset\",
  \ProfileId\": \"3991a7d959d248bba82546b2dEXAMPLE\",
  \ObjectFilter\": {
    \KeyName\": \"_assetId\",
    \Values\": [ \"991a7d959d248bba82546b2dEXAMPLE2\" ]
  }
}

```

Sample Response

```

Content-type: application/json
{
  \Items\": [

```

```
{
  "Object": "{\"AssetId\": \"991a7d959d248bba82546b2dEXAMPLE2\",\\n
  \\\"AssetName\\\": \\\"MyAsset\\\",\\n      \\\"SerialNumber\\\": \\\"123\\\",\\n      \\\"ModelNumber\\\": \\\"1\\\",\\n      \\\"ModelName\\\": \\\"name\\\",\\n      \\\"ProductSKU\\\": \\\"21\\\",\\n
  \\\"PurchaseDate\\\": \\\"07-04-2021\\\",\\n      \\\"UsageEndDate\\\": \\\"07-04-2021\\\",\\n
  \\\"Status\\\": \\\"Delivered\\\",\\n      \\\"Price\\\": \\\"10\\\",\\n      \\\"Quantity\\\": \\\"5\\\",\\n
  \\\"Description\\\": \\\"This is an asset\\\",\\n      \\\"Location\\\": \\\"Office\\\",\\n
  \\\"AdditionalInformation\\\": \\\"None\\\",\\n      \\\"DataSource\\\": \\\"Salesforce-Asset\\\",
  \\n      \\\"Attributes\\\": {} }\",
  \"ObjectTypeName\": \"_asset\",
  \"ProfileObjectUniqueKey\": \"UniqueKeyOfTheProfileObject\"
}
],
\"NextToken\": \"e17145a2-916b-42a2-b4d3-0267fEXAMPLE\"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListProfileObjectTypes

Service: Amazon Connect Customer Profiles

Lists all of the templates available within the service.

Request Syntax

```
GET /domains/DomainName/object-types?max-results=MaxResults&next-token=NextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

Identifies the next page of results to return.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```



```
Content-type: application/json

{
  "Items": [
    {
      "CreatedAt": number,
      "Description": "string",
      "LastUpdatedAt": number,
      "MaxAvailableProfileObjectCount": number,
      "MaxProfileObjectCount": number,
      "ObjectTypeName": "string",
      "Tags": {
        "string" : "string"
      }
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of ListProfileObjectTypes instances.

Type: Array of [ListProfileObjectTypeItem](#) objects

NextToken

Identifies the next page of results to return.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of `ListProfileObjectTypes`.

Sample Request

```
GET /domains/ExampleDomainName/object-types?max-results=10&next-token=nextToken
HTTP/1.1
```

Sample Response

```
Content-type: application/json
```

```
{
  "Items": [
    {
      "CreatedAt": 1479249799770,
      "Description": "Example Description 1",
      "LastUpdatedAt": 1479249799770,
      "ObjectTypeName": "MyCustomObjectType"
    },
    {
      "CreatedAt": 147924988889,
      "Description": "Example Description 2",
      "LastUpdatedAt": 147924988889,
      "ObjectTypeName": "AnotherCustomObjectType"
    }
  ],
  "NextToken": "e17145a2-916b-42a2-b4d3-0267fEXAMPLE"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListProfileObjectTypeTemplates

Service: Amazon Connect Customer Profiles

Lists all of the template information for object types.

Request Syntax

```
GET /templates?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of objects returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous ListObjectTypeTemplates API call.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
    {
      "SourceName": "string",
      "SourceObject": "string",
      "TemplateId": "string"
    }
  ]
}
```

```
  ],  
  "NextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of ListProfileObjectType template instances.

Type: Array of [ListProfileObjectTypeTemplateItem](#) objects

NextToken

The pagination token from the previous ListObjectTypeTemplates API call.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of ListProfileObjectTypeTemplates.

Sample Request

```
GET /templates?max-results={MaxResults}&next-token={NextToken} HTTP/1.1
```

Sample Response

```
Content-type: application/json
{
  "Items": [
    {
      "SourceName": "Salesforce-account",
      "SourceObject": "<JSON represented by GetProfileObjectTypeTemplate API>",
      "TemplateId": "Salesforce-Account"
    },
    {
      "SourceName": "Another-source",
      "SourceObject": "<JSON represented by GetProfileObjectTypeTemplate API>",
      "TemplateId": "MyCustomTemplateId"
    }
  ],
  "NextToken": "e17145a2-916b-42a2-b4d3-0267fEXAMPLE"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListRuleBasedMatches

Service: Amazon Connect Customer Profiles

Returns a set of MatchIds that belong to the given domain.

Request Syntax

```
GET /domains/DomainName/profiles/ruleBasedMatches?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of MatchIds returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous ListRuleBasedMatches API call.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```



```
Content-type: application/json

{
  "MatchIds": [ "string" ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

MatchIds

The list of MatchIds for the given domain.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

NextToken

The pagination token from the previous ListRuleBasedMatches API call.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Service: Amazon Connect Customer Profiles

Displays the tags associated with an Amazon Connect Customer Profiles resource. In Connect Customer Profiles, domains, profile object types, and integrations can be tagged.

Request Syntax

```
GET /tags/resourceArn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The ARN of the resource for which you want to view tags.

Length Constraints: Maximum length of 256.

Pattern: `^arn:[a-z0-9]{1,10}:profile`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -= . _ : /] + $`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListWorkflows

Service: Amazon Connect Customer Profiles

Query to list all workflows.

Request Syntax

```
POST /domains/DomainName/workflows?max-results=MaxResults&next-token=NextToken HTTP/1.1
Content-type: application/json
```

```
{
  "QueryEndDate": number,
  "QueryStartDate": number,
  "Status": "string",
  "WorkflowType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request accepts the following data in JSON format.

QueryEndDate

Retrieve workflows ended after timestamp.

Type: Timestamp

Required: No

QueryStartDate

Retrieve workflows started after timestamp.

Type: Timestamp

Required: No

Status

Status of workflow execution.

Type: String

Valid Values: NOT_STARTED | IN_PROGRESS | COMPLETE | FAILED | SPLIT | RETRY
| CANCELLED

Required: No

WorkflowType

The type of workflow. The only supported value is APPFLOW_INTEGRATION.

Type: String

Valid Values: APPFLOW_INTEGRATION

Required: No

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "Items": [
    {
      "CreatedAt": number,
      "LastUpdatedAt": number,
      "Status": "string",
      "StatusDescription": "string",
      "WorkflowId": "string",
      "WorkflowType": "string"
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

List containing workflow details.

Type: Array of [ListWorkflowsItem](#) objects

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

MergeProfiles

Service: Amazon Connect Customer Profiles

Runs an AWS Lambda job that does the following:

1. All the profileKeys in the ProfileToBeMerged will be moved to the main profile.
2. All the objects in the ProfileToBeMerged will be moved to the main profile.
3. All the ProfileToBeMerged will be deleted at the end.
4. All the profileKeys in the ProfileIdsToBeMerged will be moved to the main profile.
5. Standard fields are merged as follows:
 - a. Fields are always "union"-ed if there are no conflicts in standard fields or attributeKeys.
 - b. When there are conflicting fields:
 - i. If no SourceProfileIds entry is specified, the main Profile value is always taken.
 - ii. If a SourceProfileIds entry is specified, the specified profileId is always taken, even if it is a NULL value.

You can use MergeProfiles together with [GetMatches](#), which returns potentially matching profiles, or use it with the results of another matching system. After profiles have been merged, they cannot be separated (unmerged).

Request Syntax

```
POST /domains/DomainName/profiles/objects/merge HTTP/1.1  
Content-type: application/json
```

```
{  
  "FieldSourceProfileIds": {  
    "AccountNumber": "string",  
    "AdditionalInformation": "string",  
    "Address": "string",  
    "Attributes": {  
      "string" : "string"  
    },  
    "BillingAddress": "string",  
    "BirthDate": "string",  
    "BusinessEmailAddress": "string",  
    "BusinessName": "string",  
    "BusinessPhoneNumber": "string",
```

```
"EmailAddress": "string",
"FirstName": "string",
"Gender": "string",
"HomePhoneNumber": "string",
"LastName": "string",
"MailingAddress": "string",
"MiddleName": "string",
"MobilePhoneNumber": "string",
"PartyType": "string",
"PersonalEmailAddress": "string",
"PhoneNumber": "string",
"ShippingAddress": "string"
},
"MainProfileId": "string",
"ProfileIdsToBeMerged": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: $^[a-zA-Z0-9_-]+$$

Required: Yes

Request Body

The request accepts the following data in JSON format.

FieldSourceProfileIds

The identifiers of the fields in the profile that has the information you want to apply to the merge. For example, say you want to merge EmailAddress from Profile1 into MainProfile. This would be the identifier of the EmailAddress field in Profile1.

Type: [FieldSourceProfileIds](#) object

Required: No

MainProfileId

The identifier of the profile to be taken.

Type: String

Pattern: [a-f0-9]{32}

Required: Yes

ProfileIdsToBeMerged

The identifier of the profile to be merged into MainProfileId.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 20 items.

Pattern: [a-f0-9]{32}

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Message": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Message

A message that indicates the merge request is complete.

Type: String

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example 1

Fields are always "union"-ed if there are no conflicts in standard fields or attributeKeys.

```
MainProfile: {
  "FirstName": "Jane"
}

ProfileToBeMerged1: {
  "LastName": "Doe"
}

ProfileToBeMerged2: {
  "MiddleName": "None"
}
```

```
}

mergeOf(MainProfile, [ProfileToBeMerged1, ProfileToBeMerged2] // Yields a MainProfile
that looks like the following:
  MainProfile: {
    "FirstName": "Jane",
    "LastName": "Doe",
    "MiddleName": "None"
  }
}
```

Example 2

When there are conflicting fields, if no SourceProfileIds entry is specified, the main Profile value is always taken.

```
MainProfile: {
  "FirstName": "Jane"
}

ProfileToBeMerged1: {
  "LastName": "Doe"
}

ProfileToBeMerged2: {
  "FirstName": "Jorge" // Note that this has conflict with MainProfile
}

mergeOf(MainProfile, [ProfileToBeMerged1, ProfileToBeMerged2] // Yields a MainProfile
that looks like the following:
  MainProfile: {
    "FirstName": "Jane", // "Jane" stays as that is what MainProfile is
    "LastName": "Doe"
  }
}
```

Example 3

When there are conflicting fields, if a SourceProfileIds entry is specified, the specified profileId is always taken, even if it is a NULL value.

```
MainProfile: {
  "FirstName": "Jane"
}
```

```
ProfileToBeMerged1: {
  "LastName": "Doe"
}

ProfileToBeMerged2: {
  "FirstName": "Jorge" // Note that this has conflict with MainProfile
}

SourceProfileIds: {
  "FirstName": "secondaryProfile2"
}

mergeOf(MainProfile, [ProfileToBeMerged1, ProfileToBeMerged2] // Yields a MainProfile
that looks like the following:
  MainProfile: {
    "FirstName": "Jorge", // "Jorge" gets picked because SourceProfileIds is
specified
    "LastName": "Doe"
  }
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutIntegration

Service: Amazon Connect Customer Profiles

Adds an integration between the service and a third-party service, which includes Amazon AppFlow and Amazon Connect.

An integration can belong to only one domain.

To add or remove tags on an existing Integration, see [TagResource](#) / [UntagResource](#).

Request Syntax

```
PUT /domains/DomainName/integrations HTTP/1.1
Content-type: application/json

{
  "FlowDefinition": {
    "Description": "string",
    "FlowName": "string",
    "KmsArn": "string",
    "SourceFlowConfig": {
      "ConnectorProfileName": "string",
      "ConnectorType": "string",
      "IncrementalPullConfig": {
        "DatetimeTypeFieldName": "string"
      },
      "SourceConnectorProperties": {
        "Marketo": {
          "Object": "string"
        },
        "S3": {
          "BucketName": "string",
          "BucketPrefix": "string"
        },
        "Salesforce": {
          "EnableDynamicFieldUpdate": boolean,
          "IncludeDeletedRecords": boolean,
          "Object": "string"
        },
        "ServiceNow": {
          "Object": "string"
        },
        "Zendesk": {
```



```

        "Object": "string"
    }
}
},
"Tasks": [
{
    "ConnectorOperator": {
        "Marketo": "string",
        "S3": "string",
        "Salesforce": "string",
        "ServiceNow": "string",
        "Zendesk": "string"
    },
    "DestinationField": "string",
    "SourceFields": [ "string" ],
    "TaskProperties": {
        "string" : "string"
    },
    "TaskType": "string"
}
],
"TriggerConfig": {
    "TriggerProperties": {
        "Scheduled": {
            "DataPullMode": "string",
            "FirstExecutionFrom": number,
            "ScheduleEndTime": number,
            "ScheduleExpression": "string",
            "ScheduleOffset": number,
            "ScheduleStartTime": number,
            "Timezone": "string"
        }
    },
    "TriggerType": "string"
}
},
"ObjectTypeName": "string",
"ObjectTypeNames": {
    "string" : "string"
},
"Tags": {
    "string" : "string"
},
"Uri": "string"

```

```
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

FlowDefinition

The configuration that controls how Customer Profiles retrieves data from the source.

Type: [FlowDefinition](#) object

Required: No

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

ObjectTypeNames

A map in which each key is an event type from an external application such as Segment or Shopify, and each value is an `ObjectTypeName` (template) used to ingest the event.

It supports the following event types: `SegmentIdentify`, `ShopifyCreateCustomers`, `ShopifyUpdateCustomers`, `ShopifyCreateDraftOrders`, `ShopifyUpdateDraftOrders`, `ShopifyCreateOrders`, and `ShopifyUpdatedOrders`.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Length Constraints: Minimum length of 1. Maximum length of 255.

Value Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Uri

The URI of the S3 bucket or any other type of data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json
```

```
{
  "CreatedAt": number,
  "DomainName": "string",
  "IsUnstructured": boolean,
  "LastUpdatedAt": number,
  "ObjectTypeName": "string",
  "ObjectNames": {
    "string" : "string"
  },
  "Tags": {
    "string" : "string"
  },
  "Uri": "string",
  "WorkflowId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

IsUnstructured

Boolean that shows if the Flow that's associated with the Integration is created in Amazon Appflow, or with ObjectTypeName equals `_unstructured` via API/CLI in flowDefinition.

Type: Boolean

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

ObjectTypeNames

A map in which each key is an event type from an external application such as Segment or Shopify, and each value is an `ObjectTypeName` (template) used to ingest the event. It supports the following event types: `SegmentIdentify`, `ShopifyCreateCustomers`, `ShopifyUpdateCustomers`, `ShopifyCreateDraftOrders`, `ShopifyUpdateDraftOrders`, `ShopifyCreateOrders`, and `ShopifyUpdatedOrders`.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Length Constraints: Minimum length of 1. Maximum length of 255.

Value Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:/*]+$`

Value Length Constraints: Maximum length of 256.

Uri

The URI of the S3 bucket or any other type of data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

WorkflowId

Unique identifier for the workflow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of PutIntegration.

Sample Request

```
PUT /domains/ExampleDomainName/integrations HTTP/1.1

Content-type: application/json
{
  "ObjectName": "MyCustomObject",
  "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration1"
}
```

Sample Response

```
Content-type: application/json
{
  "CreatedAt": 1479249799770,
  "DomainName": "ExampleDomainName",
  "LastUpdatedAt": 1479249799770,
  "ObjectName": "MyCustomObject",
  "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration1"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutProfileObject

Service: Amazon Connect Customer Profiles

Adds additional objects to customer profiles of a given ObjectType.

When adding a specific profile object, like a Contact Record, an inferred profile can get created if it is not mapped to an existing profile. The resulting profile will only have a phone number populated in the standard ProfileObject. Any additional Contact Records with the same phone number will be mapped to the same inferred profile.

When a ProfileObject is created and if a ProfileObjectType already exists for the ProfileObject, it will provide data to a standard profile depending on the ProfileObjectType definition.

PutProfileObject needs an ObjectType, which can be created using PutProfileObjectType.

Request Syntax

```
PUT /domains/DomainName/profiles/objects HTTP/1.1
Content-type: application/json

{
  "Object": "string",
  "ObjectTypeName": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Object

A string that is serialized from a JSON object.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256000.

Required: Yes

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ProfileObjectUniqueKey": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ProfileObjectUniqueKey

The unique identifier of the profile object generated by the service.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example 1: For a custom object

This example illustrates one usage of PutProfileObject.

Sample Request

```
PUT /domains/ExampleDomainName/profiles/objects HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Object": "{\\"firstName\\": \\"John\\",\n      \\"lastName\\": \\"Smith\\",\n      \\"isAlive\\": true,\n      \\"age\\": 27,\n      \\"address\\": {\\"streetAddress\\": \\"21\n2nd Street\\",\\"city\\": \\"New York\\",\\"state\\": \\"NY\\",\\"postalCode\\": \\"10021-3100\\"},\n      \\"phoneNumbers\\": [{\\"type\\": \\"home\\",\\"number\\": \\"212 555-1234\\"},\n                          {\\"type\\": \\"office\\",\\"number\\": \\"646 555-4567\\"}],\n      \\"children\\": [],\n      \\"spouse\\": null}",
  "ObjectTypeName": "MyCustomObjectName"
}
```

Sample Response

```
Content-type: application/json
```

```
{
  "ProfileObjectUniqueKey": "HashValueOfUniqueKeyOfTheProfileObject"
}
```

Example 2: For a pre-defined object, like a Contact Record

This example illustrates one usage of PutProfileObject.

Sample Request

```
PUT /domains/ExampleDomainName/profiles/objects HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Object": "{\n      \\"mediaStreams\\": [\n          {\n              \\"type\\": \\"AUDIO\n\n          }\n      ],\n      \\"queue\\": null,\n      \\"preDisconnectState\\": null,\n      \\"references\\": null,\n      \\"contactReferences\\": null,\n      \\"initialContactId\n\\": null,\n      \\"previousContactData\\": null,\n      \\"recordings\\": null,\n      \\"contactDetails\\": null,\n      \\"initialContactFlowId\\": \\"e1b44e46-a457-4230-\na896-64473a2dbe7d\\",\n      \\"channel\\": \\"VOICE\\",\n      \\"attributes\\": null,\n      \\"customerEndpoint\\": {\n          \\"address\\": null,\n          \\"type\\": \\"VOIP\\",\n          \\"arn\\": null\n      },\n      \\"transferInfo\\": null,\n      \\"initiationMethod\n\\": \\"API\\",\n      \\"nextContactData\\": null,\n      \\"contactId\\": \\"9a3394ee-\na0c4-448a-a329-9a148e53d8cd\\",\n      \\"initiationTimestamp\\": 1603319514474,\n      \\"connectedToSystemTimestamp\\": 1603319517218,\n      \\"disconnectTimestamp\\":\n1603319517000,\n      \\"agentConnectionAttempts\\": 0,\n      \\"agent\\": null,\n      \\"systemEndpoint\\": {\n          \\"address\\": \\"e1b44e46-a457-4230-a896-64473a2dbe7d\\",\n          \\"type\\": \\"CONTACT_FLOW\\",\n          \\"arn\\": null\n      },\n      \\"instanceARN
```

```
\": \"arn:aws:connect:us-west-2:941081270797:instance/fb129b8c-4a2f-4561-859b-cc190fa047b1\", \n  \"lastUpdateTimestamp\": 1603319579763, \n  \"disconnectReason\": \"CUSTOMER_DISCONNECT\", \n  \"awsaccountId\": \"941081270797\", \n  \"awscontactTraceRecordFormatVersion\": \"2019-01-23\", \n  \"ObjectType\": \"CTR\"
}
```

Sample Response

```
Content-type: application/json
{
  \"ProfileObjectUniqueKey\": \"HashValueOfTheCTRContactId\"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutProfileObjectType

Service: Amazon Connect Customer Profiles

Defines a ProfileObjectType.

To add or remove tags on an existing ObjectType, see [TagResource/UntagResource](#).

Request Syntax

```
PUT /domains/DomainName/object-types/ObjectName HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "AllowProfileCreation": boolean,
  "Description": "string",
  "EncryptionKey": "string",
  "ExpirationDays": number,
  "Fields": {
    "string" : {
      "ContentType": "string",
      "Source": "string",
      "Target": "string"
    }
  },
  "Keys": {
    "string" : [
      {
        "FieldNames": [ "string" ],
        "StandardIdentifiers": [ "string" ]
      }
    ]
  },
  "MaxProfileObjectCount": number,
  "SourceLastUpdatedTimestampFormat": "string",
  "Tags": {
    "string" : "string"
  },
  "TemplateId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

ObjectTypeName

The name of the profile object type.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

AllowProfileCreation

Indicates whether a profile should be created when data is received if one doesn't exist for an object of this type. The default is FALSE. If the AllowProfileCreation flag is set to FALSE, then the service tries to fetch a standard profile and associate this object with the profile. If it is set to TRUE, and if no match is found, then the service creates a new standard profile.

Type: Boolean

Required: No

Description

Description of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

EncryptionKey

The customer-provided key to encrypt the profile object that will be created in this profile object type.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

ExpirationDays

The number of days until the data in the object expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

Required: No

Fields

A map of the name and ObjectType field.

Type: String to [ObjectTypeField](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

Keys

A list of unique keys that can be used to map data to the profile.

Type: String to array of [ObjectTypeKey](#) objects map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

MaxProfileObjectCount

The amount of profile object max count assigned to the object type

Type: Integer

Valid Range: Minimum value of 1.

Required: No

SourceLastUpdatedTimestampFormat

The format of your `sourceLastUpdatedTimestamp` that was previously set up.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

TemplateId

A unique identifier for the object template. For some attributes in the request, the service will use the default value from the object template when `TemplateId` is present. If these attributes are present in the request, the service may return a `BadRequestException`. These attributes include: `AllowProfileCreation`, `SourceLastUpdatedTimestampFormat`, `Fields`, and `Keys`. For example, if `AllowProfileCreation` is set to `true` when `TemplateId` is set, the service may return a `BadRequestException`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AllowProfileCreation": boolean,
  "CreatedAt": number,
  "Description": "string",
  "EncryptionKey": "string",
  "ExpirationDays": number,
  "Fields": {
    "string" : {
      "ContentType": "string",
      "Source": "string",
      "Target": "string"
    }
  },
  "Keys": {
    "string" : [
      {
        "FieldNames": [ "string" ],
        "StandardIdentifiers": [ "string" ]
      }
    ]
  },
  "LastUpdatedAt": number,
  "MaxAvailableProfileObjectCount": number,
  "MaxProfileObjectCount": number,
  "ObjectTypeName": "string",
  "SourceLastUpdatedTimestampFormat": "string",
  "Tags": {
    "string" : "string"
  },
  "TemplateId": "string"
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AllowProfileCreation

Indicates whether a profile should be created when data is received if one doesn't exist for an object of this type. The default is FALSE. If the AllowProfileCreation flag is set to FALSE, then the service tries to fetch a standard profile and associate this object with the profile. If it is set to TRUE, and if no match is found, then the service creates a new standard profile.

Type: Boolean

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Description

Description of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

EncryptionKey

The customer-provided key to encrypt the profile object that will be created in this profile object type.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

ExpirationDays

The number of days until the data in the object expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

Fields

A map of the name and ObjectType field.

Type: String to [ObjectTypeField](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

Keys

A list of unique keys that can be used to map data to the profile.

Type: String to array of [ObjectTypeKey](#) objects map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

MaxAvailableProfileObjectCount

The amount of provisioned profile object max count available.

Type: Integer

Valid Range: Minimum value of 0.

MaxProfileObjectCount

The amount of profile object max count assigned to the object type.

Type: Integer

Valid Range: Minimum value of 1.

ObjectTypeName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

SourceLastUpdatedTimestampFormat

The format of your `sourceLastUpdatedTimestamp` that was previously set up in fields that were parsed using [SimpleDateFormat](#). If you have `sourceLastUpdatedTimestamp` in your field, you must set up `sourceLastUpdatedTimestampFormat`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

TemplateId

A unique identifier for the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example 1

In the request, replace the `Fields` and `Keys` request parameters with your own. If specifying a `TemplateId`, replace it with your own `TemplateId` value. You must either specify both `Fields` and `Keys`, or you can specify `TemplateId`. You can't include all three.

Sample Request

```
PUT /domains/ExampleDomainName/object-types/CustomProfileObjectName HTTP/1.1

{
  "Description": "Internal ERP System",
```

```

    "EncryptionKey": "arn:aws:kms:us-east-1:123456789012:key/1988472d-6b77-4bb6-ae39-
efce5EXAMPLE",
    "AllowProfileCreation": false,
    "ExpirationDays": 1000,
    "Fields": {
      "email" : {
        "ContentType": "EMAIL_ADDRESS",
        "Source": "_source.email",
        "Target": "_profile.BusinessEmail"
      },
      "phone" : {
        "ContentType": "PHONE_NUMBER",
        "Source": "_source.phone",
        "Target": "_profile.BusinessPhoneNumber"
      },
      "loyaltyPoints" : {
        "ContentType": "NUMBER",
        "Source": "_source.loyaltypoints",
        "Target": "_profile.Attributes.loyaltypoints"
      }
    },
    "Keys": {
      "_email" : [
        {
          "FieldNames": [ "email" ],
          "StandardIdentifiers": [ "PROFILE", "UNIQUE" ]
        }
      ],
      "loyaltypoints" : [
        {
          "FieldNames": [ "loyaltyPoints" ],
          "StandardIdentifiers": [ "PROFILE" ]
        }
      ]
    },
    "TemplateId": "MyTemplateId"
  }

```

Sample Response

```

Content-type: application/json
{
  "CreatedAt": 1479249799770,

```

```
"Description": "Internal ERP System",
"EncryptionKey": "arn:aws:kms:us-east-1:123456789012:key/1988472d-6b77-4bb6-ae39-
efce5EXAMPLE",
"AllowProfileCreation": "FALSE",
"ExpirationDays": 100,
"Fields": {
  "email" : {
    "ContentType": "EMAIL_ADDRESS",
    "Source": "_source.email",
    "Target": "_profile.BusinessEmailAddress"
  },
  "phone" : {
    "ContentType": "PHONE_NUMBER",
    "Source": "_source.phone",
    "Target": "_profile.BusinessPhoneNumber"
  },
  "loyaltyPoints" : {
    "ContentType": "NUMBER",
    "Source": "_source.loyaltypoints",
    "Target": "_profile.Attributes.loyaltypoints"
  }
},
"Keys": {
  "email" : [
    {
      "FieldNames": [ "email" ],
      "StandardIdentifiers": [ "PROFILE", "UNIQUE" ]
    }
  ],
  "loyaltypoints" : [
    {
      "FieldNames": [ "loyaltyPoints" ],
      "StandardIdentifiers": [ "PROFILE" ]
    }
  ]
},
"LastUpdatedAt": 1479249799770,
"ObjectTypeName": "CustomProfileObjectTypeName",
"TemplateId": "MyTemplateId"
}
```

Example 2

This example illustrates one usage of PutProfileObjectType.

Sample Request

```
PUT /domains/ExampleDomainName/object-types/CTR HTTP/1.1
Content-type: application/json
{
  "Description": "CTR",
  "TemplateId": "CTR-NoInferred"
}
```

Example 2.5

This command associates Contact Records with already existing profiles with the same phone number. In the example below, replace `ExampleDomainName` with your domain name, and replace the description with your desired description.

Sample Request

```
aws profile put-object-type --domain-name ExampleDomainName --object-type-name CTR --
description "CTR" --template-id "CTR-NoInferred"
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchProfiles

Service: Amazon Connect Customer Profiles

Searches for profiles within a specific domain using one or more predefined search keys (e.g., `_fullName`, `_phone`, `_email`, `_account`, etc.) and/or custom-defined search keys. A search key is a data type pair that consists of a `KeyName` and `Values` list.

This operation supports searching for profiles with a minimum of 1 key-value(s) pair and up to 5 key-value(s) pairs using either AND or OR logic.

Request Syntax

```
POST /domains/DomainName/profiles/search?max-results=MaxResults&next-token=NextToken
HTTP/1.1
Content-type: application/json

{
  "AdditionalSearchKeys": [
    {
      "KeyName": "string",
      "Values": [ "string" ]
    }
  ],
  "KeyName": "string",
  "LogicalOperator": "string",
  "Values": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

MaxResults

The maximum number of objects returned per page.

The default is 20 if this parameter is not included in the request.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous SearchProfiles API call.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Request Body

The request accepts the following data in JSON format.

AdditionalSearchKeys

A list of `AdditionalSearchKey` objects that are each searchable identifiers of a profile. Each `AdditionalSearchKey` object contains a `KeyName` and a list of `Values` associated with that specific key (i.e., a key-value(s) pair). These additional search keys will be used in conjunction with the `LogicalOperator` and the required `KeyName` and `Values` parameters to search for profiles that satisfy the search criteria.

Type: Array of [AdditionalSearchKey](#) objects

Array Members: Minimum number of 1 item. Maximum number of 4 items.

Required: No

KeyName

A searchable identifier of a customer profile. The predefined keys you can use to search include: `_account`, `_profileId`, `_assetId`, `_caseId`, `_orderId`, `_fullName`, `_phone`, `_email`, `_ctrContactId`, `_marketoLeadId`, `_salesforceAccountId`, `_salesforceContactId`, `_salesforceAssetId`, `_zendeskUserId`, `_zendeskExternalId`, `_zendeskTicketId`, `_serviceNowSystemId`, `_serviceNowIncidentId`, `_segmentUserId`, `_shopifyCustomerId`, `_shopifyOrderId`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

LogicalOperator

Relationship between all specified search keys that will be used to search for profiles. This includes the required `KeyName` and `Values` parameters as well as any key-value(s) pairs specified in the `AdditionalSearchKeys` list.

This parameter influences which profiles will be returned in the response in the following manner:

- AND - The response only includes profiles that match all of the search keys.
- OR - The response includes profiles that match at least one of the search keys.

The OR relationship is the default behavior if this parameter is not included in the request.

Type: String

Valid Values: AND | OR

Required: No

Values

A list of key values.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "Items": [
    {
      "AccountNumber": "string",
      "AdditionalInformation": "string",
      "Address": {
```

```
    "Address1": "string",
    "Address2": "string",
    "Address3": "string",
    "Address4": "string",
    "City": "string",
    "Country": "string",
    "County": "string",
    "PostalCode": "string",
    "Province": "string",
    "State": "string"
  },
  "Attributes": {
    "string" : "string"
  },
  "BillingAddress": {
    "Address1": "string",
    "Address2": "string",
    "Address3": "string",
    "Address4": "string",
    "City": "string",
    "Country": "string",
    "County": "string",
    "PostalCode": "string",
    "Province": "string",
    "State": "string"
  },
  "BirthDate": "string",
  "BusinessEmailAddress": "string",
  "BusinessName": "string",
  "BusinessPhoneNumber": "string",
  "EmailAddress": "string",
  "FirstName": "string",
  "FoundByItems": [
    {
      "KeyName": "string",
      "Values": [ "string" ]
    }
  ],
  "Gender": "string",
  "GenderString": "string",
  "HomePhoneNumber": "string",
  "LastName": "string",
  "MailingAddress": {
    "Address1": "string",
```

```

        "Address2": "string",
        "Address3": "string",
        "Address4": "string",
        "City": "string",
        "Country": "string",
        "County": "string",
        "PostalCode": "string",
        "Province": "string",
        "State": "string"
    },
    "MiddleName": "string",
    "MobilePhoneNumber": "string",
    "PartyType": "string",
    "PartyTypeString": "string",
    "PersonalEmailAddress": "string",
    "PhoneNumber": "string",
    "ProfileId": "string",
    "ShippingAddress": {
        "Address1": "string",
        "Address2": "string",
        "Address3": "string",
        "Address4": "string",
        "City": "string",
        "Country": "string",
        "County": "string",
        "PostalCode": "string",
        "Province": "string",
        "State": "string"
    }
}
],
"NextToken": "string"
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Items

The list of Profiles matching the search criteria.

Type: Array of [Profile](#) objects

NextToken

The pagination token from the previous SearchProfiles API call.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example 1

This example illustrates one usage of SearchProfiles.

Sample Request

```
POST /domains/ExampleDomainName/profiles/search?max-results=10&next-
token=nextTokenString HTTP/1.1
Content-type: application/json

{
  "KeyName": "_phone",
  "Values": ["555-333-7777"]
}
```

Sample Response

```
Content-type: application/json
{
  "NextToken": "5231b533-ba17-4787-98a3-f2df3EXAMPLE",
  "Items": [
    {
      "ProfileId" : "3991a7d95sd248bba82546b2dEXAMPLE",
      "AccountNumber": "ACCT12344",
      "Address": {
        "Address1": "123 Sample St",
        "Address2": "Apt 4",
        "Address3": "",
        "Address4": "",
        "City": "Seattle",
        "Country": "USA",
        "County": "King",
        "PostalCode": "98011",
        "Province": "",
        "State": "WA"
      },
      "Attributes": {
        "SSN" : "123-44-3433",
        "LoyaltyPoints" : "4000"
      },
      "BillingAddress": {
```



```
    "Address1": "789 Sample St",
    "Address2": "Apt 1",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "BirthDate": "07/12/1980",
  "BusinessEmailAddress": "example@amazon.com",
  "BusinessName": "My Awesome Company",
  "BusinessPhoneNumber": "555-334-3389",
  "EmailAddress": "example@gmail.com",
  "FirstName": "John",
  "Gender": "MALE",
  "HomePhoneNumber": "555-334-3344",
  "LastName": "Doe",
  "MailingAddress": {
    "Address1": "234 Home St",
    "Address2": "Apt 5",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "AdditionalInformation": "High Profile Customer",
  "MiddleName": "",
  "MobilePhoneNumber": "555-333-7777",
  "PartyType": "INDIVIDUAL",
  "PersonalEmailAddress": "email1@gmail.com",
  "PhoneNumber": "",
  "ShippingAddress": {
    "Address1": "555 A St",
    "Address2": "Suite 100",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
```

```
        "Country": "USA",
        "County": "King",
        "PostalCode": "98011",
        "Province": "",
        "State": "WA"
    }
},
{
    "ProfileId" : "ef30fad550894e0a95f9d64cbEXAMPLE",
    "AccountNumber": "ACCT12344",
    "Address": {
        "Address1": "123 Sample St",
        "Address2": "Apt 4",
        "Address3": "",
        "Address4": "",
        "City": "Seattle",
        "Country": "USA",
        "County": "King",
        "PostalCode": "98011",
        "Province": "",
        "State": "WA"
    },
    "Attributes": {
        "SSN" : "123-44-3433",
        "LoyaltyPoints" : "4000"
    },
    "BillingAddress": {
        "Address1": "789 Sample St",
        "Address2": "Apt 1",
        "Address3": "",
        "Address4": "",
        "City": "Seattle",
        "Country": "USA",
        "County": "King",
        "PostalCode": "98011",
        "Province": "",
        "State": "WA"
    },
    "BirthDate": "07/12/1980",
    "BusinessEmailAddress": "example@amazon.com",
    "BusinessName": "My Awesome Company",
    "BusinessPhoneNumber": "555-334-3389",
    "EmailAddress": "example@gmail.com",
    "FirstName": "John",
```

```
"Gender": "MALE",
"HomePhoneNumber": "555-334-3344",
"LastName": "Doe",
"MailingAddress": {
  "Address1": "234 Home St",
  "Address2": "Apt 5",
  "Address3": "",
  "Address4": "",
  "City": "Seattle",
  "Country": "USA",
  "County": "King",
  "PostalCode": "98011",
  "Province": "",
  "State": "WA"
},
"AdditionalInformation": "High Profile Customer",
"MiddleName": "",
"MobilePhoneNumber": "555-333-7777",
"PartyType": "INDIVIDUAL",
"PersonalEmailAddress": "email1@gmail.com",
"PhoneNumber": "",
"ShippingAddress": {
  "Address1": "555 A St",
  "Address2": "Suite 100",
  "Address3": "",
  "Address4": "",
  "City": "Seattle",
  "Country": "USA",
  "County": "King",
  "PostalCode": "98011",
  "Province": "",
  "State": "WA"
}
}
]
}
```

Example 2

This example illustrates one usage of SearchProfiles.

Sample Request

```
POST /domains/ExampleDomainName/profiles/search?max-results=10&next-
token=nextTokenString HTTP/1.1
Content-type: application/json

{
  "KeyName": "_email",
  "Values": ["email1@gmail.com"]
}
```

Sample Response

```
Content-type: application/json
{
  "NextToken": "5231b533-ba17-4787-98a3-f2df3EXAMPLE",
  "Items": [
    {
      "ProfileId" : "ef30fad55099ee0a95f9d64cbEXAMPLE",
      "AccountNumber": "ACCT12344",
      "Address": {
        "Address1": "123 Sample St",
        "Address2": "Apt 4",
        "Address3": "",
        "Address4": "",
        "City": "Seattle",
        "Country": "USA",
        "County": "King",
        "PostalCode": "98011",
        "Province": "",
        "State": "WA"
      },
      "Attributes": {
        "SSN" : "123-44-3433",
        "LoyaltyPoints" : "4000"
      },
      "BillingAddress": {
        "Address1": "789 Sample St",
        "Address2": "Apt 1",
        "Address3": "",
        "Address4": "",
        "City": "Seattle",
        "Country": "USA",

```

```
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "BirthDate": "07/12/1980",
  "BusinessEmailAddress": "example@amazon.com",
  "BusinessName": "My Awesome Company",
  "BusinessPhoneNumber": "555-334-3389",
  "EmailAddress": "example@gmail.com",
  "FirstName": "John",
  "Gender": "MALE",
  "HomePhoneNumber": "555-334-3344",
  "LastName": "Doe",
  "MailingAddress": {
    "Address1": "234 Home St",
    "Address2": "Apt 5",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "AdditionalInformation": "High Profile Customer",
  "MiddleName": "",
  "MobilePhoneNumber": "555-333-7777",
  "PartyType": "INDIVIDUAL",
  "PersonalEmailAddress": "email5@gmail.com",
  "PhoneNumber": "",
  "ShippingAddress": {
    "Address1": "555 A St",
    "Address2": "Suite 100",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  }
}
```

```
},
{
  "ProfileId" : "3991a7d959d238bba82546b2dEXAMPLE",
  "AccountNumber": "ACCT12344",
  "Address": {
    "Address1": "123 Sample St",
    "Address2": "Apt 4",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "Attributes": {
    "SSN" : "123-44-3433",
    "LoyaltyPoints" : "4000"
  },
  "BillingAddress": {
    "Address1": "789 Sample St",
    "Address2": "Apt 1",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "BirthDate": "07/12/1980",
  "BusinessEmailAddress": "example@amazon.com",
  "BusinessName": "My Awesome Company",
  "BusinessPhoneNumber": "555-334-3389",
  "EmailAddress": "example@gmail.com",
  "FirstName": "John",
  "Gender": "MALE",
  "HomePhoneNumber": "555-334-3344",
  "LastName": "Doe",
  "MailingAddress": {
    "Address1": "234 Home St",
    "Address2": "Apt 5",
```

```
        "Address3": "",
        "Address4": "",
        "City": "Seattle",
        "Country": "USA",
        "County": "King",
        "PostalCode": "98011",
        "Province": "",
        "State": "WA"
    },
    "AdditionalInformation": "High Profile Customer",
    "MiddleName": "",
    "MobilePhoneNumber": "555-333-7777",
    "PartyType": "INDIVIDUAL",
    "PersonalEmailAddress": "email1@gmail.com",
    "PhoneNumber": "",
    "ShippingAddress": {
        "Address1": "555 A St",
        "Address2": "Suite 100",
        "Address3": "",
        "Address4": "",
        "City": "Seattle",
        "Country": "USA",
        "County": "King",
        "PostalCode": "98011",
        "Province": "",
        "State": "WA"
    }
}
]
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Service: Amazon Connect Customer Profiles

Assigns one or more tags (key-value pairs) to the specified Amazon Connect Customer Profiles resource. Tags can help you organize and categorize your resources. You can also use them to scope user permissions by granting a user permission to access or change only resources with certain tag values. In Connect Customer Profiles, domains, profile object types, and integrations can be tagged.

Tags don't have any semantic meaning to AWS and are interpreted strictly as strings of characters.

You can use the TagResource action with a resource that already has tags. If you specify a new tag key, this tag is appended to the list of tags associated with the resource. If you specify a tag key that is already associated with the resource, the new tag value that you specify replaces the previous value for that tag.

You can associate as many as 50 tags with a resource.

Request Syntax

```
POST /tags/resourceArn HTTP/1.1
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The ARN of the resource that you're adding tags to.

Length Constraints: Maximum length of 256.

Pattern: `^arn:[a-z0-9]{1,10}:profile`

Required: Yes

Request Body

The request accepts the following data in JSON format.

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Service: Amazon Connect Customer Profiles

Removes one or more tags from the specified Amazon Connect Customer Profiles resource. In Connect Customer Profiles, domains, profile object types, and integrations can be tagged.

Request Syntax

```
DELETE /tags/resourceArn?tagKeys=tagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The ARN of the resource from which you are removing tags.

Length Constraints: Maximum length of 256.

Pattern: `^arn:[a-z0-9]{1,10}:profile`

Required: Yes

tagKeys

The list of tag keys to remove from the resource.

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerError

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCalculatedAttributeDefinition

Service: Amazon Connect Customer Profiles

Updates an existing calculated attribute definition. When updating the Conditions, note that increasing the date range of a calculated attribute will not trigger inclusion of historical data greater than the current date range.

Request Syntax

```
PUT /domains/DomainName/calculated-attributes/CalculatedAttributeName HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "Conditions": {
    "ObjectCount": number,
    "Range": {
      "Unit": "string",
      "Value": number
    },
    "Threshold": {
      "Operator": "string",
      "Value": "string"
    }
  },
  "Description": "string",
  "DisplayName": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

CalculatedAttributeName

The unique name of the calculated attribute.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Conditions

The conditions including range, object count, and threshold for the calculated attribute.

Type: [Conditions](#) object

Required: No

Description

The description of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AttributeDetails": {
    "Attributes": [
      {
        "Name": "string"
      }
    ],
    "Expression": "string"
  },
  "CalculatedAttributeName": "string",
  "Conditions": {
    "ObjectCount": number,
    "Range": {
      "Unit": "string",
      "Value": number
    },
    "Threshold": {
      "Operator": "string",
      "Value": "string"
    }
  },
  "CreatedAt": number,
  "Description": "string",
  "DisplayName": "string",
  "LastUpdatedAt": number,
  "Statistic": "string",
  "Tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AttributeDetails

The mathematical expression and a list of attribute items specified in that expression.

Type: [AttributeDetails](#) object

CalculatedAttributeName

The unique name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Conditions

The conditions including range, object count, and threshold for the calculated attribute.

Type: [Conditions](#) object

CreatedAt

The timestamp of when the calculated attribute definition was created.

Type: Timestamp

Description

The description of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

LastUpdatedAt

The timestamp of when the calculated attribute definition was most recently edited.

Type: Timestamp

Statistic

The aggregation operation to perform for the calculated attribute.

Type: String

Valid Values: FIRST_OCCURRENCE | LAST_OCCURRENCE | COUNT | SUM | MINIMUM | MAXIMUM | AVERAGE | MAX_OCCURRENCE

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+ -=._:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateDomain

Service: Amazon Connect Customer Profiles

Updates the properties of a domain, including creating or selecting a dead letter queue or an encryption key.

After a domain is created, the name can't be changed.

Use this API or [CreateDomain](#) to enable [identity resolution](#): set Matching to true.

To prevent cross-service impersonation when you call this API, see [Cross-service confused deputy prevention](#) for sample policies that you should apply.

To add or remove tags on an existing Domain, see [TagResource/UntagResource](#).

Request Syntax

```
PUT /domains/DomainName HTTP/1.1
Content-type: application/json

{
  "DeadLetterQueueUrl": "string",
  "DefaultEncryptionKey": "string",
  "DefaultExpirationDays": number,
  "Matching": {
    "AutoMerging": {
      "ConflictResolution": {
        "ConflictResolvingModel": "string",
        "SourceName": "string"
      },
      "Consolidation": {
        "MatchingAttributesList": [
          [ "string" ]
        ]
      },
      "Enabled": boolean,
      "MinAllowedConfidenceScoreForMerging": number
    },
    "Enabled": boolean,
    "ExportingConfig": {
      "S3Exporting": {
        "S3BucketName": "string",
```

```

        "S3KeyName": "string"
    }
},
"JobSchedule": {
    "DayOfTheWeek": "string",
    "Time": "string"
}
},
"RuleBasedMatching": {
    "AttributeTypesSelector": {
        "Address": [ "string" ],
        "AttributeMatchingModel": "string",
        "EmailAddress": [ "string" ],
        "PhoneNumber": [ "string" ]
    },
    "ConflictResolution": {
        "ConflictResolvingModel": "string",
        "SourceName": "string"
    },
    "Enabled": boolean,
    "ExportingConfig": {
        "S3Exporting": {
            "S3BucketName": "string",
            "S3KeyName": "string"
        }
    },
    "MatchingRules": [
        {
            "Rule": [ "string" ]
        }
    ],
    "MaxAllowedRuleLevelForMatching": number,
    "MaxAllowedRuleLevelForMerging": number
},
"Tags": {
    "string" : "string"
}
}

```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

DeadLetterQueueUrl

The URL of the SQS dead letter queue, which is used for reporting errors associated with ingesting data from third party applications. If specified as an empty string, it will clear any existing value. You must set up a policy on the DeadLetterQueue for the SendMessage operation to enable Amazon Connect Customer Profiles to send messages to the DeadLetterQueue.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

DefaultEncryptionKey

The default encryption key, which is an AWS managed key, is used when no specific type of encryption key is specified. It is used to encrypt all data before it is placed in permanent or semi-permanent storage. If specified as an empty string, it will clear any existing value.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

DefaultExpirationDays

The default number of days until the data within the domain expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

Required: No

Matching

The process of matching duplicate profiles. If `Matching = true`, Amazon Connect Customer Profiles starts a weekly batch process called Identity Resolution Job. If you do not specify a date and time for Identity Resolution Job to run, by default it runs every Saturday at 12AM UTC to detect duplicate profiles in your domains.

After the Identity Resolution Job completes, use the [GetMatches](#) API to return and review the results. Or, if you have configured `ExportingConfig` in the `MatchingRequest`, you can download the results from S3.

Type: [MatchingRequest](#) object

Required: No

RuleBasedMatching

The process of matching duplicate profiles using the rule-Based matching. If `RuleBasedMatching = true`, Amazon Connect Customer Profiles will start to match and merge your profiles according to your configuration in the `RuleBasedMatchingRequest`. You can use the `ListRuleBasedMatches` and `GetSimilarProfiles` API to return and review the results. Also, if you have configured `ExportingConfig` in the `RuleBasedMatchingRequest`, you can download the results from S3.

Type: [RuleBasedMatchingRequest](#) object

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:~/$]+`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

HTTP/1.1 200

Content-type: application/json

```
{
  "CreatedAt": number,
  "DeadLetterQueueUrl": "string",
  "DefaultEncryptionKey": "string",
  "DefaultExpirationDays": number,
  "DomainName": "string",
  "LastUpdatedAt": number,
  "Matching": {
    "AutoMerging": {
      "ConflictResolution": {
        "ConflictResolvingModel": "string",
        "SourceName": "string"
      },
      "Consolidation": {
        "MatchingAttributesList": [
          [ "string" ]
        ]
      },
      "Enabled": boolean,
      "MinAllowedConfidenceScoreForMerging": number
    },
    "Enabled": boolean,
    "ExportingConfig": {
      "S3Exporting": {
        "S3BucketName": "string",
        "S3KeyName": "string"
      }
    },
    "JobSchedule": {
      "DayOfTheWeek": "string",
      "Time": "string"
    }
  }
}
```

```

},
"RuleBasedMatching": {
  "AttributeTypesSelector": {
    "Address": [ "string" ],
    "AttributeMatchingModel": "string",
    "EmailAddress": [ "string" ],
    "PhoneNumber": [ "string" ]
  },
  "ConflictResolution": {
    "ConflictResolvingModel": "string",
    "SourceName": "string"
  },
  "Enabled": boolean,
  "ExportingConfig": {
    "S3Exporting": {
      "S3BucketName": "string",
      "S3KeyName": "string"
    }
  },
  "MatchingRules": [
    {
      "Rule": [ "string" ]
    }
  ],
  "MaxAllowedRuleLevelForMatching": number,
  "MaxAllowedRuleLevelForMerging": number,
  "Status": "string"
},
"Tags": {
  "string" : "string"
}
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

DeadLetterQueueUrl

The URL of the SQS dead letter queue, which is used for reporting errors associated with ingesting data from third party applications.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

DefaultEncryptionKey

The default encryption key, which is an AWS managed key, is used when no specific type of encryption key is specified. It is used to encrypt all data before it is placed in permanent or semi-permanent storage.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

DefaultExpirationDays

The default number of days until the data within the domain expires.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

Matching

The process of matching duplicate profiles. If `Matching = true`, Amazon Connect Customer Profiles starts a weekly batch process called Identity Resolution Job. If you do not specify a date

and time for Identity Resolution Job to run, by default it runs every Saturday at 12AM UTC to detect duplicate profiles in your domains.

After the Identity Resolution Job completes, use the [GetMatches](#) API to return and review the results. Or, if you have configured `ExportingConfig` in the `MatchingRequest`, you can download the results from S3.

Type: [MatchingResponse](#) object

[RuleBasedMatching](#)

The process of matching duplicate profiles using the rule-Based matching. If `RuleBasedMatching = true`, Amazon Connect Customer Profiles will start to match and merge your profiles according to your configuration in the `RuleBasedMatchingRequest`. You can use the `ListRuleBasedMatches` and `GetSimilarProfiles` API to return and review the results. Also, if you have configured `ExportingConfig` in the `RuleBasedMatchingRequest`, you can download the results from S3.

Type: [RuleBasedMatchingResponse](#) object

[Tags](#)

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of UpdateDomain.

Sample Request

```
PUT /v1/domains/ExampleDomainName

Content-type: application/json
{
  "DeadLetterQueueUrl": "https://sqs.us-east-1.amazonaws.com/123456789012/DLQName",
  "DefaultEncryptionKey": "arn:aws:kms:us-east-1:123456789012:key/1988472d-6b77-4bb6-ae39-efce5EXAMPLE",
  "DefaultExpirationDays": 200
}
```

Sample Response

```
Content-type: application/json
```

```
{
  "DeadLetterQueueUrl": "https://sqs.us-east-1.amazonaws.com/123456789012/DLQName",
  "CreatedAt": 1579249799770,
  "DefaultEncryptionKey": "arn:aws:kms:us-east-1:123456789012:key/1988472d-6b77-4bb6-ae39-efce5EXAMPLE",
  "DefaultExpirationDays": 200,
  "LastUpdatedAt": 1579249799770,
  "DomainName": "ExampleDomainName"
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateProfile

Service: Amazon Connect Customer Profiles

Updates the properties of a profile. The ProfileId is required for updating a customer profile.

When calling the UpdateProfile API, specifying an empty string value means that any existing value will be removed. Not specifying a string value means that any value already there will be kept.

Request Syntax

```
PUT /domains/DomainName/profiles HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "AccountNumber": "string",
  "AdditionalInformation": "string",
  "Address": {
    "Address1": "string",
    "Address2": "string",
    "Address3": "string",
    "Address4": "string",
    "City": "string",
    "Country": "string",
    "County": "string",
    "PostalCode": "string",
    "Province": "string",
    "State": "string"
  },
  "Attributes": {
    "string" : "string"
  },
  "BillingAddress": {
    "Address1": "string",
    "Address2": "string",
    "Address3": "string",
    "Address4": "string",
    "City": "string",
    "Country": "string",
    "County": "string",
    "PostalCode": "string",
    "Province": "string",
    "State": "string"
  },
},
```

```
"BirthDate": "string",
"BusinessEmailAddress": "string",
"BusinessName": "string",
"BusinessPhoneNumber": "string",
"EmailAddress": "string",
"FirstName": "string",
"Gender": "string",
"GenderString": "string",
"HomePhoneNumber": "string",
"LastName": "string",
"MailingAddress": {
  "Address1": "string",
  "Address2": "string",
  "Address3": "string",
  "Address4": "string",
  "City": "string",
  "Country": "string",
  "County": "string",
  "PostalCode": "string",
  "Province": "string",
  "State": "string"
},
"MiddleName": "string",
"MobilePhoneNumber": "string",
"PartyType": "string",
"PartyTypeString": "string",
"PersonalEmailAddress": "string",
"PhoneNumber": "string",
"ProfileId": "string",
"ShippingAddress": {
  "Address1": "string",
  "Address2": "string",
  "Address3": "string",
  "Address4": "string",
  "City": "string",
  "Country": "string",
  "County": "string",
  "PostalCode": "string",
  "Province": "string",
  "State": "string"
}
}
```


URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

AccountNumber

An account number that you have given to the customer.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

AdditionalInformation

Any additional information relevant to the customer's profile.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Required: No

Address

A generic address associated with the customer that is not mailing, shipping, or billing.

Type: [UpdateAddress](#) object

Required: No

Attributes

A key value pair of attributes of a customer profile.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

BillingAddress

The customer's billing address.

Type: [UpdateAddress](#) object

Required: No

BirthDate

The customer's birth date.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

BusinessEmailAddress

The customer's business email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

BusinessName

The name of the customer's business.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

BusinessPhoneNumber

The customer's business phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

EmailAddress

The customer's email address, which has not been specified as a personal or business address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

FirstName

The customer's first name.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

Gender

This parameter has been deprecated.

The gender with which the customer identifies.

Type: String

Valid Values: MALE | FEMALE | UNSPECIFIED

Required: No

GenderString

An alternative to Gender which accepts any string as input.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

HomePhoneNumber

The customer's home phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

LastName

The customer's last name.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

MailingAddress

The customer's mailing address.

Type: [UpdateAddress](#) object

Required: No

MiddleName

The customer's middle name.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

MobilePhoneNumber

The customer's mobile phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

PartyType

This parameter has been deprecated.

The type of profile used to describe the customer.

Type: String

Valid Values: INDIVIDUAL | BUSINESS | OTHER

Required: No

PartyTypeString

An alternative to PartyType which accepts any string as input.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

PersonalEmailAddress

The customer's personal email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

PhoneNumber

The customer's phone number, which has not been specified as a mobile, home, or business number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: [a-f0-9]{32}

Required: Yes

ShippingAddress

The customer's shipping address.

Type: [UpdateAddress](#) object

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ProfileId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: [a-f0-9]{32}

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerErrorException

An internal service error occurred.

HTTP Status Code: 500

ResourceNotFoundException

The requested resource does not exist, or access was denied.

HTTP Status Code: 404

ThrottlingException

You exceeded the maximum number of requests.

HTTP Status Code: 429

Examples

Example

This example illustrates one usage of UpdateProfile.

Sample Request

```
PUT /domains/ExampleDomainName/profiles HTTP/1.1

Content-type: application/json
{
  "ProfileId" : "3991a7d95sd248bba82546b2dEXAMPLE",
  "AccountNumber": "ACCT12344",
  "Address": {
    "Address1": "444 B St",
    "Address2": "Apt 8",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "Attributes": {
    "SSN" : "123-44-3433",
    "LoyaltyPoints" : "3000"
  },
  "BillingAddress": {
    "Address1": "789 Sample St",
    "Address2": "Apt 1",
    "Address3": "",
    "Address4": "",
    "City": "Seattle",
    "Country": "USA",
    "County": "King",
    "PostalCode": "98011",
    "Province": "",
    "State": "WA"
  },
  "BirthDate": "07/12/1980",
  "BusinessEmailAddress": "example@amazon.com",
```



```
"BusinessName": "My Awesome Company",
"BusinessPhoneNumber": "555-334-3389",
"EmailAddress": "example@gmail.com",
"FirstName": "John",
"Gender": "MALE",
"HomePhoneNumber": "555-334-3344",
"LastName": "Doe",
"MailingAddress": {
  "Address1": "234 Home St",
  "Address2": "Apt 5",
  "Address3": "",
  "Address4": "",
  "City": "Seattle",
  "Country": "USA",
  "County": "King",
  "PostalCode": "98011",
  "Province": "",
  "State": "WA"
},
"AdditionalInformation": "High Profile Customer",
"MiddleName": "",
"MobilePhoneNumber": "555-334-7777",
"PartyType": "INDIVIDUAL",
"PersonalEmailAddress": "email1@gmail.com",
"PhoneNumber": "",
"ShippingAddress": {
  "Address1": "555 A St",
  "Address2": "Suite 100",
  "Address3": "",
  "Address4": "",
  "City": "Seattle",
  "Country": "USA",
  "County": "King",
  "PostalCode": "98011",
  "Province": "",
  "State": "WA"
}
}
```

Sample Response

```
Content-type: application/json
{
```

```
"ProfileId" : "3991a7d95sd248bba82546b2dEXAMPLE"  
}
```

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon Q Connect

The following actions are supported by Amazon Q Connect:

- [CreateAssistant](#)
- [CreateAssistantAssociation](#)
- [CreateContent](#)
- [CreateContentAssociation](#)
- [CreateKnowledgeBase](#)
- [CreateQuickResponse](#)
- [CreateSession](#)
- [DeleteAssistant](#)
- [DeleteAssistantAssociation](#)
- [DeleteContent](#)
- [DeleteContentAssociation](#)

- [DeleteImportJob](#)
- [DeleteKnowledgeBase](#)
- [DeleteQuickResponse](#)
- [GetAssistant](#)
- [GetAssistantAssociation](#)
- [GetContent](#)
- [GetContentAssociation](#)
- [GetContentSummary](#)
- [GetImportJob](#)
- [GetKnowledgeBase](#)
- [GetQuickResponse](#)
- [GetRecommendations](#)
- [GetSession](#)
- [ListAssistantAssociations](#)
- [ListAssistants](#)
- [ListContentAssociations](#)
- [ListContents](#)
- [ListImportJobs](#)
- [ListKnowledgeBases](#)
- [ListQuickResponses](#)
- [ListTagsForResource](#)
- [NotifyRecommendationsReceived](#)
- [PutFeedback](#)
- [QueryAssistant](#)
- [RemoveKnowledgeBaseTemplateUri](#)
- [SearchContent](#)
- [SearchQuickResponses](#)
- [SearchSessions](#)
- [StartContentUpload](#)
- [StartImportJob](#)

- [TagResource](#)
- [UntagResource](#)
- [UpdateContent](#)
- [UpdateKnowledgeBaseTemplateUri](#)
- [UpdateQuickResponse](#)
- [UpdateSession](#)

CreateAssistant

Service: Amazon Q Connect

Creates an Amazon Q in Connect assistant.

Request Syntax

```
POST /assistants HTTP/1.1
Content-type: application/json

{
  "clientToken": "string",
  "description": "string",
  "name": "string",
  "serverSideEncryptionConfiguration": {
    "kmsKeyId": "string"
  },
  "tags": {
    "string" : "string"
  },
  "type": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

description

The description of the assistant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

name

The name of the assistant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

serverSideEncryptionConfiguration

The configuration information for the customer managed key used for encryption.

The customer managed key must have a policy that allows `kms:CreateGrant`, `kms:DescribeKey`, `kms:Decrypt`, and `kms:GenerateDataKey*` permissions to the IAM identity using the key to invoke Amazon Q in Connect. To use Amazon Q in Connect with chat, the key policy must also allow `kms:Decrypt`, `kms:GenerateDataKey*`, and `kms:DescribeKey` permissions to the `connect.amazonaws.com` service principal.

For more information about setting up a customer managed key for Amazon Q in Connect, see [Enable Amazon Q in Connect for your instance](#).

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-._:/\]+\$$

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

type

The type of assistant.

Type: String

Valid Values: AGENT

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json
```

```
{
  "assistant": {
    "assistantArn": "string",
    "assistantId": "string",
    "capabilityConfiguration": {
      "type": "string"
    },
    "description": "string",
    "integrationConfiguration": {
      "topicIntegrationArn": "string"
    },
    "name": "string",
    "serverSideEncryptionConfiguration": {
      "kmsKeyId": "string"
    },
    "status": "string",
    "tags": {
      "string": "string"
    },
  },
}
```

```
    "type": "string"  
  }  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

assistant

Information about the assistant.

Type: [AssistantData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a `Create` API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ServiceQuotaExceededException

You've exceeded your service quota. To perform the requested action, remove some of the relevant resources, or use service quotas to request a service quota increase.

HTTP Status Code: 402

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateAssistantAssociation

Service: Amazon Q Connect

Creates an association between an Amazon Q in Connect assistant and another resource. Currently, the only supported association is with a knowledge base. An assistant can have only a single association.

Request Syntax

```
POST /assistants/assistantId/associations HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "association": { ... },
  "associationType": "string",
  "clientToken": "string",
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

association

The identifier of the associated resource.

Type: [AssistantAssociationInputData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

associationType

The type of association.

Type: String

Valid Values: KNOWLEDGE_BASE

Required: Yes

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:/$]+`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "assistantAssociation": {
    "assistantArn": "string",
    "assistantAssociationArn": "string",
    "assistantAssociationId": "string",
    "assistantId": "string",
    "associationData": { ... },
    "associationType": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

assistantAssociation

The assistant association.

Type: [AssistantAssociationData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a Create API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

You've exceeded your service quota. To perform the requested action, remove some of the relevant resources, or use service quotas to request a service quota increase.

HTTP Status Code: 402

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

CreateContent

Service: Amazon Q Connect

Creates Amazon Q in Connect content. Before to calling this API, use [StartContentUpload](#) to upload an asset.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/contents HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "clientToken": "string",
  "metadata": {
    "string" : "string"
  },
  "name": "string",
  "overrideLinkOutUri": "string",
  "tags": {
    "string" : "string"
  },
  "title": "string",
  "uploadId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[knowledgeBaseId](#)

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

metadata

A key/value map to store attributes without affecting tagging or recommendations. For example, when synchronizing data between an external system and Amazon Q in Connect, you can store an external version identifier as metadata to utilize for determining drift.

Type: String to string map

Map Entries: Minimum number of 0 items. Maximum number of 10 items.

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

name

The name of the content. Each piece of content in a knowledge base must have a unique name. You can retrieve a piece of content using only its knowledge base and its name with the [SearchContent](#) API.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

overrideLinkOutUri

The URI you want to use for the article. If the knowledge base has a `templateUri`, setting this argument overrides it for this piece of content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

title

The title of the content. If not set, the title is equal to the name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

uploadId

A pointer to the uploaded asset. This value is returned by [StartContentUpload](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1200.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "content": {
    "contentArn": "string",
    "contentId": "string",
    "contentType": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "linkOutUri": "string",
    "metadata": {
      "string" : "string"
    },
    "name": "string",
    "revisionId": "string",
    "status": "string",
    "tags": {
      "string" : "string"
    },
    "title": "string",
    "url": "string",
    "urlExpiry": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

content

The content.

Type: [ContentData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a Create API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

You've exceeded your service quota. To perform the requested action, remove some of the relevant resources, or use service quotas to request a service quota increase.

HTTP Status Code: 402

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateContentAssociation

Service: Amazon Q Connect

Creates an association between a content resource in a knowledge base and [step-by-step guides](#). Step-by-step guides offer instructions to agents for resolving common customer issues. You create a content association to integrate Amazon Q in Connect and step-by-step guides.

After you integrate Amazon Q and step-by-step guides, when Amazon Q provides a recommendation to an agent based on the intent that it's detected, it also provides them with the option to start the step-by-step guide that you have associated with the content.

Note the following limitations:

- You can create only one content association for each content resource in a knowledge base.
- You can associate a step-by-step guide with multiple content resources.

For more information, see [Integrate Amazon Q in Connect with step-by-step guides](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/contents/contentId/associations HTTP/1.1
Content-type: application/json
```

```
{
  "association": { ... },
  "associationType": "string",
  "clientToken": "string",
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

[contentId](#)

The identifier of the content.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

association

The identifier of the associated resource.

Type: [ContentAssociationContents](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

associationType

The type of association.

Type: String

Valid Values: AMAZON_CONNECT_GUIDE

Required: Yes

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "contentAssociation": {
    "associationData": { ... },
    "associationType": "string",
    "contentArn": "string",
    "contentAssociationArn": "string",
    "contentAssociationId": "string",
    "contentId": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

```
    }  
  }  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

contentAssociation

The association between Amazon Q in Connect content and another resource.

Type: [ContentAssociationData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a `Create` API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

You've exceeded your service quota. To perform the requested action, remove some of the relevant resources, or use service quotas to request a service quota increase.

HTTP Status Code: 402

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 400

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateKnowledgeBase

Service: Amazon Q Connect

Creates a knowledge base.

Note

When using this API, you cannot reuse [Amazon AppIntegrations](#) DataIntegrations with external knowledge bases such as Salesforce and ServiceNow. If you do, you'll get an `InvalidRequestException` error.

For example, you're programmatically managing your external knowledge base, and you want to add or remove one of the fields that is being ingested from Salesforce. Do the following:

1. Call [DeleteKnowledgeBase](#).
2. Call [DeleteDataIntegration](#).
3. Call [CreateDataIntegration](#) to recreate the DataIntegration or a create different one.
4. Call `CreateKnowledgeBase`.

Request Syntax

```
POST /knowledgeBases HTTP/1.1
Content-type: application/json
```

```
{
  "clientToken": "string",
  "description": "string",
  "knowledgeBaseType": "string",
  "name": "string",
  "renderingConfiguration": {
    "templateUri": "string"
  },
  "serverSideEncryptionConfiguration": {
    "kmsKeyId": "string"
  },
  "sourceConfiguration": { ... },
  "tags": {
    "string" : "string"
  }
}
```

```
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

description

The description.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

knowledgeBaseType

The type of knowledge base. Only CUSTOM knowledge bases allow you to upload your own content. EXTERNAL knowledge bases support integrations with third-party systems whose content is synchronized automatically.

Type: String

Valid Values: EXTERNAL | CUSTOM | QUICK_RESPONSES

Required: Yes

name

The name of the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

renderingConfiguration

Information about how to render the content.

Type: [RenderingConfiguration](#) object

Required: No

serverSideEncryptionConfiguration

The configuration information for the customer managed key used for encryption.

This KMS key must have a policy that allows `kms:CreateGrant`, `kms:DescribeKey`, `kms:Decrypt`, and `kms:GenerateDataKey*` permissions to the IAM identity using the key to invoke Amazon Q in Connect.

For more information about setting up a customer managed key for Amazon Q in Connect, see [Enable Amazon Q in Connect for your instance](#).

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

sourceConfiguration

The source of the knowledge base content. Only set this argument for EXTERNAL knowledge bases.

Type: [SourceConfiguration](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-._:/\]+\$$

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "knowledgeBase": {
    "description": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "knowledgeBaseType": "string",
    "lastContentModificationTime": number,
    "name": "string",
    "renderingConfiguration": {
      "templateUri": "string"
    },
    "serverSideEncryptionConfiguration": {
      "kmsKeyId": "string"
    },
    "sourceConfiguration": { ... },
    "status": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

knowledgeBase

The knowledge base.

Type: [KnowledgeBaseData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a `Create` API (such as `CreateAssistant`) that accepts `name`, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ServiceQuotaExceededException

You've exceeded your service quota. To perform the requested action, remove some of the relevant resources, or use service quotas to request a service quota increase.

HTTP Status Code: 402

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateQuickResponse

Service: Amazon Q Connect

Creates an Amazon Q in Connect quick response.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/quickResponses HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "channels": [ "string" ],
  "clientToken": "string",
  "content": { ... },
  "contentType": "string",
  "description": "string",
  "groupingConfiguration": {
    "criteria": "string",
    "values": [ "string" ]
  },
  "isActive": boolean,
  "language": "string",
  "name": "string",
  "shortcutKey": "string",
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

channels

The Amazon Connect channels this quick response applies to.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

content

The content of the quick response.

Type: [QuickResponseDataProvider](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

contentType

The media type of the quick response content.

- Use `application/x.quickresponse;format=plain` for a quick response written in plain text.

- Use `application/x.quickresponse;format=markdown` for a quick response written in richtext.

Type: String

Pattern: `^(application/x\.quickresponse;format=(plain|markdown))$`

Required: No

description

The description of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

groupingConfiguration

The configuration information of the user groups that the quick response is accessible to.

Type: [GroupingConfiguration](#) object

Required: No

isActive

Whether the quick response is active.

Type: Boolean

Required: No

language

The language code value for the language in which the quick response is written. The supported language codes include `de_DE`, `en_US`, `es_ES`, `fr_FR`, `id_ID`, `it_IT`, `ja_JP`, `ko_KR`, `pt_BR`, `zh_CN`, `zh_TW`

Type: String

Length Constraints: Minimum length of 2. Maximum length of 5.

Required: No

name

The name of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

shortcutKey

The shortcut key of the quick response. The value should be unique across the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "quickResponse": {
    "channels": [ "string" ],
```

```
"contents": {
  "markdown": { ... },
  "plainText": { ... }
},
"contentType": "string",
"createdTime": number,
"description": "string",
"groupingConfiguration": {
  "criteria": "string",
  "values": [ "string" ]
},
"isActive": boolean,
"knowledgeBaseArn": "string",
"knowledgeBaseId": "string",
"language": "string",
"lastModifiedBy": "string",
"lastModifiedTime": number,
"name": "string",
"quickResponseArn": "string",
"quickResponseId": "string",
"shortcutKey": "string",
"status": "string",
"tags": {
  "string" : "string"
}
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

quickResponse

The quick response.

Type: [QuickResponseData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a Create API (such as CreateAssistant) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

You've exceeded your service quota. To perform the requested action, remove some of the relevant resources, or use service quotas to request a service quota increase.

HTTP Status Code: 402

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateSession

Service: Amazon Q Connect

Creates a session. A session is a contextual container used for generating recommendations. Amazon Connect creates a new Amazon Q in Connect session for each contact on which Amazon Q in Connect is enabled.

Request Syntax

```
POST /assistants/assistantId/sessions HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "clientToken": "string",
  "description": "string",
  "name": "string",
  "tagFilter": { ... },
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn: `[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

description

The description.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

name

The name of the session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

tagFilter

An object that can be used to specify Tag conditions.

Type: [TagFilter](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+--=._:/]+$

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "session": {
    "description": "string",
    "integrationConfiguration": {
      "topicIntegrationArn": "string"
    },
    "name": "string",
    "sessionArn": "string",
    "sessionId": "string",
    "tagFilter": { ... },
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

session

The session.

Type: [SessionData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a `Create` API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteAssistant

Service: Amazon Q Connect

Deletes an assistant.

Request Syntax

```
DELETE /assistants/assistantId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteAssistantAssociation

Service: Amazon Q Connect

Deletes an assistant association.

Request Syntax

```
DELETE /assistants/assistantId/associations/assistantAssociationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantAssociationId

The identifier of the assistant association. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn: `[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn: `[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteContent

Service: Amazon Q Connect

Deletes the content.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId/contents/contentId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

contentId

The identifier of the content. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteContentAssociation

Service: Amazon Q Connect

Deletes the content association.

For more information about content associations--what they are and when they are used--see [Integrate Amazon Q in Connect with step-by-step guides](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId/contents/contentId/
associations/contentAssociationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

contentAssociationId

The identifier of the content association. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentId

The identifier of the content.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteImportJob

Service: Amazon Q Connect

Deletes the quick response import job.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId/importJobs/importJobId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

importJobId

The identifier of the import job to be deleted.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a `Create` API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteKnowledgeBase

Service: Amazon Q Connect

Deletes the knowledge base.

Note

When you use this API to delete an external knowledge base such as Salesforce or ServiceNow, you must also delete the [Amazon AppIntegrations](#) DataIntegration. This is because you can't reuse the DataIntegration after it's been associated with an external knowledge base. However, you can delete and recreate it. See [DeleteDataIntegration](#) and [CreateDataIntegration](#) in the *Amazon AppIntegrations API Reference*.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The knowledge base to delete content from. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a Create API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteQuickResponse

Service: Amazon Q Connect

Deletes a quick response.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId/quickResponses/quickResponseId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The knowledge base from which the quick response is deleted. The identifier of the knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn: `[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

quickResponseId

The identifier of the quick response to delete.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn: `[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetAssistant

Service: Amazon Q Connect

Retrieves information about an assistant.

Request Syntax

```
GET /assistants/assistantId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json  
  
{  
  "assistant": {  
    "assistantArn": "string",  
    "assistantId": "string",  
    "capabilityConfiguration": {  
      "type": "string"  
    },  
  },  
}
```



```
  "description": "string",
  "integrationConfiguration": {
    "topicIntegrationArn": "string"
  },
  "name": "string",
  "serverSideEncryptionConfiguration": {
    "kmsKeyId": "string"
  },
  "status": "string",
  "tags": {
    "string" : "string"
  },
  "type": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

assistant

Information about the assistant.

Type: [AssistantData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetAssistantAssociation

Service: Amazon Q Connect

Retrieves information about an assistant association.

Request Syntax

```
GET /assistants/assistantId/associations/assistantAssociationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantAssociationId

The identifier of the assistant association. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "assistantAssociation": {
    "assistantArn": "string",
    "assistantAssociationArn": "string",
    "assistantAssociationId": "string",
    "assistantId": "string",
    "associationData": { ... },
    "associationType": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

assistantAssociation

The assistant association.

Type: [AssistantAssociationData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetContent

Service: Amazon Q Connect

Retrieves content, including a pre-signed URL to download the content.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/contents/contentId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

contentId

The identifier of the content. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "content": {
    "contentArn": "string",
    "contentId": "string",
    "contentType": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "linkOutUri": "string",
    "metadata": {
      "string" : "string"
    },
    "name": "string",
    "revisionId": "string",
    "status": "string",
    "tags": {
      "string" : "string"
    },
    "title": "string",
    "url": "string",
    "urlExpiry": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

content

The content.

Type: [ContentData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetContentAssociation

Service: Amazon Q Connect

Returns the content association.

For more information about content associations--what they are and when they are used--see [Integrate Amazon Q in Connect with step-by-step guides](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/contents/contentId/
associations/contentAssociationId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

contentAssociationId

The identifier of the content association. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentId

The identifier of the content.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "contentAssociation": {
    "associationData": { ... },
    "associationType": "string",
    "contentArn": "string",
    "contentAssociationArn": "string",
    "contentAssociationId": "string",
    "contentId": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

contentAssociation

The association between Amazon Q in Connect content and another resource.

Type: [ContentAssociationData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetContentSummary

Service: Amazon Q Connect

Retrieves summary information about the content.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/contents/contentId/summary HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

contentId

The identifier of the content. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "contentSummary": {
    "contentArn": "string",
    "contentId": "string",
    "contentType": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "metadata": {
      "string" : "string"
    },
    "name": "string",
    "revisionId": "string",
    "status": "string",
    "tags": {
      "string" : "string"
    },
    "title": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

contentSummary

The content summary.

Type: [ContentSummary](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetImportJob

Service: Amazon Q Connect

Retrieves the started import job.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/importJobs/importJobId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

importJobId

The identifier of the import job to retrieve.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base that the import job belongs to.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200  
Content-type: application/json
```



```
{
  "importJob": {
    "createdTime": number,
    "externalSourceConfiguration": {
      "configuration": { ... },
      "source": "string"
    },
    "failedRecordReport": "string",
    "importJobId": "string",
    "importJobType": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "lastModifiedTime": number,
    "metadata": {
      "string" : "string"
    },
    "status": "string",
    "uploadId": "string",
    "url": "string",
    "urlExpiry": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

importJob

The import job.

Type: [ImportJobData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetKnowledgeBase

Service: Amazon Q Connect

Retrieves information about the knowledge base.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}\$

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "knowledgeBase": {
    "description": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "knowledgeBaseType": "string",
```

```
  "lastContentModificationTime": number,
  "name": "string",
  "renderingConfiguration": {
    "templateUri": "string"
  },
  "serverSideEncryptionConfiguration": {
    "kmsKeyId": "string"
  },
  "sourceConfiguration": { ... },
  "status": "string",
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

knowledgeBase

The knowledge base.

Type: [KnowledgeBaseData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetQuickResponse

Service: Amazon Q Connect

Retrieves the quick response.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/quickResponses/quickResponseId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. This should be a QUICK_RESPONSES type knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn: `[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

quickResponseId

The identifier of the quick response.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn: `[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "quickResponse": {
    "channels": [ "string" ],
    "contents": {
      "markdown": { ... },
      "plainText": { ... }
    },
    "contentType": "string",
    "createdTime": number,
    "description": "string",
    "groupingConfiguration": {
      "criteria": "string",
      "values": [ "string" ]
    },
    "isActive": boolean,
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "language": "string",
    "lastModifiedBy": "string",
    "lastModifiedTime": number,
    "name": "string",
    "quickResponseArn": "string",
    "quickResponseId": "string",
    "shortcutKey": "string",
    "status": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

quickResponse

The quick response.

Type: [QuickResponseData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetRecommendations

Service: Amazon Q Connect

Important

This API will be discontinued starting June 1, 2024. To receive generative responses after March 1, 2024, you will need to create a new Assistant in the Amazon Connect console and integrate the Amazon Q in Connect JavaScript library (`amazon-q-connectjs`) into your applications.

Retrieves recommendations for the specified session. To avoid retrieving the same recommendations in subsequent calls, use [NotifyRecommendationsReceived](#). This API supports long-polling behavior with the `waitTimeSeconds` parameter. Short poll is the default behavior and only returns recommendations already available. To perform a manual query against an assistant, use [QueryAssistant](#).

Request Syntax

```
GET /assistants/assistantId/sessions/sessionId/recommendations?  
maxResults=maxResults&waitTimeSeconds=waitTimeSeconds HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}\$

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

sessionId

The identifier of the session. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

waitTimeSeconds

The duration (in seconds) for which the call waits for a recommendation to be made available before returning. If a recommendation is available, the call returns sooner than `WaitTimeSeconds`. If no messages are available and the wait time expires, the call returns successfully with an empty list.

Valid Range: Minimum value of 0. Maximum value of 20.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "recommendations": [
    {
      "data": {
        "details": { ... },
        "reference": { ... }
      },
      "document": {
        "contentReference": {
          "contentArn": "string",
          "contentId": "string",
```

```

        "knowledgeBaseArn": "string",
        "knowledgeBaseId": "string"
    },
    "excerpt": {
        "highlights": [
            {
                "beginOffsetInclusive": number,
                "endOffsetExclusive": number
            }
        ],
        "text": "string"
    },
    "title": {
        "highlights": [
            {
                "beginOffsetInclusive": number,
                "endOffsetExclusive": number
            }
        ],
        "text": "string"
    }
},
"recommendationId": "string",
"relevanceLevel": "string",
"relevanceScore": number,
"type": "string"
}
],
"triggers": [
    {
        "data": { ... },
        "id": "string",
        "recommendationIds": [ "string" ],
        "source": "string",
        "type": "string"
    }
]
}

```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

recommendations

The recommendations.

Type: Array of [RecommendationData](#) objects

triggers

The triggers corresponding to recommendations.

Type: Array of [RecommendationTrigger](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetSession

Service: Amazon Q Connect

Retrieves information for a specified session.

Request Syntax

```
GET /assistants/assistantId/sessions/sessionId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

sessionId

The identifier of the session. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "session": {
    "description": "string",
    "integrationConfiguration": {
      "topicIntegrationArn": "string"
    },
    "name": "string",
    "sessionArn": "string",
    "sessionId": "string",
    "tagFilter": { ... },
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

session

The session.

Type: [SessionData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListAssistantAssociations

Service: Amazon Q Connect

Lists information about assistant associations.

Request Syntax

```
GET /assistants/assistantId/associations?maxResults=maxResults&nextToken=nextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "assistantAssociationSummaries": [
    {
      "assistantArn": "string",
      "assistantAssociationArn": "string",
      "assistantAssociationId": "string",
      "assistantId": "string",
      "associationData": { ... },
      "associationType": "string",
      "tags": {
        "string" : "string"
      }
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[assistantAssociationSummaries](#)

Summary information about assistant associations.

Type: Array of [AssistantAssociationSummary](#) objects

[nextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListAssistants

Service: Amazon Q Connect

Lists information about assistants.

Request Syntax

```
GET /assistants?maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "assistantSummaries": [
    {
      "assistantArn": "string",
      "assistantId": "string",
      "capabilityConfiguration": {
```

```
    "type": "string"
  },
  "description": "string",
  "integrationConfiguration": {
    "topicIntegrationArn": "string"
  },
  "name": "string",
  "serverSideEncryptionConfiguration": {
    "kmsKeyId": "string"
  },
  "status": "string",
  "tags": {
    "string" : "string"
  },
  "type": "string"
}
],
"nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

assistantSummaries

Information about the assistants.

Type: Array of [AssistantSummary](#) objects

nextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListContentAssociations

Service: Amazon Q Connect

Lists the content associations.

For more information about content associations--what they are and when they are used--see [Integrate Amazon Q in Connect with step-by-step guides](#) in the *Amazon Connect Administrator Guide*.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/contents/contentId/associations?  
maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

contentId

The identifier of the content.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

[nextToken](#)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "contentAssociationSummaries": [
    {
      "associationData": { ... },
      "associationType": "string",
      "contentArn": "string",
      "contentAssociationArn": "string",
      "contentAssociationId": "string",
      "contentId": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "tags": {
        "string" : "string"
      }
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

contentAssociationSummaries

Summary information about content associations.

Type: Array of [ContentAssociationSummary](#) objects

nextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListContents

Service: Amazon Q Connect

Lists the content.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/contents?maxResults=maxResults&nextToken=nextToken
HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "contentSummaries": [
    {
      "contentArn": "string",
      "contentId": "string",
      "contentType": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "metadata": {
        "string" : "string"
      },
      "name": "string",
      "revisionId": "string",
      "status": "string",
      "tags": {
        "string" : "string"
      },
      "title": "string"
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[contentSummaries](#)

Information about the content.

Type: Array of [ContentSummary](#) objects

[nextToken](#)

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListImportJobs

Service: Amazon Q Connect

Lists information about import jobs.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/importJobs?  
maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "importJobSummaries": [
    {
      "createdTime": number,
      "externalSourceConfiguration": {
        "configuration": { ... },
        "source": "string"
      },
      "importJobId": "string",
      "importJobType": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "lastModifiedTime": number,
      "metadata": {
        "string" : "string"
      },
      "status": "string",
      "uploadId": "string"
    }
  ],
  "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

importJobSummaries

Summary information about the import jobs.

Type: Array of [ImportJobSummary](#) objects

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListKnowledgeBases

Service: Amazon Q Connect

Lists the knowledge bases.

Request Syntax

```
GET /knowledgeBases?maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

[maxResults](#)

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

[nextToken](#)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "knowledgeBaseSummaries": [
    {
      "description": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "knowledgeBaseType": "string",
```

```
    "name": "string",
    "renderingConfiguration": {
      "templateUri": "string"
    },
    "serverSideEncryptionConfiguration": {
      "kmsKeyId": "string"
    },
    "sourceConfiguration": { ... },
    "status": "string",
    "tags": {
      "string" : "string"
    }
  }
],
"nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

knowledgeBaseSummaries

Information about the knowledge bases.

Type: Array of [KnowledgeBaseSummary](#) objects

nextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListQuickResponses

Service: Amazon Q Connect

Lists information about quick response.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/quickResponses?  
maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "nextToken": "string",
  "quickResponseSummaries": [
    {
      "channels": [ "string" ],
      "contentType": "string",
      "createdTime": number,
      "description": "string",
      "isActive": boolean,
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "lastModifiedBy": "string",
      "lastModifiedTime": number,
      "name": "string",
      "quickResponseArn": "string",
      "quickResponseId": "string",
      "status": "string",
      "tags": {
        "string" : "string"
      }
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

[quickResponseSummaries](#)

Summary information about the quick responses.

Type: Array of [QuickResponseSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Service: Amazon Q Connect

Lists the tags for the specified resource.

Request Syntax

```
GET /tags/resourceArn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource.

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

NotifyRecommendationsReceived

Service: Amazon Q Connect

Removes the specified recommendations from the specified assistant's queue of newly available recommendations. You can use this API in conjunction with [GetRecommendations](#) and a `waitTimeSeconds` input for long-polling behavior and avoiding duplicate recommendations.

Request Syntax

```
POST /assistants/assistantId/sessions/sessionId/recommendations/notify HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "recommendationIds": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

[assistantId](#)

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

```
Pattern: ^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$
```

Required: Yes

[sessionId](#)

The identifier of the session. Can be either the ID or the ARN. URLs cannot contain the ARN.

```
Pattern: ^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$
```

Required: Yes

Request Body

The request accepts the following data in JSON format.

recommendationIds

The identifiers of the recommendations.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "errors": [
    {
      "message": "string",
      "recommendationId": "string"
    }
  ],
  "recommendationIds": [ "string" ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

errors

The identifiers of recommendations that are causing errors.

Type: Array of [NotifyRecommendationsReceivedError](#) objects

recommendationIds

The identifiers of the recommendations.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutFeedback

Service: Amazon Q Connect

Provides feedback against the specified assistant for the specified target. This API only supports generative targets.

Request Syntax

```
PUT /assistants/assistantId/feedback HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "contentFeedback": { ... },
  "targetId": "string",
  "targetType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

contentFeedback

Information about the feedback provided.

Type: [ContentFeedbackData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

targetId

The identifier of the feedback target.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

targetType

The type of the feedback target.

Type: String

Valid Values: RECOMMENDATION | RESULT

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "assistantArn": "string",
  "assistantId": "string",
  "contentFeedback": { ... },
  "targetId": "string",
  "targetType": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

assistantArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect assistant.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}\$

assistantId

The identifier of the Amazon Q in Connect assistant.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

contentFeedback

Information about the feedback provided.

Type: [ContentFeedbackData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

targetId

The identifier of the feedback target.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

targetType

The type of the feedback target.

Type: String

Valid Values: RECOMMENDATION | RESULT

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

QueryAssistant

Service: Amazon Q Connect

Important

This API will be discontinued starting June 1, 2024. To receive generative responses after March 1, 2024, you will need to create a new Assistant in the Amazon Connect console and integrate the Amazon Q in Connect JavaScript library (`amazon-q-connectjs`) into your applications.

Performs a manual search against the specified assistant. To retrieve recommendations for an assistant, use [GetRecommendations](#).

Request Syntax

```
POST /assistants/assistantId/query HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "maxResults": number,
  "nextToken": "string",
  "queryCondition": [
    { ... }
  ],
  "queryText": "string",
  "sessionId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[assistantId](#)

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]`

{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}\$

Required: Yes

Request Body

The request accepts the following data in JSON format.

maxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

queryCondition

Information about how to query content.

Type: Array of [QueryCondition](#) objects

Array Members: Minimum number of 0 items. Maximum number of 1 item.

Required: No

queryText

The text to search for.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: Yes

sessionId

The identifier of the Amazon Q in Connect session. Can be either the ID or the ARN. URLs cannot contain the ARN.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "nextToken": "string",
  "results": [
    {
      "data": {
        "details": { ... },
        "reference": { ... }
      },
      "document": {
        "contentReference": {
          "contentArn": "string",
          "contentId": "string",
          "knowledgeBaseArn": "string",
          "knowledgeBaseId": "string"
        },
        "excerpt": {
          "highlights": [
            {
              "beginOffsetInclusive": number,
              "endOffsetExclusive": number
            }
          ]
        }
      }
    }
  ]
}
```

```
    }
  ],
  "text": "string"
},
"title": {
  "highlights": [
    {
      "beginOffsetInclusive": number,
      "endOffsetExclusive": number
    }
  ],
  "text": "string"
}
},
"relevanceScore": number,
"resultId": "string",
"type": "string"
}
]
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

nextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

results

The results of the query.

Type: Array of [ResultData](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

RequestTimeoutException

The request reached the service more than 15 minutes after the date stamp on the request or more than 15 minutes after the request expiration date (such as for pre-signed URLs), or the date stamp on the request is more than 15 minutes in the future.

HTTP Status Code: 408

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

RemoveKnowledgeBaseTemplateUri

Service: Amazon Q Connect

Removes a URI template from a knowledge base.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId/templateUri HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

Response Elements

If the action is successful, the service sends back an HTTP 204 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchContent

Service: Amazon Q Connect

Searches for content in a specified knowledge base. Can be used to get a specific content resource by its name.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/search?maxResults=maxResults&nextToken=nextToken
HTTP/1.1
Content-type: application/json

{
  "searchExpression": {
    "filters": [
      {
        "field": "string",
        "operator": "string",
        "value": "string"
      }
    ]
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Request Body

The request accepts the following data in JSON format.

searchExpression

The search expression to filter results.

Type: [SearchExpression](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "contentSummaries": [
    {
      "contentArn": "string",
      "contentId": "string",
      "contentType": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "metadata": {
        "string" : "string"
      },
      "name": "string",
      "revisionId": "string",
      "status": "string",
      "tags": {
        "string" : "string"
      },
    },
  ],
}
```

```
    "title": "string"  
  }  
],  
"nextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

contentSummaries

Summary information about the content.

Type: Array of [ContentSummary](#) objects

nextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchQuickResponses

Service: Amazon Q Connect

Searches existing Amazon Q in Connect quick responses in an Amazon Q in Connect knowledge base.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/search/quickResponses?
```

```
maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "attributes": {
    "string" : "string"
  },
  "searchExpression": {
    "filters": [
      {
        "includeNoExistence": boolean,
        "name": "string",
        "operator": "string",
        "values": [ "string" ]
      }
    ],
    "orderOnField": {
      "name": "string",
      "order": "string"
    },
    "queries": [
      {
        "allowFuzziness": boolean,
        "name": "string",
        "operator": "string",
        "priority": "string",
        "values": [ "string" ]
      }
    ]
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

[knowledgeBaseId](#)

The identifier of the knowledge base. This should be a QUICK_RESPONSES type knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

[maxResults](#)

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

[nextToken](#)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Request Body

The request accepts the following data in JSON format.

[attributes](#)

The [user-defined Amazon Connect contact attributes](#) to be resolved when search results are returned.

Type: String to string map

Required: No

[searchExpression](#)

The search expression for querying the quick response.

Type: [QuickResponseSearchExpression](#) object

Required: Yes

Response Syntax

HTTP/1.1 200

Content-type: application/json

```
{
  "nextToken": "string",
  "results": [
    {
      "attributesInterpolated": [ "string" ],
      "attributesNotInterpolated": [ "string" ],
      "channels": [ "string" ],
      "contents": {
        "markdown": { ... },
        "plainText": { ... }
      },
      "contentType": "string",
      "createdTime": number,
      "description": "string",
      "groupingConfiguration": {
        "criteria": "string",
        "values": [ "string" ]
      },
      "isActive": boolean,
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "language": "string",
      "lastModifiedBy": "string",
      "lastModifiedTime": number,
      "name": "string",
      "quickResponseArn": "string",
      "quickResponseId": "string",
      "shortcutKey": "string",
      "status": "string",
      "tags": {
        "string" : "string"
      }
    }
  ]
}
```

```
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

results

The results of the quick response search.

Type: Array of [QuickResponseSearchResultData](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

RequestTimeoutException

The request reached the service more than 15 minutes after the date stamp on the request or more than 15 minutes after the request expiration date (such as for pre-signed URLs), or the date stamp on the request is more than 15 minutes in the future.

HTTP Status Code: 408

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

SearchSessions

Service: Amazon Q Connect

Searches for sessions.

Request Syntax

```
POST /assistants/assistantId/searchSessions?maxResults=maxResults&nextToken=nextToken
HTTP/1.1
```

Content-type: application/json

```
{
  "searchExpression": {
    "filters": [
      {
        "field": "string",
        "operator": "string",
        "value": "string"
      }
    ]
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

maxResults

The maximum number of results to return per page.

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Request Body

The request accepts the following data in JSON format.

searchExpression

The search expression to filter results.

Type: [SearchExpression](#) object

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "nextToken": "string",
  "sessionSummaries": [
    {
      "assistantArn": "string",
      "assistantId": "string",
      "sessionArn": "string",
      "sessionId": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

nextToken

If there are additional results, this is the token for the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

sessionSummaries

Summary information about the sessions.

Type: Array of [SessionSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)

- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartContentUpload

Service: Amazon Q Connect

Get a URL to upload content to a knowledge base. To upload content, first make a PUT request to the returned URL with your file, making sure to include the required headers. Then use [CreateContent](#) to finalize the content creation process or [UpdateContent](#) to modify an existing resource. You can only upload content to a knowledge base of type CUSTOM.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/upload HTTP/1.1
Content-type: application/json

{
  "contentType": "string",
  "presignedUrlTimeToLive": number
}
```

URI Request Parameters

The request uses the following URI parameters.

[knowledgeBaseId](#)

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`
`^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

[contentType](#)

The type of content to upload.

Type: String

Pattern: `^(text/(plain|html|csv))|(application/(pdf|vnd\.openxmlformats-officedocument\.wordprocessingml\.document))|(application/x\.wisdom-json;source=(salesforce|servicenow|zendesk))$`

Required: Yes

[presignedUrlTimeToLive](#)

The expected expiration time of the generated presigned URL, specified in minutes.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 60.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "headersToInclude": {
    "string" : "string"
  },
  "uploadId": "string",
  "url": "string",
  "urlExpiry": number
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

[headersToInclude](#)

The headers to include in the upload.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

uploadId

The identifier of the upload.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1200.

url

The URL of the upload.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

urlExpiry

The expiration time of the URL as an epoch timestamp.

Type: Timestamp

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartImportJob

Service: Amazon Q Connect

Start an asynchronous job to import Amazon Q in Connect resources from an uploaded source file. Before calling this API, use [StartContentUpload](#) to upload an asset that contains the resource data.

- For importing Amazon Q in Connect quick responses, you need to upload a csv file including the quick responses. For information about how to format the csv file for importing quick responses, see [Import quick responses](#).

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/importJobs HTTP/1.1
Content-type: application/json
```

```
{
  "clientToken": "string",
  "externalSourceConfiguration": {
    "configuration": { ... },
    "source": "string"
  },
  "importJobType": "string",
  "metadata": {
    "string" : "string"
  },
  "uploadId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[knowledgeBaseId](#)

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

- For importing Amazon Q in Connect quick responses, this should be a QUICK_RESPONSES type knowledge base.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

clientToken

The tags used to organize, track, or control access for this resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

externalSourceConfiguration

The configuration information of the external source that the resource data are imported from.

Type: [ExternalSourceConfiguration](#) object

Required: No

importJobType

The type of the import job.

- For importing quick response resource, set the value to QUICK_RESPONSES.

Type: String

Valid Values: QUICK_RESPONSES

Required: Yes

metadata

The metadata fields of the imported Amazon Q in Connect resources.

Type: String to string map

Map Entries: Minimum number of 0 items. Maximum number of 10 items.

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

uploadId

A pointer to the uploaded asset. This value is returned by [StartContentUpload](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1200.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "importJob": {
    "createdTime": number,
    "externalSourceConfiguration": {
      "configuration": { ... },
      "source": "string"
    },
    "failedRecordReport": "string",
    "importJobId": "string",
    "importJobType": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "lastModifiedTime": number,
    "metadata": {
      "string" : "string"
    },
    "status": "string",
    "uploadId": "string",
    "url": "string",
```



```
    "urlExpiry": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

importJob

The import job.

Type: [ImportJobData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a `Create` API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

You've exceeded your service quota. To perform the requested action, remove some of the relevant resources, or use service quotas to request a service quota increase.

HTTP Status Code: 402

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Service: Amazon Q Connect

Adds the specified tags to the specified resource.

Request Syntax

```
POST /tags/resourceArn HTTP/1.1
Content-type: application/json
```

```
{
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource.

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

TooManyTagsException

Amazon Q in Connect throws this exception if you have too many tags in your tag set.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Service: Amazon Q Connect

Removes the specified tags from the specified resource.

Request Syntax

```
DELETE /tags/resourceArn?tagKeys=tagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

resourceArn

The Amazon Resource Name (ARN) of the resource.

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

tagKeys

The tag keys.

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateContent

Service: Amazon Q Connect

Updates information about the content.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/contents/contentId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "metadata": {
    "string" : "string"
  },
  "overrideLinkOutUri": "string",
  "removeOverrideLinkOutUri": boolean,
  "revisionId": "string",
  "title": "string",
  "uploadId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

contentId

The identifier of the content. Can be either the ID or the ARN. URLs cannot contain the ARN.

```
Pattern: ^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$
```

Required: Yes

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base. Can be either the ID or the ARN

```
Pattern: ^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$
```


{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}\$

Required: Yes

Request Body

The request accepts the following data in JSON format.

metadata

A key/value map to store attributes without affecting tagging or recommendations. For example, when synchronizing data between an external system and Amazon Q in Connect, you can store an external version identifier as metadata to utilize for determining drift.

Type: String to string map

Map Entries: Minimum number of 0 items. Maximum number of 10 items.

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

overrideLinkOutUri

The URI for the article. If the knowledge base has a `templateUri`, setting this argument overrides it for this piece of content. To remove an existing `overrideLinkOurUri`, exclude this argument and set `removeOverrideLinkOutUri` to true.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

removeOverrideLinkOutUri

Unset the existing `overrideLinkOutUri` if it exists.

Type: Boolean

Required: No

revisionId

The `revisionId` of the content resource to update, taken from an earlier call to `GetContent`, `GetContentSummary`, `SearchContent`, or `ListContents`. If included, this argument acts as an optimistic lock to ensure content was not modified since it was last read. If it has been modified, this API throws a `PreconditionFailedException`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

title

The title of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

uploadId

A pointer to the uploaded asset. This value is returned by [StartContentUpload](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1200.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "content": {
    "contentArn": "string",
    "contentId": "string",
    "contentType": "string",
    "knowledgeBaseArn": "string",
```

```
    "knowledgeBaseId": "string",
    "linkOutUri": "string",
    "metadata": {
      "string" : "string"
    },
    "name": "string",
    "revisionId": "string",
    "status": "string",
    "tags": {
      "string" : "string"
    },
    "title": "string",
    "url": "string",
    "urlExpiry": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

content

The content.

Type: [ContentData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

PreconditionFailedException

The provided `revisionId` does not match, indicating the content has been modified since it was last read.

HTTP Status Code: 412

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateKnowledgeBaseTemplateUri

Service: Amazon Q Connect

Updates the template URI of a knowledge base. This is only supported for knowledge bases of type EXTERNAL. Include a single variable in `${variable}` format; this interpolated by Amazon Q in Connect using ingested content. For example, if you ingest a Salesforce article, it has an Id value, and you can set the template URI to `https://myInstanceName.lightning.force.com/lightning/r/Knowledge__kav/*${Id}*/view`.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/templateUri HTTP/1.1
Content-type: application/json

{
  "templateUri": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

templateUri

The template URI to update.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "knowledgeBase": {
    "description": "string",
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "knowledgeBaseType": "string",
    "lastContentModificationTime": number,
    "name": "string",
    "renderingConfiguration": {
      "templateUri": "string"
    },
    "serverSideEncryptionConfiguration": {
      "kmsKeyId": "string"
    },
    "sourceConfiguration": { ... },
    "status": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

knowledgeBase

The knowledge base to update.

Type: [KnowledgeBaseData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateQuickResponse

Service: Amazon Q Connect

Updates an existing Amazon Q in Connect quick response.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/quickResponses/quickResponseId HTTP/1.1  
Content-type: application/json
```

```
{  
  "channels": [ "string" ],  
  "content": { ... },  
  "contentType": "string",  
  "description": "string",  
  "groupingConfiguration": {  
    "criteria": "string",  
    "values": [ "string" ]  
  },  
  "isActive": boolean,  
  "language": "string",  
  "name": "string",  
  "removeDescription": boolean,  
  "removeGroupingConfiguration": boolean,  
  "removeShortcutKey": boolean,  
  "shortcutKey": "string"  
}
```

URI Request Parameters

The request uses the following URI parameters.

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

quickResponseId

The identifier of the quick response.

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

Request Body

The request accepts the following data in JSON format.

channels

The Amazon Connect contact channels this quick response applies to. The supported contact channel types include Chat.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

content

The updated content of the quick response.

Type: [QuickResponseDataProvider](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

contentType

The media type of the quick response content.

- Use `application/x.quickresponse;format=plain` for quick response written in plain text.

- Use `application/x.quickresponse;format=markdown` for quick response written in richtext.

Type: String

Pattern: `^(application/x\.quickresponse;format=(plain|markdown))$`

Required: No

description

The updated description of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

groupingConfiguration

The updated grouping configuration of the quick response.

Type: [GroupingConfiguration](#) object

Required: No

isActive

Whether the quick response is active.

Type: Boolean

Required: No

language

The language code value for the language in which the quick response is written. The supported language codes include `de_DE`, `en_US`, `es_ES`, `fr_FR`, `id_ID`, `it_IT`, `ja_JP`, `ko_KR`, `pt_BR`, `zh_CN`, `zh_TW`

Type: String

Length Constraints: Minimum length of 2. Maximum length of 5.

Required: No

name

The name of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

removeDescription

Whether to remove the description from the quick response.

Type: Boolean

Required: No

removeGroupingConfiguration

Whether to remove the grouping configuration of the quick response.

Type: Boolean

Required: No

removeShortcutKey

Whether to remove the shortcut key of the quick response.

Type: Boolean

Required: No

shortcutKey

The shortcut key of the quick response. The value should be unique across the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
  "quickResponse": {
    "channels": [ "string" ],
    "contents": {
      "markdown": { ... },
      "plainText": { ... }
    },
    "contentType": "string",
    "createdTime": number,
    "description": "string",
    "groupingConfiguration": {
      "criteria": "string",
      "values": [ "string" ]
    },
    "isActive": boolean,
    "knowledgeBaseArn": "string",
    "knowledgeBaseId": "string",
    "language": "string",
    "lastModifiedBy": "string",
    "lastModifiedTime": number,
    "name": "string",
    "quickResponseArn": "string",
    "quickResponseId": "string",
    "shortcutKey": "string",
    "status": "string",
    "tags": {
      "string" : "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

quickResponse

The quick response.

Type: [QuickResponseData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource. For example, if you're using a Create API (such as `CreateAssistant`) that accepts name, a conflicting resource (usually with the same name) is being created or mutated.

HTTP Status Code: 409

PreconditionFailedException

The provided `revisionId` does not match, indicating the content has been modified since it was last read.

HTTP Status Code: 412

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)

- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateSession

Service: Amazon Q Connect

Updates a session. A session is a contextual container used for generating recommendations. Amazon Connect updates the existing Amazon Q in Connect session for each contact on which Amazon Q in Connect is enabled.

Request Syntax

```
POST /assistants/assistantId/sessions/sessionId HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "description": "string",
  "tagFilter": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant. Can be either the ID or the ARN. URLs cannot contain the ARN.

```
Pattern: ^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$
```

Required: Yes

sessionId

The identifier of the session. Can be either the ID or the ARN. URLs cannot contain the ARN.

```
Pattern: ^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$|
^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$
```

Required: Yes

Request Body

The request accepts the following data in JSON format.

description

The description.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

tagFilter

An object that can be used to specify Tag conditions.

Type: [TagFilter](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "session": {
    "description": "string",
    "integrationConfiguration": {
      "topicIntegrationArn": "string"
    },
    "name": "string",
    "sessionArn": "string",
    "sessionId": "string",
    "tagFilter": { ... },
```



```
    "tags": {  
      "string" : "string"  
    }  
  }  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

session

Information about the session.

Type: [SessionData](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by a service.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Amazon Voice ID

The following actions are supported by Amazon Voice ID:

- [AssociateFraudster](#)
- [CreateDomain](#)
- [CreateWatchlist](#)
- [DeleteDomain](#)
- [DeleteFraudster](#)
- [DeleteSpeaker](#)
- [DeleteWatchlist](#)
- [DescribeDomain](#)
- [DescribeFraudster](#)
- [DescribeFraudsterRegistrationJob](#)
- [DescribeSpeaker](#)
- [DescribeSpeakerEnrollmentJob](#)
- [DescribeWatchlist](#)
- [DisassociateFraudster](#)
- [EvaluateSession](#)
- [ListDomains](#)
- [ListFraudsterRegistrationJobs](#)

- [ListFraudsters](#)
- [ListSpeakerEnrollmentJobs](#)
- [ListSpeakers](#)
- [ListTagsForResource](#)
- [ListWatchlists](#)
- [OptOutSpeaker](#)
- [StartFraudsterRegistrationJob](#)
- [StartSpeakerEnrollmentJob](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateDomain](#)
- [UpdateWatchlist](#)

AssociateFraudster

Service: Amazon Voice ID

Associates the fraudsters with the watchlist specified in the same domain.

Request Syntax

```
{
  "DomainId": "string",
  "FraudsterId": "string",
  "WatchlistId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the fraudster.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

FraudsterId

The identifier of the fraudster to be associated with the watchlist.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: Yes

WatchlistId

The identifier of the watchlist you want to associate with the fraudster.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Fraudster": {
    "CreatedAt": number,
    "DomainId": "string",
    "GeneratedFraudsterId": "string",
    "WatchlistIds": [ "string" ]
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Fraudster

Contains all the information about a fraudster.

Type: [Fraudster](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ServiceQuotaExceededException

The request exceeded the service quota. Refer to [Voice ID Service Quotas](#) and try your request again.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateDomain

Service: Amazon Voice ID

Creates a domain that contains all Amazon Connect Voice ID data, such as speakers, fraudsters, customer audio, and voiceprints. Every domain is created with a default watchlist that fraudsters can be a part of.

Request Syntax

```
{
  "ClientToken": "string",
  "Description": "string",
  "Name": "string",
  "ServerSideEncryptionConfiguration": {
    "KmsKeyId": "string"
  },
  "Tags": [
    {
      "Key": "string",
      "Value": "string"
    }
  ]
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9-_\]+$`

Required: No

Description

A brief description of this domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: $^([\p{L}\p{Z}\p{N}_\cdot :/=+\-%@]*)\$$

Required: No

Name

The name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: $^[a-zA-Z0-9][a-zA-Z0-9_-]*\$$

Required: Yes

ServerSideEncryptionConfiguration

The configuration, containing the KMS key identifier, to be used by Voice ID for the server-side encryption of your data. Refer to [Amazon Connect Voice ID encryption at rest](#) for more details on how the KMS key is used.

Type: [ServerSideEncryptionConfiguration](#) object

Required: Yes

Tags

A list of tags you want added to the domain.

Type: Array of [Tag](#) objects

Array Members: Minimum number of 0 items. Maximum number of 200 items.

Required: No

Response Syntax

```
{
  "Domain": {
    "Arn": "string",
    "CreatedAt": number,
    "Description": "string",
    "DomainId": "string",
    "DomainStatus": "string",
    "Name": "string",
    "ServerSideEncryptionConfiguration": {
      "KmsKeyId": "string"
    },
    "ServerSideEncryptionUpdateDetails": {
      "Message": "string",
      "OldKmsKeyId": "string",
      "UpdateStatus": "string"
    },
    "UpdatedAt": number,
    "WatchlistDetails": {
      "DefaultWatchlistId": "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Domain

Information about the newly created domain.

Type: [Domain](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ServiceQuotaExceededException

The request exceeded the service quota. Refer to [Voice ID Service Quotas](#) and try your request again.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

CreateWatchlist

Service: Amazon Voice ID

Creates a watchlist that fraudsters can be a part of.

Request Syntax

```
{  
  "ClientToken": "string",  
  "Description": "string",  
  "DomainId": "string",  
  "Name": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9-_\]+$`

Required: No

Description

A brief description of this watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: `^([\p{L}\p{Z}\p{N}_ . : / = + \ - % @]*)$`

Required: No

DomainId

The identifier of the domain that contains the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Name

The name of the watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: Yes

Response Syntax

```
{
  "Watchlist": {
    "CreatedAt": number,
    "DefaultWatchlist": boolean,
    "Description": "string",
    "DomainId": "string",
    "Name": "string",
    "UpdatedAt": number,
    "WatchlistId": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Watchlist

Information about the newly created watchlist.

Type: [Watchlist](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ServiceQuotaExceededException

The request exceeded the service quota. Refer to [Voice ID Service Quotas](#) and try your request again.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteDomain

Service: Amazon Voice ID

Deletes the specified domain from Voice ID.

Request Syntax

```
{  
  "DomainId": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain you want to delete.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteFraudster

Service: Amazon Voice ID

Deletes the specified fraudster from Voice ID. This action disassociates the fraudster from any watchlists it is a part of.

Request Syntax

```
{
  "DomainId": "string",
  "FraudsterId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the fraudster.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

FraudsterId

The identifier of the fraudster you want to delete.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: Yes

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteSpeaker

Service: Amazon Voice ID

Deletes the specified speaker from Voice ID.

Request Syntax

```
{
  "DomainId": "string",
  "SpeakerId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the speaker.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

SpeakerId

The identifier of the speaker you want to delete.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^(id#[a-zA-Z0-9]{22}|[a-zA-Z0-9][a-zA-Z0-9_-]*)$`

Required: Yes

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteWatchlist

Service: Amazon Voice ID

Deletes the specified watchlist from Voice ID. This API throws an exception when there are fraudsters in the watchlist that you are trying to delete. You must delete the fraudsters, and then delete the watchlist. Every domain has a default watchlist which cannot be deleted.

Request Syntax

```
{
  "DomainId": "string",
  "WatchlistId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

WatchlistId

The identifier of the watchlist to be deleted.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeDomain

Service: Amazon Voice ID

Describes the specified domain.

Request Syntax

```
{
  "DomainId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that you are describing.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Domain": {
    "Arn": "string",
    "CreatedAt": number,
    "Description": "string",
    "DomainId": "string",
    "DomainStatus": "string",
    "Name": "string",
    "ServerSideEncryptionConfiguration": {
```

```
    "KmsKeyId": "string"
  },
  "ServerSideEncryptionUpdateDetails": {
    "Message": "string",
    "OldKmsKeyId": "string",
    "UpdateStatus": "string"
  },
  "UpdatedAt": number,
  "WatchlistDetails": {
    "DefaultWatchlistId": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Domain

Information about the specified domain.

Type: [Domain](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the ResourceType and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeFraudster

Service: Amazon Voice ID

Describes the specified fraudster.

Request Syntax

```
{  
  "DomainId": "string",  
  "FraudsterId": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the fraudster.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

FraudsterId

The identifier of the fraudster you are describing.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Fraudster": {
    "CreatedAt": number,
    "DomainId": "string",
    "GeneratedFraudsterId": "string",
    "WatchlistIds": [ "string" ]
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Fraudster

Information about the specified fraudster.

Type: [Fraudster](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeFraudsterRegistrationJob

Service: Amazon Voice ID

Describes the specified fraudster registration job.

Request Syntax

```
{  
  "DomainId": "string",  
  "JobId": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the fraudster registration job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

JobId

The identifier of the fraudster registration job you are describing.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Job": {
    "CreatedAt": number,
    "DataAccessRoleArn": "string",
    "DomainId": "string",
    "EndedAt": number,
    "FailureDetails": {
      "Message": "string",
      "StatusCode": number
    },
    "InputDataConfig": {
      "S3Uri": "string"
    },
    "JobId": "string",
    "JobName": "string",
    "JobProgress": {
      "PercentComplete": number
    },
    "JobStatus": "string",
    "OutputDataConfig": {
      "KmsKeyId": "string",
      "S3Uri": "string"
    },
    "RegistrationConfig": {
      "DuplicateRegistrationAction": "string",
      "FraudsterSimilarityThreshold": number,
      "WatchlistIds": [ "string" ]
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Job

Contains details about the specified fraudster registration job.

Type: [FraudsterRegistrationJob](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the ResourceType and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeSpeaker

Service: Amazon Voice ID

Describes the specified speaker.

Request Syntax

```
{  
  "DomainId": "string",  
  "SpeakerId": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the speaker.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

SpeakerId

The identifier of the speaker you are describing.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^(id#[a-zA-Z0-9]{22}|[a-zA-Z0-9][a-zA-Z0-9_-]*)$`

Required: Yes

Response Syntax

```
{
  "Speaker": {
    "CreatedAt": number,
    "CustomerSpeakerId": "string",
    "DomainId": "string",
    "GeneratedSpeakerId": "string",
    "LastAccessedAt": number,
    "Status": "string",
    "UpdatedAt": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Speaker

Information about the specified speaker.

Type: [Speaker](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the ResourceType and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeSpeakerEnrollmentJob

Service: Amazon Voice ID

Describes the specified speaker enrollment job.

Request Syntax

```
{
  "DomainId": "string",
  "JobId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the speaker enrollment job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

JobId

The identifier of the speaker enrollment job you are describing.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Job": {
    "CreatedAt": number,
    "DataAccessRoleArn": "string",
    "DomainId": "string",
    "EndedAt": number,
    "EnrollmentConfig": {
      "ExistingEnrollmentAction": "string",
      "FraudDetectionConfig": {
        "FraudDetectionAction": "string",
        "RiskThreshold": number,
        "WatchlistIds": [ "string" ]
      }
    },
    "FailureDetails": {
      "Message": "string",
      "StatusCode": number
    },
    "InputDataConfig": {
      "S3Uri": "string"
    },
    "JobId": "string",
    "JobName": "string",
    "JobProgress": {
      "PercentComplete": number
    },
    "JobStatus": "string",
    "OutputDataConfig": {
      "KmsKeyId": "string",
      "S3Uri": "string"
    }
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Job

Contains details about the specified speaker enrollment job.

Type: [SpeakerEnrollmentJob](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the Resource Type and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeWatchlist

Service: Amazon Voice ID

Describes the specified watchlist.

Request Syntax

```
{  
  "DomainId": "string",  
  "WatchlistId": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

WatchlistId

The identifier of the watchlist that you are describing.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Watchlist": {
    "CreatedAt": number,
    "DefaultWatchlist": boolean,
    "Description": "string",
    "DomainId": "string",
    "Name": "string",
    "UpdatedAt": number,
    "WatchlistId": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Watchlist

Information about the specified watchlist.

Type: [Watchlist](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the ResourceType and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DisassociateFraudster

Service: Amazon Voice ID

Disassociates the fraudsters from the watchlist specified. Voice ID always expects a fraudster to be a part of at least one watchlist. If you try to disassociate a fraudster from its only watchlist, a `ValidationException` is thrown.

Request Syntax

```
{
  "DomainId": "string",
  "FraudsterId": "string",
  "WatchlistId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the fraudster.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

FraudsterId

The identifier of the fraudster to be disassociated from the watchlist.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: Yes

WatchlistId

The identifier of the watchlist that you want to disassociate from the fraudster.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Fraudster": {
    "CreatedAt": number,
    "DomainId": "string",
    "GeneratedFraudsterId": "string",
    "WatchlistIds": [ "string" ]
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Fraudster

Contains all the information about a fraudster.

Type: [Fraudster](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

EvaluateSession

Service: Amazon Voice ID

Evaluates a specified session based on audio data accumulated during a streaming Amazon Connect Voice ID call.

Request Syntax

```
{  
  "DomainId": "string",  
  "SessionNameOrId": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain where the session started.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

SessionNameOrId

The session identifier, or name of the session, that you want to evaluate. In Voice ID integration, this is the Contact-Id.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 36.

Pattern: `^(id#[a-zA-Z0-9]{22}|[a-zA-Z0-9][a-zA-Z0-9_-]*)$`

Required: Yes

Response Syntax

```
{
  "AuthenticationResult": {
    "AudioAggregationEndedAt": number,
    "AudioAggregationStartedAt": number,
    "AuthenticationResultId": "string",
    "Configuration": {
      "AcceptanceThreshold": number
    },
    "CustomerSpeakerId": "string",
    "Decision": "string",
    "GeneratedSpeakerId": "string",
    "Score": number
  },
  "DomainId": "string",
  "FraudDetectionResult": {
    "AudioAggregationEndedAt": number,
    "AudioAggregationStartedAt": number,
    "Configuration": {
      "RiskThreshold": number,
      "WatchlistId": "string"
    },
    "Decision": "string",
    "FraudDetectionResultId": "string",
    "Reasons": [ "string" ],
    "RiskDetails": {
      "KnownFraudsterRisk": {
        "GeneratedFraudsterId": "string",
        "RiskScore": number
      },
      "VoiceSpoofingRisk": {
        "RiskScore": number
      }
    }
  },
  "SessionId": "string",
  "SessionName": "string",
  "StreamingStatus": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

AuthenticationResult

Details resulting from the authentication process, such as authentication decision and authentication score.

Type: [AuthenticationResult](#) object

DomainId

The identifier of the domain that contains the session.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

FraudDetectionResult

Details resulting from the fraud detection process, such as fraud detection decision and risk score.

Type: [FraudDetectionResult](#) object

SessionId

The service-generated identifier of the session.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

SessionName

The client-provided name of the session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 36.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

StreamingStatus

The current status of audio streaming for this session. This field is useful to infer next steps when the Authentication or Fraud Detection results are empty or the decision is `NOT_ENOUGH_SPEECH`. In this situation, if the `StreamingStatus` is `ONGOING/PENDING_CONFIGURATION`, it can mean that the client should call the API again later, after Voice ID has enough audio to produce a result. If the decision remains `NOT_ENOUGH_SPEECH` even after `StreamingStatus` is `ENDED`, it means that the previously streamed session did not have enough speech to perform evaluation, and a new streaming session is needed to try again.

Type: String

Valid Values: `PENDING_CONFIGURATION` | `ONGOING` | `ENDED`

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListDomains

Service: Amazon Voice ID

Lists all the domains in the AWS account.

Request Syntax

```
{
  "MaxResults": number,
  "NextToken": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

MaxResults

The maximum number of results that are returned per call. You can use NextToken to obtain more pages of results. The default is 100; the maximum allowed page size is also 100.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 10.

Required: No

NextToken

If NextToken is returned, there are more results available. The value of NextToken is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 8192.

Pattern: `^\p{ASCII}{0,8192}$`

Required: No

Response Syntax

```
{
  "DomainSummaries": [
    {
      "Arn": "string",
      "CreatedAt": number,
      "Description": "string",
      "DomainId": "string",
      "DomainStatus": "string",
      "Name": "string",
      "ServerSideEncryptionConfiguration": {
        "KmsKeyId": "string"
      },
      "ServerSideEncryptionUpdateDetails": {
        "Message": "string",
        "OldKmsKeyId": "string",
        "UpdateStatus": "string"
      },
      "UpdatedAt": number,
      "WatchlistDetails": {
        "DefaultWatchlistId": "string"
      }
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

DomainSummaries

A list containing details about each domain in the AWS account.

Type: Array of [DomainSummary](#) objects

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 1.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListFraudsterRegistrationJobs

Service: Amazon Voice ID

Lists all the fraudster registration jobs in the domain with the given JobStatus. If JobStatus is not provided, this lists all fraudster registration jobs in the given domain.

Request Syntax

```
{
  "DomainId": "string",
  "JobStatus": "string",
  "MaxResults": number,
  "NextToken": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the fraudster registration Jobs.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

JobStatus

Provides the status of your fraudster registration job.

Type: String

Valid Values: SUBMITTED | IN_PROGRESS | COMPLETED | COMPLETED_WITH_ERRORS | FAILED

Required: No

MaxResults

The maximum number of results that are returned per call. You can use `NextToken` to obtain more pages of results. The default is 100; the maximum allowed page size is also 100.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 8192.

Pattern: `^\p{ASCII}{0,8192}$`

Required: No

Response Syntax

```
{
  "JobSummaries": [
    {
      "CreatedAt": number,
      "DomainId": "string",
      "EndedAt": number,
      "FailureDetails": {
        "Message": "string",
        "StatusCode": number
      },
      "JobId": "string",
      "JobName": "string",
      "JobProgress": {
        "PercentComplete": number
      },
      "JobStatus": "string"
    }
  ]
}
```

```
    }  
  ],  
  "NextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

JobSummaries

A list containing details about each specified fraudster registration job.

Type: Array of [FraudsterRegistrationJobSummary](#) objects

NextToken

If NextToken is returned, there are more results available. The value of NextToken is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 1.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the ResourceType and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListFraudsters

Service: Amazon Voice ID

Lists all fraudsters in a specified watchlist or domain.

Request Syntax

```
{
  "DomainId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "WatchlistId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

MaxResults

The maximum number of results that are returned per call. You can use `NextToken` to obtain more pages of results. The default is 100; the maximum allowed page size is also 100.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 8192.

Pattern: `^\p{ASCII}{0,8192}$`

Required: No

WatchlistId

The identifier of the watchlist. If provided, all fraudsters in the watchlist are listed. If not provided, all fraudsters in the domain are listed.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

Response Syntax

```
{
  "FraudsterSummaries": [
    {
      "CreatedAt": number,
      "DomainId": "string",
      "GeneratedFraudsterId": "string",
      "WatchlistIds": [ "string" ]
    }
  ],
  "NextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

FraudsterSummaries

A list that contains details about each fraudster in the AWS account.

Type: Array of [FraudsterSummary](#) objects

NextToken

If NextToken is returned, there are more results available. The value of NextToken is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 1.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the Resource Type and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListSpeakerEnrollmentJobs

Service: Amazon Voice ID

Lists all the speaker enrollment jobs in the domain with the specified JobStatus. If JobStatus is not provided, this lists all jobs with all possible speaker enrollment job statuses.

Request Syntax

```
{
  "DomainId": "string",
  "JobStatus": "string",
  "MaxResults": number,
  "NextToken": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the speaker enrollment jobs.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

JobStatus

Provides the status of your speaker enrollment Job.

Type: String

Valid Values: SUBMITTED | IN_PROGRESS | COMPLETED | COMPLETED_WITH_ERRORS | FAILED

Required: No

MaxResults

The maximum number of results that are returned per call. You can use `NextToken` to obtain more pages of results. The default is 100; the maximum allowed page size is also 100.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 8192.

Pattern: `^\p{ASCII}{0,8192}$`

Required: No

Response Syntax

```
{
  "JobSummaries": [
    {
      "CreatedAt": number,
      "DomainId": "string",
      "EndedAt": number,
      "FailureDetails": {
        "Message": "string",
        "StatusCode": number
      },
      "JobId": "string",
      "JobName": "string",
      "JobProgress": {
        "PercentComplete": number
      },
      "JobStatus": "string"
    }
  ]
}
```

```
    }  
  ],  
  "NextToken": "string"  
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

JobSummaries

A list containing details about each specified speaker enrollment job.

Type: Array of [SpeakerEnrollmentJobSummary](#) objects

NextToken

If NextToken is returned, there are more results available. The value of NextToken is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 1.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the ResourceType and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListSpeakers

Service: Amazon Voice ID

Lists all speakers in a specified domain.

Request Syntax

```
{  
  "DomainId": "string",  
  "MaxResults": number,  
  "NextToken": "string"  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

MaxResults

The maximum number of results that are returned per call. You can use `NextToken` to obtain more pages of results. The default is 100; the maximum allowed page size is also 100.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 8192.

Pattern: `^\p{ASCII}{0,8192}$`

Required: No

Response Syntax

```
{
  "NextToken": "string",
  "SpeakerSummaries": [
    {
      "CreatedAt": number,
      "CustomerSpeakerId": "string",
      "DomainId": "string",
      "GeneratedSpeakerId": "string",
      "LastAccessedAt": number,
      "Status": "string",
      "UpdatedAt": number
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 1.

[SpeakerSummaries](#)

A list containing details about each speaker in the AWS account.

Type: Array of [SpeakerSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the Resource Type and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Service: Amazon Voice ID

Lists all tags associated with a specified Voice ID resource.

Request Syntax

```
{
  "ResourceArn": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

ResourceArn

The Amazon Resource Name (ARN) of the Voice ID resource for which you want to list the tags.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1011.

Pattern: `^arn:aws(-[^\:]+)?:voiceid.+:[0-9]{12}:domain/[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Tags": [
    {
      "Key": "string",
      "Value": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Tags

The list of tags associated with the specified resource.

Type: Array of [Tag](#) objects

Array Members: Minimum number of 0 items. Maximum number of 200 items.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the Resource Type and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListWatchlists

Service: Amazon Voice ID

Lists all watchlists in a specified domain.

Request Syntax

```
{
  "DomainId": "string",
  "MaxResults": number,
  "NextToken": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

MaxResults

The maximum number of results that are returned per call. You can use `NextToken` to obtain more pages of results. The default is 100; the maximum allowed page size is also 100.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 8192.

Pattern: `^\p{ASCII}{0,8192}$`

Required: No

Response Syntax

```
{
  "NextToken": "string",
  "WatchlistSummaries": [
    {
      "CreatedAt": number,
      "DefaultWatchlist": boolean,
      "Description": "string",
      "DomainId": "string",
      "Name": "string",
      "UpdatedAt": number,
      "WatchlistId": "string"
    }
  ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

NextToken

If `NextToken` is returned, there are more results available. The value of `NextToken` is a unique pagination token for each page. Make the call again using the returned token to retrieve the next page. Keep all other arguments unchanged. Each pagination token expires after 24 hours.

Type: String

Length Constraints: Minimum length of 1.

WatchlistSummaries

A list that contains details about each watchlist in the AWS account.

Type: Array of [WatchlistSummary](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the Resource Type and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

OptOutSpeaker

Service: Amazon Voice ID

Opts out a speaker from Voice ID. A speaker can be opted out regardless of whether or not they already exist in Voice ID. If they don't yet exist, a new speaker is created in an opted out state. If they already exist, their existing status is overridden and they are opted out. Enrollment and evaluation authentication requests are rejected for opted out speakers, and opted out speakers have no voice embeddings stored in Voice ID.

Request Syntax

```
{
  "DomainId": "string",
  "SpeakerId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

DomainId

The identifier of the domain that contains the speaker.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

SpeakerId

The identifier of the speaker you want opted-out.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^(id#[a-zA-Z0-9]{22}|[a-zA-Z0-9][a-zA-Z0-9_-]*)$`

Required: Yes

Response Syntax

```
{
  "Speaker": {
    "CreatedAt": number,
    "CustomerSpeakerId": "string",
    "DomainId": "string",
    "GeneratedSpeakerId": "string",
    "LastAccessedAt": number,
    "Status": "string",
    "UpdatedAt": number
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Speaker

Details about the opted-out speaker.

Type: [Speaker](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ServiceQuotaExceededException

The request exceeded the service quota. Refer to [Voice ID Service Quotas](#) and try your request again.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartFraudsterRegistrationJob

Service: Amazon Voice ID

Starts a new batch fraudster registration job using provided details.

Request Syntax

```
{
  "ClientToken": "string",
  "DataAccessRoleArn": "string",
  "DomainId": "string",
  "InputDataConfig": {
    "S3Uri": "string"
  },
  "JobName": "string",
  "OutputDataConfig": {
    "KmsKeyId": "string",
    "S3Uri": "string"
  },
  "RegistrationConfig": {
    "DuplicateRegistrationAction": "string",
    "FraudsterSimilarityThreshold": number,
    "WatchlistIds": [ "string" ]
  }
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9-_\]+$`

Required: No

DataAccessRoleArn

The IAM role Amazon Resource Name (ARN) that grants Voice ID permissions to access customer's buckets to read the input manifest file and write the Job output file. Refer to the [Create and edit a fraudster watchlist](#) documentation for the permissions needed in this role.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 2048.

Pattern: `^arn:aws(-[^\:]+)?:iam::[0-9]{12}:role/.+&`

Required: Yes

DomainId

The identifier of the domain that contains the fraudster registration job and in which the fraudsters are registered.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}&`

Required: Yes

InputDataConfig

The input data config containing an S3 URI for the input manifest file that contains the list of fraudster registration requests.

Type: [InputDataConfig](#) object

Required: Yes

JobName

The name of the new fraudster registration job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

[OutputDataConfig](#)

The output data config containing the S3 location where Voice ID writes the job output file; you must also include a KMS key ID to encrypt the file.

Type: [OutputDataConfig](#) object

Required: Yes

[RegistrationConfig](#)

The registration config containing details such as the action to take when a duplicate fraudster is detected, and the similarity threshold to use for detecting a duplicate fraudster.

Type: [RegistrationConfig](#) object

Required: No

Response Syntax

```
{
  "Job": {
    "CreatedAt": number,
    "DataAccessRoleArn": "string",
    "DomainId": "string",
    "EndedAt": number,
    "FailureDetails": {
      "Message": "string",
      "StatusCode": number
    },
    "InputDataConfig": {
      "S3Uri": "string"
    },
    "JobId": "string",
    "JobName": "string",
    "JobProgress": {
      "PercentComplete": number
    },
    "JobStatus": "string",
    "OutputDataConfig": {
```

```
    "KmsKeyId": "string",
    "S3Uri": "string"
  },
  "RegistrationConfig": {
    "DuplicateRegistrationAction": "string",
    "FraudsterSimilarityThreshold": number,
    "WatchlistIds": [ "string" ]
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Job

Details about the started fraudster registration job.

Type: [FraudsterRegistrationJob](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ServiceQuotaExceededException

The request exceeded the service quota. Refer to [Voice ID Service Quotas](#) and try your request again.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)

- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartSpeakerEnrollmentJob

Service: Amazon Voice ID

Starts a new batch speaker enrollment job using specified details.

Request Syntax

```
{
  "ClientToken": "string",
  "DataAccessRoleArn": "string",
  "DomainId": "string",
  "EnrollmentConfig": {
    "ExistingEnrollmentAction": "string",
    "FraudDetectionConfig": {
      "FraudDetectionAction": "string",
      "RiskThreshold": number,
      "WatchlistIds": [ "string" ]
    }
  },
  "InputDataConfig": {
    "S3Uri": "string"
  },
  "JobName": "string",
  "OutputDataConfig": {
    "KmsKeyId": "string",
    "S3Uri": "string"
  }
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

ClientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9-_$]`

Required: No

DataAccessRoleArn

The IAM role Amazon Resource Name (ARN) that grants Voice ID permissions to access customer's buckets to read the input manifest file and write the job output file. Refer to [Batch enrollment using audio data from prior calls](#) for the permissions needed in this role.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 2048.

Pattern: `^arn:aws(-[^\:]+)?:iam::[0-9]{12}:role/.+$`

Required: Yes

DomainId

The identifier of the domain that contains the speaker enrollment job and in which the speakers are enrolled.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

EnrollmentConfig

The enrollment config that contains details such as the action to take when a speaker is already enrolled in Voice ID or when a speaker is identified as a fraudster.

Type: [EnrollmentConfig](#) object

Required: No

InputDataConfig

The input data config containing the S3 location for the input manifest file that contains the list of speaker enrollment requests.

Type: [InputDataConfig](#) object

Required: Yes

JobName

A name for your speaker enrollment job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

OutputDataConfig

The output data config containing the S3 location where Voice ID writes the job output file; you must also include a KMS key ID to encrypt the file.

Type: [OutputDataConfig](#) object

Required: Yes

Response Syntax

```
{
  "Job": {
    "CreatedAt": number,
    "DataAccessRoleArn": "string",
    "DomainId": "string",
    "EndedAt": number,
    "EnrollmentConfig": {
      "ExistingEnrollmentAction": "string",
      "FraudDetectionConfig": {
        "FraudDetectionAction": "string",
        "RiskThreshold": number,
        "WatchlistIds": [ "string" ]
      }
    }
  },
  "FailureDetails": {
    "Message": "string",
    "StatusCode": number
  },
}
```

```
  "InputDataConfig": {
    "S3Uri": "string"
  },
  "JobId": "string",
  "JobName": "string",
  "JobProgress": {
    "PercentComplete": number
  },
  "JobStatus": "string",
  "OutputDataConfig": {
    "KmsKeyId": "string",
    "S3Uri": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Job

Details about the started speaker enrollment job.

Type: [SpeakerEnrollmentJob](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerErrorException

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ServiceQuotaExceededException

The request exceeded the service quota. Refer to [Voice ID Service Quotas](#) and try your request again.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Service: Amazon Voice ID

Tags a Voice ID resource with the provided list of tags.

Request Syntax

```
{
  "ResourceArn": "string",
  "Tags": [
    {
      "Key": "string",
      "Value": "string"
    }
  ]
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

[ResourceArn](#)

The Amazon Resource Name (ARN) of the Voice ID resource you want to tag.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1011.

Pattern: `^arn:aws(-[^\:]+)?:voiceid.+: [0-9]{12}:domain/[a-zA-Z0-9]{22}$`

Required: Yes

[Tags](#)

The list of tags to assign to the specified resource.

Type: Array of [Tag](#) objects

Array Members: Minimum number of 0 items. Maximum number of 200 items.

Required: Yes

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Service: Amazon Voice ID

Removes specified tags from a specified Amazon Connect Voice ID resource.

Request Syntax

```
{  
  "ResourceArn": "string",  
  "TagKeys": [ "string" ]  
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

ResourceArn

The Amazon Resource Name (ARN) of the Voice ID resource you want to remove tags from.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1011.

Pattern: `^arn:aws(-[^\:]+)?:voiceid.+:[\d-]{12}:domain/[a-zA-Z0-9]{22}$`

Required: Yes

TagKeys

The list of tag keys you want to remove from the specified resource.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 200 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^([\p{L}\p{Z}\p{N}_ . : / = + \ - @] *) $`

Required: Yes

Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateDomain

Service: Amazon Voice ID

Updates the specified domain. This API has clobber behavior, and clears and replaces all attributes. If an optional field, such as 'Description' is not provided, it is removed from the domain.

Request Syntax

```
{
  "Description": "string",
  "DomainId": "string",
  "Name": "string",
  "ServerSideEncryptionConfiguration": {
    "KmsKeyId": "string"
  }
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

Description

A brief description about this domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: $^([\p{L}\p{Z}\p{N}_\cdot:/=+\-%@]*)\$$

Required: No

DomainId

The identifier of the domain to be updated.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Name

The name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: Yes

ServerSideEncryptionConfiguration

The configuration, containing the KMS key identifier, to be used by Voice ID for the server-side encryption of your data. Changing the domain's associated KMS key immediately triggers an asynchronous process to remove dependency on the old KMS key, such that the domain's data can only be accessed using the new KMS key. The domain's `ServerSideEncryptionUpdateDetails` contains the details for this process.

Type: [ServerSideEncryptionConfiguration](#) object

Required: Yes

Response Syntax

```
{
  "Domain": {
    "Arn": "string",
    "CreatedAt": number,
    "Description": "string",
    "DomainId": "string",
    "DomainStatus": "string",
    "Name": "string",
    "ServerSideEncryptionConfiguration": {
      "KmsKeyId": "string"
    },
    "ServerSideEncryptionUpdateDetails": {
      "Message": "string",
```

```
    "OldKmsKeyId": "string",
    "UpdateStatus": "string"
  },
  "UpdatedAt": number,
  "WatchlistDetails": {
    "DefaultWatchlistId": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Domain

Details about the updated domain

Type: [Domain](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateWatchlist

Service: Amazon Voice ID

Updates the specified watchlist. Every domain has a default watchlist which cannot be updated.

Request Syntax

```
{
  "Description": "string",
  "DomainId": "string",
  "Name": "string",
  "WatchlistId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters](#).

The request accepts the following data in JSON format.

Description

A brief description about this watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: $^([\p{L}\p{Z}\p{N}_\cdot :/=+\-%@] *)\$$

Required: No

DomainId

The identifier of the domain that contains the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: $^[a-zA-Z0-9]{22}\$$

Required: Yes

Name

The name of the watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

WatchlistId

The identifier of the watchlist to be updated.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

Response Syntax

```
{
  "Watchlist": {
    "CreatedAt": number,
    "DefaultWatchlist": boolean,
    "Description": "string",
    "DomainId": "string",
    "Name": "string",
    "UpdatedAt": number,
    "WatchlistId": "string"
  }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

Watchlist

Details about the updated watchlist.

Type: [Watchlist](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#).

AccessDeniedException

You do not have sufficient permissions to perform this action. Check the error message and try again.

HTTP Status Code: 400

ConflictException

The request failed due to a conflict. Check the `ConflictType` and error message for more details.

HTTP Status Code: 400

InternalServerError

The request failed due to an unknown error on the server side.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource cannot be found. Check the `ResourceType` and error message for more details.

HTTP Status Code: 400

ThrottlingException

The request was denied due to request throttling. Please slow down your request rate. Refer to [Amazon Connect Voice ID Service API throttling quotas](#) and try your request again.

HTTP Status Code: 400

ValidationException

The request failed one or more validations; check the error message for more details.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Data Types

The following data types are supported by Amazon Connect Service:

- [ActionSummary](#)
- [AgentConfig](#)
- [AgentContactReference](#)
- [AgentHierarchyGroup](#)
- [AgentHierarchyGroups](#)
- [AgentInfo](#)
- [AgentQualityMetrics](#)
- [AgentsCriteria](#)
- [AgentStatus](#)
- [AgentStatusReference](#)
- [AgentStatusSummary](#)
- [AllowedCapabilities](#)
- [AnalyticsDataAssociationResult](#)
- [AnswerMachineDetectionConfig](#)
- [Application](#)
- [AssignContactCategoryActionDefinition](#)
- [AttachedFile](#)
- [AttachedFileError](#)
- [AttachmentReference](#)
- [Attendee](#)
- [Attribute](#)
- [AttributeAndCondition](#)
- [AttributeCondition](#)
- [AudioFeatures](#)
- [AudioQualityMetricsInfo](#)
- [AvailableNumberSummary](#)

- [Campaign](#)
- [ChatEvent](#)
- [ChatMessage](#)
- [ChatParticipantRoleConfig](#)
- [ChatStreamingConfiguration](#)
- [ClaimedPhoneNumberSummary](#)
- [ConnectionData](#)
- [Contact](#)
- [ContactAnalysis](#)
- [ContactDataRequest](#)
- [ContactFilter](#)
- [ContactFlow](#)
- [ContactFlowModule](#)
- [ContactFlowModuleSearchCriteria](#)
- [ContactFlowModuleSearchFilter](#)
- [ContactFlowModuleSummary](#)
- [ContactFlowSearchCriteria](#)
- [ContactFlowSearchFilter](#)
- [ContactFlowSummary](#)
- [ContactSearchSummary](#)
- [ContactSearchSummaryAgentInfo](#)
- [ContactSearchSummaryQueueInfo](#)
- [ControlPlaneTagFilter](#)
- [ControlPlaneUserAttributeFilter](#)
- [CreateCaseActionDefinition](#)
- [CreatedByInfo](#)
- [Credentials](#)
- [CrossChannelBehavior](#)
- [CurrentMetric](#)
- [CurrentMetricData](#)

- [CurrentMetricResult](#)
- [CurrentMetricSortCriteria](#)
- [Customer](#)
- [CustomerQualityMetrics](#)
- [CustomerVoiceActivity](#)
- [DateReference](#)
- [DefaultVocabulary](#)
- [DeviceInfo](#)
- [Dimensions](#)
- [DisconnectDetails](#)
- [DisconnectReason](#)
- [Distribution](#)
- [DownloadUrlMetadata](#)
- [EmailReference](#)
- [EmptyFieldValue](#)
- [EncryptionConfig](#)
- [EndAssociatedTasksActionDefinition](#)
- [Endpoint](#)
- [ErrorResult](#)
- [Evaluation](#)
- [EvaluationAnswerData](#)
- [EvaluationAnswerInput](#)
- [EvaluationAnswerOutput](#)
- [EvaluationForm](#)
- [EvaluationFormContent](#)
- [EvaluationFormItem](#)
- [EvaluationFormNumericQuestionAutomation](#)
- [EvaluationFormNumericQuestionOption](#)
- [EvaluationFormNumericQuestionProperties](#)
- [EvaluationFormQuestion](#)

- [EvaluationFormQuestionTypeProperties](#)
- [EvaluationFormScoringStrategy](#)
- [EvaluationFormSection](#)
- [EvaluationFormSingleSelectQuestionAutomation](#)
- [EvaluationFormSingleSelectQuestionAutomationOption](#)
- [EvaluationFormSingleSelectQuestionOption](#)
- [EvaluationFormSingleSelectQuestionProperties](#)
- [EvaluationFormSummary](#)
- [EvaluationFormVersionSummary](#)
- [EvaluationMetadata](#)
- [EvaluationNote](#)
- [EvaluationScore](#)
- [EvaluationSummary](#)
- [EventBridgeActionDefinition](#)
- [Expiry](#)
- [Expression](#)
- [FailedRequest](#)
- [FieldValue](#)
- [FieldValueUnion](#)
- [Filters](#)
- [FilterV2](#)
- [FlowAssociationSummary](#)
- [HierarchyGroup](#)
- [HierarchyGroupCondition](#)
- [HierarchyGroups](#)
- [HierarchyGroupSummary](#)
- [HierarchyGroupSummaryReference](#)
- [HierarchyLevel](#)
- [HierarchyLevelUpdate](#)
- [HierarchyPath](#)

- [HierarchyPathReference](#)
- [HierarchyStructure](#)
- [HierarchyStructureUpdate](#)
- [HistoricalMetric](#)
- [HistoricalMetricData](#)
- [HistoricalMetricResult](#)
- [HoursOfOperation](#)
- [HoursOfOperationConfig](#)
- [HoursOfOperationSearchCriteria](#)
- [HoursOfOperationSearchFilter](#)
- [HoursOfOperationSummary](#)
- [HoursOfOperationTimeSlice](#)
- [Instance](#)
- [InstanceStatusReason](#)
- [InstanceStorageConfig](#)
- [InstanceSummary](#)
- [IntegrationAssociationSummary](#)
- [IntervalDetails](#)
- [InvalidRequestExceptionReason](#)
- [InvisibleFieldInfo](#)
- [KinesisFirehoseConfig](#)
- [KinesisStreamConfig](#)
- [KinesisVideoStreamConfig](#)
- [LexBot](#)
- [LexBotConfig](#)
- [LexV2Bot](#)
- [ListPhoneNumbersSummary](#)
- [MatchCriteria](#)
- [MediaConcurrency](#)
- [MediaPlacement](#)

- [Meeting](#)
- [MeetingFeaturesConfiguration](#)
- [MetricDataV2](#)
- [MetricFilterV2](#)
- [MetricInterval](#)
- [MetricResultV2](#)
- [MetricV2](#)
- [NewSessionDetails](#)
- [NotificationRecipientType](#)
- [NumberReference](#)
- [NumericQuestionPropertyValueAutomation](#)
- [OutboundCallerConfig](#)
- [ParticipantCapabilities](#)
- [ParticipantDetails](#)
- [ParticipantDetailsToAdd](#)
- [ParticipantTimerConfiguration](#)
- [ParticipantTimerValue](#)
- [ParticipantTokenCredentials](#)
- [PersistentChat](#)
- [PhoneNumberQuickConnectConfig](#)
- [PhoneNumberStatus](#)
- [PhoneNumberSummary](#)
- [PredefinedAttribute](#)
- [PredefinedAttributeSearchCriteria](#)
- [PredefinedAttributeSummary](#)
- [PredefinedAttributeValues](#)
- [ProblemDetail](#)
- [Prompt](#)
- [PromptSearchCriteria](#)
- [PromptSearchFilter](#)

- [PromptSummary](#)
- [PropertyValidationExceptionProperty](#)
- [QualityMetrics](#)
- [Queue](#)
- [QueueInfo](#)
- [QueueQuickConnectConfig](#)
- [QueueReference](#)
- [QueueSearchCriteria](#)
- [QueueSearchFilter](#)
- [QueueSummary](#)
- [QuickConnect](#)
- [QuickConnectConfig](#)
- [QuickConnectSearchCriteria](#)
- [QuickConnectSearchFilter](#)
- [QuickConnectSummary](#)
- [ReadOnlyFieldInfo](#)
- [RealTimeContactAnalysisAttachment](#)
- [RealTimeContactAnalysisCategoryDetails](#)
- [RealTimeContactAnalysisCharacterInterval](#)
- [RealTimeContactAnalysisIssueDetected](#)
- [RealTimeContactAnalysisPointOfInterest](#)
- [RealtimeContactAnalysisSegment](#)
- [RealTimeContactAnalysisSegmentAttachments](#)
- [RealTimeContactAnalysisSegmentCategories](#)
- [RealTimeContactAnalysisSegmentEvent](#)
- [RealTimeContactAnalysisSegmentIssues](#)
- [RealTimeContactAnalysisSegmentTranscript](#)
- [RealTimeContactAnalysisTimeData](#)
- [RealTimeContactAnalysisTranscriptItemRedaction](#)
- [RealTimeContactAnalysisTranscriptItemWithCharacterOffsets](#)

- [RealTimeContactAnalysisTranscriptItemWithContent](#)
- [Reference](#)
- [ReferenceSummary](#)
- [RequiredFieldInfo](#)
- [ResourceTagsSearchCriteria](#)
- [RoutingCriteria](#)
- [RoutingProfile](#)
- [RoutingProfileQueueConfig](#)
- [RoutingProfileQueueConfigSummary](#)
- [RoutingProfileQueueReference](#)
- [RoutingProfileReference](#)
- [RoutingProfileSearchCriteria](#)
- [RoutingProfileSearchFilter](#)
- [RoutingProfileSummary](#)
- [Rule](#)
- [RuleAction](#)
- [RuleSummary](#)
- [RuleTriggerEventSource](#)
- [S3Config](#)
- [SearchableContactAttributes](#)
- [SearchableContactAttributesCriteria](#)
- [SearchContactsTimeRange](#)
- [SearchCriteria](#)
- [SecurityKey](#)
- [SecurityProfile](#)
- [SecurityProfileSearchCriteria](#)
- [SecurityProfileSearchSummary](#)
- [SecurityProfilesSearchFilter](#)
- [SecurityProfileSummary](#)
- [SegmentAttributeValue](#)

- [SendNotificationActionDefinition](#)
- [SignInConfig](#)
- [SignInDistribution](#)
- [SingleSelectQuestionRuleCategoryAutomation](#)
- [Sort](#)
- [Step](#)
- [StringCondition](#)
- [StringReference](#)
- [SubmitAutoEvaluationActionDefinition](#)
- [SuccessfulRequest](#)
- [TagCondition](#)
- [TagSearchCondition](#)
- [TagSet](#)
- [TaskActionDefinition](#)
- [TaskTemplateConstraints](#)
- [TaskTemplateDefaultFieldValue](#)
- [TaskTemplateDefaults](#)
- [TaskTemplateField](#)
- [TaskTemplateFieldIdentifier](#)
- [TaskTemplateMetadata](#)
- [TelephonyConfig](#)
- [Threshold](#)
- [ThresholdV2](#)
- [TrafficDistributionGroup](#)
- [TrafficDistributionGroupSummary](#)
- [TrafficDistributionGroupUserSummary](#)
- [Transcript](#)
- [TranscriptCriteria](#)
- [UpdateCaseActionDefinition](#)
- [UpdateParticipantRoleConfigChannelInfo](#)

- [UploadUrlMetadata](#)
- [UrlReference](#)
- [UseCase](#)
- [User](#)
- [UserData](#)
- [UserDataFilters](#)
- [UserIdentityInfo](#)
- [UserIdentityInfoLite](#)
- [UserPhoneConfig](#)
- [UserProficiency](#)
- [UserProficiencyDisassociate](#)
- [UserQuickConnectConfig](#)
- [UserReference](#)
- [UserSearchCriteria](#)
- [UserSearchFilter](#)
- [UserSearchSummary](#)
- [UserSummary](#)
- [View](#)
- [ViewContent](#)
- [ViewInputContent](#)
- [ViewSummary](#)
- [ViewVersionSummary](#)
- [Vocabulary](#)
- [VocabularySummary](#)
- [VoiceRecordingConfiguration](#)
- [WisdomInfo](#)

The following data types are supported by Amazon AppIntegrations Service:

- [ApplicationAssociationSummary](#)
- [ApplicationSourceConfig](#)

- [ApplicationSummary](#)
- [DataIntegrationAssociationSummary](#)
- [DataIntegrationSummary](#)
- [EventFilter](#)
- [EventIntegration](#)
- [EventIntegrationAssociation](#)
- [ExternalUrlConfig](#)
- [FileConfiguration](#)
- [Publication](#)
- [ScheduleConfiguration](#)
- [Subscription](#)

The following data types are supported by Amazon Connect Contact Lens:

- [Categories](#)
- [CategoryDetails](#)
- [CharacterOffsets](#)
- [IssueDetected](#)
- [PointOfInterest](#)
- [RealtimeContactAnalysisSegment](#)
- [Transcript](#)

The following data types are supported by Amazon Connect Outbound Campaigns:

- [AgentlessDialerConfig](#)
- [AnswerMachineDetectionConfig](#)
- [Campaign](#)
- [CampaignFilters](#)
- [CampaignSummary](#)
- [DialerConfig](#)
- [DialRequest](#)
- [EncryptionConfig](#)

- [FailedCampaignStateResponse](#)
- [FailedRequest](#)
- [InstanceConfig](#)
- [InstanceIdFilter](#)
- [InstanceOnboardingJobStatus](#)
- [OutboundCallConfig](#)
- [PredictiveDialerConfig](#)
- [ProgressiveDialerConfig](#)
- [SuccessfulCampaignStateResponse](#)
- [SuccessfulRequest](#)

The following data types are supported by Amazon Connect Cases:

- [AuditEvent](#)
- [AuditEventField](#)
- [AuditEventFieldValueUnion](#)
- [AuditEventPerformedBy](#)
- [BasicLayout](#)
- [CaseEventIncludedData](#)
- [CaseFilter](#)
- [CaseSummary](#)
- [CommentContent](#)
- [CommentFilter](#)
- [Contact](#)
- [ContactContent](#)
- [ContactFilter](#)
- [DomainSummary](#)
- [EmptyFieldValue](#)
- [EventBridgeConfiguration](#)
- [EventIncludedData](#)
- [FieldError](#)

- [FieldFilter](#)
- [FieldGroup](#)
- [FieldIdentifier](#)
- [FieldItem](#)
- [FieldOption](#)
- [FieldOptionError](#)
- [FieldSummary](#)
- [FieldValue](#)
- [FieldValueUnion](#)
- [FileContent](#)
- [FileFilter](#)
- [GetFieldResponse](#)
- [LayoutConfiguration](#)
- [LayoutContent](#)
- [LayoutSections](#)
- [LayoutSummary](#)
- [RelatedItemContent](#)
- [RelatedItemEventIncludedData](#)
- [RelatedItemInputContent](#)
- [RelatedItemTypeFilter](#)
- [RequiredField](#)
- [SearchCasesResponseItem](#)
- [SearchRelatedItemsResponseItem](#)
- [Section](#)
- [Sort](#)
- [TemplateSummary](#)
- [UserUnion](#)

The following data types are supported by Amazon Connect Participant Service:

- [AttachmentItem](#)

- [ConnectionCredentials](#)
- [Item](#)
- [MessageMetadata](#)
- [Receipt](#)
- [StartPosition](#)
- [UploadMetadata](#)
- [View](#)
- [ViewContent](#)
- [Websocket](#)

The following data types are supported by Amazon Connect Customer Profiles:

- [AdditionalSearchKey](#)
- [Address](#)
- [AppflowIntegration](#)
- [AppflowIntegrationWorkflowAttributes](#)
- [AppflowIntegrationWorkflowMetrics](#)
- [AppflowIntegrationWorkflowStep](#)
- [AttributeDetails](#)
- [AttributeItem](#)
- [AttributeTypesSelector](#)
- [AutoMerging](#)
- [Batch](#)
- [Conditions](#)
- [ConflictResolution](#)
- [ConnectorOperator](#)
- [Consolidation](#)
- [DestinationSummary](#)
- [DetectedProfileObjectType](#)
- [DomainStats](#)
- [EventStreamDestinationDetails](#)

- [EventStreamSummary](#)
- [ExportingConfig](#)
- [ExportingLocation](#)
- [FieldSourceProfileIds](#)
- [FlowDefinition](#)
- [FoundByKeyValue](#)
- [IdentityResolutionJob](#)
- [IncrementalPullConfig](#)
- [IntegrationConfig](#)
- [JobSchedule](#)
- [JobStats](#)
- [ListCalculatedAttributeDefinitionItem](#)
- [ListCalculatedAttributeForProfileItem](#)
- [ListDomainItem](#)
- [ListIntegrationItem](#)
- [ListProfileObjectsItem](#)
- [ListProfileObjectTypeItem](#)
- [ListProfileObjectTypeTemplateItem](#)
- [ListWorkflowsItem](#)
- [MarketoSourceProperties](#)
- [MatchingRequest](#)
- [MatchingResponse](#)
- [MatchingRule](#)
- [MatchItem](#)
- [ObjectFilter](#)
- [ObjectTypeField](#)
- [ObjectTypeKey](#)
- [Profile](#)
- [Range](#)
- [RuleBasedMatchingRequest](#)

- [RuleBasedMatchingResponse](#)
- [S3ExportingConfig](#)
- [S3ExportingLocation](#)
- [S3SourceProperties](#)
- [SalesforceSourceProperties](#)
- [ScheduledTriggerProperties](#)
- [ServiceNowSourceProperties](#)
- [SourceConnectorProperties](#)
- [SourceFlowConfig](#)
- [Task](#)
- [Threshold](#)
- [TriggerConfig](#)
- [TriggerProperties](#)
- [UpdateAddress](#)
- [WorkflowAttributes](#)
- [WorkflowMetrics](#)
- [WorkflowStepItem](#)
- [ZendeskSourceProperties](#)

The following data types are supported by Amazon Q Connect:

- [AmazonConnectGuideAssociationData](#)
- [AppIntegrationsConfiguration](#)
- [AssistantAssociationData](#)
- [AssistantAssociationInputData](#)
- [AssistantAssociationOutputData](#)
- [AssistantAssociationSummary](#)
- [AssistantCapabilityConfiguration](#)
- [AssistantData](#)
- [AssistantIntegrationConfiguration](#)
- [AssistantSummary](#)

- [Configuration](#)
- [ConnectConfiguration](#)
- [ContentAssociationContents](#)
- [ContentAssociationData](#)
- [ContentAssociationSummary](#)
- [ContentData](#)
- [ContentDataDetails](#)
- [ContentFeedbackData](#)
- [ContentReference](#)
- [ContentSummary](#)
- [DataDetails](#)
- [DataReference](#)
- [DataSummary](#)
- [Document](#)
- [DocumentText](#)
- [ExternalSourceConfiguration](#)
- [Filter](#)
- [GenerativeContentFeedbackData](#)
- [GenerativeDataDetails](#)
- [GenerativeReference](#)
- [GroupingConfiguration](#)
- [Highlight](#)
- [ImportJobData](#)
- [ImportJobSummary](#)
- [KnowledgeBaseAssociationData](#)
- [KnowledgeBaseData](#)
- [KnowledgeBaseSummary](#)
- [NotifyRecommendationsReceivedError](#)
- [OrCondition](#)
- [QueryCondition](#)

- [QueryConditionItem](#)
- [QueryRecommendationTriggerData](#)
- [QuickResponseContentProvider](#)
- [QuickResponseContents](#)
- [QuickResponseData](#)
- [QuickResponseDataProvider](#)
- [QuickResponseFilterField](#)
- [QuickResponseOrderField](#)
- [QuickResponseQueryField](#)
- [QuickResponseSearchExpression](#)
- [QuickResponseSearchResultData](#)
- [QuickResponseSummary](#)
- [RankingData](#)
- [RecommendationData](#)
- [RecommendationTrigger](#)
- [RecommendationTriggerData](#)
- [RenderingConfiguration](#)
- [ResultData](#)
- [SearchExpression](#)
- [ServerSideEncryptionConfiguration](#)
- [SessionData](#)
- [SessionIntegrationConfiguration](#)
- [SessionSummary](#)
- [SourceConfiguration](#)
- [SourceContentDataDetails](#)
- [TagCondition](#)
- [TagFilter](#)
- [TextData](#)

The following data types are supported by Amazon Voice ID:

- [AuthenticationConfiguration](#)
- [AuthenticationResult](#)
- [Domain](#)
- [DomainSummary](#)
- [EnrollmentConfig](#)
- [EnrollmentJobFraudDetectionConfig](#)
- [FailureDetails](#)
- [FraudDetectionConfiguration](#)
- [FraudDetectionResult](#)
- [FraudRiskDetails](#)
- [Fraudster](#)
- [FraudsterRegistrationJob](#)
- [FraudsterRegistrationJobSummary](#)
- [FraudsterSummary](#)
- [InputDataConfig](#)
- [JobProgress](#)
- [KnownFraudsterRisk](#)
- [OutputDataConfig](#)
- [RegistrationConfig](#)
- [ServerSideEncryptionConfiguration](#)
- [ServerSideEncryptionUpdateDetails](#)
- [Speaker](#)
- [SpeakerEnrollmentJob](#)
- [SpeakerEnrollmentJobSummary](#)
- [SpeakerSummary](#)
- [Tag](#)
- [VoiceSpoofingRisk](#)
- [Watchlist](#)
- [WatchlistDetails](#)
- [WatchlistSummary](#)

Amazon Connect Service

The following data types are supported by Amazon Connect Service:

- [ActionSummary](#)
- [AgentConfig](#)
- [AgentContactReference](#)
- [AgentHierarchyGroup](#)
- [AgentHierarchyGroups](#)
- [AgentInfo](#)
- [AgentQualityMetrics](#)
- [AgentsCriteria](#)
- [AgentStatus](#)
- [AgentStatusReference](#)
- [AgentStatusSummary](#)
- [AllowedCapabilities](#)
- [AnalyticsDataAssociationResult](#)
- [AnswerMachineDetectionConfig](#)
- [Application](#)
- [AssignContactCategoryActionDefinition](#)
- [AttachedFile](#)
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- [AttributeAndCondition](#)
- [AttributeCondition](#)
- [AudioFeatures](#)
- [AudioQualityMetricsInfo](#)
- [AvailableNumberSummary](#)
- [Campaign](#)

- [ChatEvent](#)
- [ChatMessage](#)
- [ChatParticipantRoleConfig](#)
- [ChatStreamingConfiguration](#)
- [ClaimedPhoneNumberSummary](#)
- [ConnectionData](#)
- [Contact](#)
- [ContactAnalysis](#)
- [ContactDataRequest](#)
- [ContactFilter](#)
- [ContactFlow](#)
- [ContactFlowModule](#)
- [ContactFlowModuleSearchCriteria](#)
- [ContactFlowModuleSearchFilter](#)
- [ContactFlowModuleSummary](#)
- [ContactFlowSearchCriteria](#)
- [ContactFlowSearchFilter](#)
- [ContactFlowSummary](#)
- [ContactSearchSummary](#)
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- [ControlPlaneUserAttributeFilter](#)
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- [DateReference](#)
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- [EvaluationFormNumericQuestionAutomation](#)
- [EvaluationFormNumericQuestionOption](#)
- [EvaluationFormNumericQuestionProperties](#)
- [EvaluationFormQuestion](#)
- [EvaluationFormQuestionTypeProperties](#)

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- [EvaluationFormSingleSelectQuestionAutomationOption](#)
- [EvaluationFormSingleSelectQuestionOption](#)
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- [EvaluationSummary](#)
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- [FieldValueUnion](#)
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- [FilterV2](#)
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- [HierarchyPathReference](#)

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- [HistoricalMetricResult](#)
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- [HoursOfOperationSearchFilter](#)
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- [MediaPlacement](#)
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- [MeetingFeaturesConfiguration](#)
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- [MetricV2](#)
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- [PropertyValidationExceptionProperty](#)
- [QualityMetrics](#)
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- [RealTimeContactAnalysisTranscriptItemWithCharacterOffsets](#)
- [RealTimeContactAnalysisTranscriptItemWithContent](#)

- [Reference](#)
- [ReferenceSummary](#)
- [RequiredFieldInfo](#)
- [ResourceTagsSearchCriteria](#)
- [RoutingCriteria](#)
- [RoutingProfile](#)
- [RoutingProfileQueueConfig](#)
- [RoutingProfileQueueConfigSummary](#)
- [RoutingProfileQueueReference](#)
- [RoutingProfileReference](#)
- [RoutingProfileSearchCriteria](#)
- [RoutingProfileSearchFilter](#)
- [RoutingProfileSummary](#)
- [Rule](#)
- [RuleAction](#)
- [RuleSummary](#)
- [RuleTriggerEventSource](#)
- [S3Config](#)
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- [SearchContactsTimeRange](#)
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- [SecurityKey](#)
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- [SecurityProfileSearchCriteria](#)
- [SecurityProfileSearchSummary](#)
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- [SignInDistribution](#)
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- [StringCondition](#)
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- [SubmitAutoEvaluationActionDefinition](#)
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- [TaskTemplateFieldIdentifier](#)
- [TaskTemplateMetadata](#)
- [TelephonyConfig](#)
- [Threshold](#)
- [ThresholdV2](#)
- [TrafficDistributionGroup](#)
- [TrafficDistributionGroupSummary](#)
- [TrafficDistributionGroupUserSummary](#)
- [Transcript](#)
- [TranscriptCriteria](#)
- [UpdateCaseActionDefinition](#)
- [UpdateParticipantRoleConfigChannelInfo](#)
- [UploadUrlMetadata](#)

- [UrlReference](#)
- [UseCase](#)
- [User](#)
- [UserData](#)
- [UserDataFilters](#)
- [UserIdentityInfo](#)
- [UserIdentityInfoLite](#)
- [UserPhoneConfig](#)
- [UserProficiency](#)
- [UserProficiencyDisassociate](#)
- [UserQuickConnectConfig](#)
- [UserReference](#)
- [UserSearchCriteria](#)
- [UserSearchFilter](#)
- [UserSearchSummary](#)
- [UserSummary](#)
- [View](#)
- [ViewContent](#)
- [ViewInputContent](#)
- [ViewSummary](#)
- [ViewVersionSummary](#)
- [Vocabulary](#)
- [VocabularySummary](#)
- [VoiceRecordingConfiguration](#)
- [WisdomInfo](#)

ActionSummary

Service: Amazon Connect Service

Information about an action.

Contents

ActionType

The action type.

Type: String

Valid Values: CREATE_TASK | ASSIGN_CONTACT_CATEGORY |
GENERATE_EVENTBRIDGE_EVENT | SEND_NOTIFICATION | CREATE_CASE |
UPDATE_CASE | END_ASSOCIATED_TASKS | SUBMIT_AUTO_EVALUATION

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentConfig

Service: Amazon Connect Service

The distribution of agents between the instance and its replica(s).

Contents

Distributions

Information about traffic distributions.

Type: Array of [Distribution](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentContactReference

Service: Amazon Connect Service

Information about the [contact](#) associated to the user.

Contents

AgentContactState

The [state of the contact](#).

Note

When AgentContactState is set to `CONNECTED_ONHOLD`, `StateStartTimestamp` is not changed. Instead, `StateStartTimestamp` reflects the time the contact was `CONNECTED` to the agent.

Type: String

Valid Values: `INCOMING` | `PENDING` | `CONNECTING` | `CONNECTED` | `CONNECTED_ONHOLD` | `MISSED` | `ERROR` | `ENDED` | `REJECTED`

Required: No

Channel

The channel of the contact.

Type: String

Valid Values: `VOICE` | `CHAT` | `TASK`

Required: No

ConnectedToAgentTimestamp

The time at which the contact was connected to an agent.

Type: Timestamp

Required: No

ContactId

The identifier of the contact in this instance of Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

InitiationMethod

How the contact was initiated.

Type: String

Valid Values: INBOUND | OUTBOUND | TRANSFER | QUEUE_TRANSFER | CALLBACK | API | DISCONNECT | MONITOR | EXTERNAL_OUTBOUND

Required: No

Queue

Contains information about a queue resource for which metrics are returned.

Type: [QueueReference](#) object

Required: No

StateStartTimestamp

The epoch timestamp when the contact state started.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

AgentHierarchyGroup

Service: Amazon Connect Service

Information about an agent hierarchy group.

Contents

Arn

The Amazon Resource Name (ARN) of the group.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentHierarchyGroups

Service: Amazon Connect Service

A structure that defines search criteria for contacts using agent hierarchy group levels. For more information about agent hierarchies, see [Set Up Agent Hierarchies](#) in the *Amazon Connect Administrator Guide*.

Contents

L1Ids

The identifiers for level 1 hierarchy groups.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

L2Ids

The identifiers for level 2 hierarchy groups.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

L3Ids

The identifiers for level 3 hierarchy groups.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

L4Ids

The identifiers for level 4 hierarchy groups.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

L5Ids

The identifiers for level 5 hierarchy groups.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentInfo

Service: Amazon Connect Service

Information about the agent who accepted the contact.

Contents

AgentPauseDurationInSeconds

Agent pause duration for a contact in seconds.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

Capabilities

The configuration for the allowed capabilities for participants present over the call.

Type: [ParticipantCapabilities](#) object

Required: No

ConnectedToAgentTimestamp

The timestamp when the contact was connected to the agent.

Type: Timestamp

Required: No

DeviceInfo

Information regarding Agent's device.

Type: [DeviceInfo](#) object

Required: No

HierarchyGroups

The agent hierarchy groups for the agent.

Type: [HierarchyGroups](#) object

Required: No

Id

The identifier of the agent who accepted the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentQualityMetrics

Service: Amazon Connect Service

Information about the quality of the Agent's media connection

Contents

Audio

Information about the audio quality of the Agent

Type: [AudioQualityMetricsInfo](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentsCriteria

Service: Amazon Connect Service

Can be used to define a list of preferred agents to target the contact within the queue. Note that agents must have the queue in their routing profile in order to be offered the contact.

Contents

AgentIds

An object to specify a list of agents, by Agent ID.

Type: Array of strings

Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentStatus

Service: Amazon Connect Service

Contains information about an agent status.

Contents

AgentStatusARN

The Amazon Resource Name (ARN) of the agent status.

Type: String

Required: No

AgentStatusId

The identifier of the agent status.

Type: String

Required: No

Description

The description of the agent status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

DisplayOrder

The display order of the agent status.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 50.

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the agent status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

State

The state of the agent status.

Type: String

Valid Values: ENABLED | DISABLED

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Type

The type of agent status.

Type: String

Valid Values: ROUTABLE | CUSTOM | OFFLINE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentStatusReference

Service: Amazon Connect Service

Information about the agent's status.

Contents

StatusArn

The Amazon Resource Name (ARN) of the agent's status.

Type: String

Required: No

StatusName

The name of the agent status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

StatusStartTimestamp

The start timestamp of the agent's status.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AgentStatusSummary

Service: Amazon Connect Service

Summary information for an agent status.

Contents

Arn

The Amazon Resource Name (ARN) for the agent status.

Type: String

Required: No

Id

The identifier for an agent status.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the agent status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

Type

The type of the agent status.

Type: String

Valid Values: ROUTABLE | CUSTOM | OFFLINE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AllowedCapabilities

Service: Amazon Connect Service

Information about the capabilities enabled for participants of the contact.

Contents

Agent

Information about the agent's video sharing capabilities.

Type: [ParticipantCapabilities](#) object

Required: No

Customer

Information about the customer's video sharing capabilities.

Type: [ParticipantCapabilities](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AnalyticsDataAssociationResult

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

Information about associations that are successfully created: DataSetId, TargetAccountId, ResourceShareId, ResourceShareArn.

Contents

DataSetId

The identifier of the dataset.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

ResourceShareArn

The Amazon Resource Name (ARN) of the AWS Resource Access Manager share.

Type: String

Required: No

ResourceShareId

The AWS Resource Access Manager share ID.

Type: String

Required: No

TargetAccountId

The identifier of the target account.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AnswerMachineDetectionConfig

Service: Amazon Connect Service

Configuration of the answering machine detection.

Contents

AwaitAnswerMachinePrompt

Wait for the answering machine prompt.

Type: Boolean

Required: No

EnableAnswerMachineDetection

The flag to indicate if answer machine detection analysis needs to be performed for a voice call. If set to `true`, `TrafficType` must be set as `CAMPAIGN`.

Type: Boolean

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Application

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

A third-party application's metadata.

Contents

ApplicationPermissions

The permissions that the agent is granted on the application. Only the ACCESS permission is supported.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Namespace

Namespace of the application that you want to give access to.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssignContactCategoryActionDefinition

Service: Amazon Connect Service

This action must be set if `TriggerEventSource` is one of the following values: `OnPostCallAnalysisAvailable` | `OnRealTimeCallAnalysisAvailable` | `OnRealTimeChatAnalysisAvailable` | `OnPostChatAnalysisAvailable`. Contact is categorized using the rule name.

`RuleName` is used as `ContactCategory`.

Contents

The members of this exception structure are context-dependent.

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttachedFile

Service: Amazon Connect Service

Information about the attached file.

Contents

CreationTime

The time of Creation of the file resource as an ISO timestamp. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2024-05-03T02:41:28.172Z.

Type: String

Required: Yes

FileArn

The unique identifier of the attached file resource (ARN).

Type: String

Required: Yes

FileId

The unique identifier of the attached file resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

FileName

A case-sensitive name of the attached file being uploaded.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^\P{C}*$`

Required: Yes

FileSizeInBytes

The size of the attached file in bytes.

Type: Long

Valid Range: Minimum value of 1.

Required: Yes

FileStatus

The current status of the attached file.

Type: String

Valid Values: APPROVED | REJECTED | PROCESSING | FAILED

Required: Yes

AssociatedResourceArn

The resource to which the attached file is (being) uploaded to. [Cases](#) are the only current supported resource.

Note

This value must be a valid ARN.

Type: String

Required: No

CreatedBy

Represents the identity that created the file.

Type: [CreatedByInfo](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

FileUseCaseType

The use case for the file.

Type: String

Valid Values: ATTACHMENT

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+ -= . _ : /] + \$$

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttachedFileError

Service: Amazon Connect Service

Error describing a failure to retrieve attached file metadata through BatchGetAttachedFileMetadata action.

Contents

ErrorCode

Status code describing the failure.

Type: String

Required: No

ErrorMessage

Why the attached file couldn't be retrieved.

Type: String

Required: No

FileId

The unique identifier of the attached file resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttachmentReference

Service: Amazon Connect Service

Information about a reference when the referenceType is ATTACHMENT. Otherwise, null.

Contents

Name

Identifier of the attachment reference.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

Status

Status of the attachment reference type.

Type: String

Valid Values: APPROVED | REJECTED

Required: No

Value

The location path of the attachment reference.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Attendee

Service: Amazon Connect Service

The attendee information, including attendee ID and join token.

Contents

AttendeeId

The Amazon Chime SDK attendee ID.

Type: String

Required: No

JoinToken

The join token used by the Amazon Chime SDK attendee.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Attribute

Service: Amazon Connect Service

A toggle for an individual feature at the instance level.

Contents

AttributeType

The type of attribute.

Type: String

Valid Values: INBOUND_CALLS | OUTBOUND_CALLS | CONTACTFLOW_LOGS | CONTACT_LENS | AUTO_RESOLVE_BEST_VOICES | USE_CUSTOM_TTS_VOICES | EARLY_MEDIA | MULTI_PARTY_CONFERENCE | HIGH_VOLUME_OUTBOUND | ENHANCED_CONTACT_MONITORING | ENHANCED_CHAT_MONITORING

Required: No

Value

The value of the attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttributeAndCondition

Service: Amazon Connect Service

A list of conditions which would be applied together with an AND condition.

Contents

HierarchyGroupCondition

A leaf node condition which can be used to specify a hierarchy group condition.

Type: [HierarchyGroupCondition](#) object

Required: No

TagConditions

A leaf node condition which can be used to specify a tag condition.

Type: Array of [TagCondition](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttributeCondition

Service: Amazon Connect Service

An object to specify the predefined attribute condition.

Contents

ComparisonOperator

The operator of the condition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

MatchCriteria

An object to define AgentsCriteria.

Type: [MatchCriteria](#) object

Required: No

Name

The name of predefined attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: No

ProficiencyLevel

The proficiency level of the condition.

Type: Float

Valid Range: Minimum value of 1.0. Maximum value of 5.0.

Required: No

Value

The value of predefined attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AudioFeatures

Service: Amazon Connect Service

Has audio-specific configurations as the operating parameter for Echo Reduction.

Contents

EchoReduction

Makes echo reduction available to clients who connect to the meeting.

Type: String

Valid Values: AVAILABLE | UNAVAILABLE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AudioQualityMetricsInfo

Service: Amazon Connect Service

Contains information for score and potential quality issues for Audio

Contents

PotentialQualityIssues

List of potential issues causing degradation of quality on a media connection. If the service did not detect any potential quality issues the list is empty.

Valid values: HighPacketLoss | HighRoundTripTime | HighJitterBuffer

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 3 items.

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

QualityScore

Number measuring the estimated quality of the media connection.

Type: Float

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AvailableNumberSummary

Service: Amazon Connect Service

Information about available phone numbers.

Contents

PhoneNumber

The phone number. Phone numbers are formatted [+] [country code] [subscriber number including area code].

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: No

PhoneNumberCountryCode

The ISO country code.

Type: String

Valid Values: AF | AL | DZ | AS | AD | AO | AI | AQ | AG | AR | AM | AW | AU
 | AT | AZ | BS | BH | BD | BB | BY | BE | BZ | BJ | BM | BT | BO | BA |
 BW | BR | IO | VG | BN | BG | BF | BI | KH | CM | CA | CV | KY | CF | TD
 | CL | CN | CX | CC | CO | KM | CK | CR | HR | CU | CW | CY | CZ | CD |
 DK | DJ | DM | DO | TL | EC | EG | SV | GQ | ER | EE | ET | FK | FO | FJ
 | FI | FR | PF | GA | GM | GE | DE | GH | GI | GR | GL | GD | GU | GT |
 GG | GN | GW | GY | HT | HN | HK | HU | IS | IN | ID | IR | IQ | IE | IM
 | IL | IT | CI | JM | JP | JE | JO | KZ | KE | KI | KW | KG | LA | LV |
 LB | LS | LR | LY | LI | LT | LU | MO | MK | MG | MW | MY | MV | ML | MT
 | MH | MR | MU | YT | MX | FM | MD | MC | MN | ME | MS | MA | MZ | MM |
 NA | NR | NP | NL | AN | NC | NZ | NI | NE | NG | NU | KP | MP | NO | OM
 | PK | PW | PA | PG | PY | PE | PH | PN | PL | PT | PR | QA | CG | RE |
 RO | RU | RW | BL | SH | KN | LC | MF | PM | VC | WS | SM | ST | SA | SN
 | RS | SC | SL | SG | SX | SK | SI | SB | SO | ZA | KR | ES | LK | SD |
 SR | SJ | SZ | SE | CH | SY | TW | TJ | TZ | TH | TG | TK | TO | TT | TN
 | TR | TM | TC | TV | VI | UG | UA | AE | GB | US | UY | UZ | VU | VA |
 VE | VN | WF | EH | YE | ZM | ZW

Required: No

PhoneNumberType

The type of phone number.

Type: String

Valid Values: TOLL_FREE | DID | UIFN | SHARED | THIRD_PARTY_TF |
THIRD_PARTY_DID | SHORT_CODE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Campaign

Service: Amazon Connect Service

Information associated with a campaign.

Contents

CampaignId

A unique identifier for a campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ChatEvent

Service: Amazon Connect Service

Chat integration event containing payload to perform different chat actions such as:

- Sending a chat message
- Sending a chat event, such as typing
- Disconnecting from a chat

Contents

Type

Type of chat integration event.

Type: String

Valid Values: DISCONNECT | MESSAGE | EVENT

Required: Yes

Content

Content of the message or event. This is required when Type is MESSAGE and for certain ContentTypes when Type is EVENT.

- For allowed message content, see the Content parameter in the [SendMessage](#) topic in the *Amazon Connect Participant Service API Reference*.
- For allowed event content, see the Content parameter in the [SendEvent](#) topic in the *Amazon Connect Participant Service API Reference*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 16384.

Required: No

ContentType

Type of content. This is required when Type is MESSAGE or EVENT.

- For allowed message content types, see the ContentType parameter in the [SendMessage](#) topic in the *Amazon Connect Participant Service API Reference*.

- For allowed event content types, see the `ContentType` parameter in the [SendEvent](#) topic in the *Amazon Connect Participant Service API Reference*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ChatMessage

Service: Amazon Connect Service

A chat message.

Contents

Content

The content of the chat message.

- For `text/plain` and `text/markdown`, the Length Constraints are Minimum of 1, Maximum of 1024.
- For `application/json`, the Length Constraints are Minimum of 1, Maximum of 12000.
- For `application/vnd.amazonaws.connect.message.interactive.response`, the Length Constraints are Minimum of 1, Maximum of 12288.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: Yes

ContentType

The type of the content. Supported types are `text/plain`, `text/markdown`, `application/json`, and `application/vnd.amazonaws.connect.message.interactive.response`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

ChatParticipantRoleConfig

Service: Amazon Connect Service

Configuration information for the chat participant role.

Contents

ParticipantTimerConfigList

A list of participant timers. You can specify any unique combination of role and timer type. Duplicate entries error out the request with a 400.

Type: Array of [ParticipantTimerConfiguration](#) objects

Array Members: Minimum number of 1 item. Maximum number of 6 items.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ChatStreamingConfiguration

Service: Amazon Connect Service

The streaming configuration, such as the Amazon SNS streaming endpoint.

Contents

StreamingEndpointArn

The Amazon Resource Name (ARN) of the standard Amazon SNS topic. The Amazon Resource Name (ARN) of the streaming endpoint that is used to publish real-time message streaming for chat conversations.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 350.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ClaimedPhoneNumberSummary

Service: Amazon Connect Service

Information about a phone number that has been claimed to your Amazon Connect instance or traffic distribution group.

Contents

InstanceId

The identifier of the Amazon Connect instance that phone numbers are claimed to. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

PhoneNumber

The phone number. Phone numbers are formatted [+] [country code] [subscriber number including area code].

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: No

PhoneNumberArn

The Amazon Resource Name (ARN) of the phone number.

Type: String

Required: No

PhoneNumberCountryCode

The ISO country code.

Type: String

Valid Values: AF | AL | DZ | AS | AD | AO | AI | AQ | AG | AR | AM | AW | AU
| AT | AZ | BS | BH | BD | BB | BY | BE | BZ | BJ | BM | BT | BO | BA |
BW | BR | IO | VG | BN | BG | BF | BI | KH | CM | CA | CV | KY | CF | TD
| CL | CN | CX | CC | CO | KM | CK | CR | HR | CU | CW | CY | CZ | CD |
DK | DJ | DM | DO | TL | EC | EG | SV | GQ | ER | EE | ET | FK | FO | FJ
| FI | FR | PF | GA | GM | GE | DE | GH | GI | GR | GL | GD | GU | GT |
GG | GN | GW | GY | HT | HN | HK | HU | IS | IN | ID | IR | IQ | IE | IM
| IL | IT | CI | JM | JP | JE | JO | KZ | KE | KI | KW | KG | LA | LV |
LB | LS | LR | LY | LI | LT | LU | MO | MK | MG | MW | MY | MV | ML | MT
| MH | MR | MU | YT | MX | FM | MD | MC | MN | ME | MS | MA | MZ | MM |
NA | NR | NP | NL | AN | NC | NZ | NI | NE | NG | NU | KP | MP | NO | OM
| PK | PW | PA | PG | PY | PE | PH | PN | PL | PT | PR | QA | CG | RE |
RO | RU | RW | BL | SH | KN | LC | MF | PM | VC | WS | SM | ST | SA | SN
| RS | SC | SL | SG | SX | SK | SI | SB | SO | ZA | KR | ES | LK | SD |
SR | SJ | SZ | SE | CH | SY | TW | TJ | TZ | TH | TG | TK | TO | TT | TN
| TR | TM | TC | TV | VI | UG | UA | AE | GB | US | UY | UZ | VU | VA |
VE | VN | WF | EH | YE | ZM | ZW

Required: No

PhoneNumberDescription

The description of the phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `^[\\W\\S_]*`

Required: No

PhoneNumberId

A unique identifier for the phone number.

Type: String

Required: No

PhoneNumberStatus

The status of the phone number.

- CLAIMED means the previous [ClaimPhoneNumber](#) or [UpdatePhoneNumber](#) operation succeeded.
- IN_PROGRESS means a [ClaimPhoneNumber](#), [UpdatePhoneNumber](#), or [UpdatePhoneNumberMetadata](#) operation is still in progress and has not yet completed. You can call [DescribePhoneNumber](#) at a later time to verify if the previous operation has completed.
- FAILED indicates that the previous [ClaimPhoneNumber](#) or [UpdatePhoneNumber](#) operation has failed. It will include a message indicating the failure reason. A common reason for a failure may be that the TargetArn value you are claiming or updating a phone number to has reached its limit of total claimed numbers. If you received a FAILED status from a ClaimPhoneNumber API call, you have one day to retry claiming the phone number before the number is released back to the inventory for other customers to claim.

Note

You will not be billed for the phone number during the 1-day period if number claiming fails.

Type: [PhoneNumberStatus](#) object

Required: No

PhoneNumberType

The type of phone number.

Type: String

Valid Values: TOLL_FREE | DID | UIFN | SHARED | THIRD_PARTY_TF | THIRD_PARTY_DID | SHORT_CODE

Required: No

SourcePhoneNumberArn

The claimed phone number ARN that was previously imported from the external service, such as Amazon Pinpoint. If it is from Amazon Pinpoint, it looks like the ARN of the phone number that was imported from Amazon Pinpoint.

Type: String

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

TargetArn

The Amazon Resource Name (ARN) for Amazon Connect instances or traffic distribution groups that phone number inbound traffic is routed through.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ConnectionData

Service: Amazon Connect Service

Information required to join the call.

Contents

Attendee

The attendee information, including attendee ID and join token.

Type: [Attendee](#) object

Required: No

Meeting

A meeting created using the Amazon Chime SDK.

Type: [Meeting](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Contact

Service: Amazon Connect Service

Contains information about a contact.

Contents

AgentInfo

Information about the agent who accepted the contact.

Type: [AgentInfo](#) object

Required: No

AnsweringMachineDetectionStatus

Indicates how an [outbound campaign](#) call is actually disposed if the contact is connected to Amazon Connect.

Type: String

Valid Values: ANSWERED | UNDETECTED | ERROR | HUMAN_ANSWERED | SIT_TONE_DETECTED | SIT_TONE_BUSY | SIT_TONE_INVALID_NUMBER | FAX_MACHINE_DETECTED | VOICEMAIL_BEEP | VOICEMAIL_NO_BEEP | AMD_UNRESOLVED | AMD_UNANSWERED | AMD_ERROR | AMD_NOT_APPLICABLE

Required: No

Arn

The Amazon Resource Name (ARN) for the contact.

Type: String

Required: No

Campaign

Information associated with a campaign.

Type: [Campaign](#) object

Required: No

Channel

How the contact reached your contact center.

Type: String

Valid Values: VOICE | CHAT | TASK

Required: No

ConnectedToSystemTimestamp

The timestamp when customer endpoint connected to Amazon Connect.

Type: Timestamp

Required: No

Customer

Information about the Customer on the contact.

Type: [Customer](#) object

Required: No

CustomerVoiceActivity

Information about customer's voice activity.

Type: [CustomerVoiceActivity](#) object

Required: No

Description

The description of the contact.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

DisconnectDetails

Information about the call disconnect experience.

Type: [DisconnectDetails](#) object

Required: No

DisconnectTimestamp

The timestamp when the customer endpoint disconnected from Amazon Connect.

Type: Timestamp

Required: No

Id

The identifier for the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

InitialContactId

If this contact is related to other contacts, this is the ID of the initial contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

InitiationMethod

Indicates how the contact was initiated.

Type: String

Valid Values: INBOUND | OUTBOUND | TRANSFER | QUEUE_TRANSFER | CALLBACK | API | DISCONNECT | MONITOR | EXTERNAL_OUTBOUND

Required: No

InitiationTimestamp

The date and time this contact was initiated, in UTC time. For INBOUND, this is when the contact arrived. For OUTBOUND, this is when the agent began dialing. For CALLBACK, this is when the

callback contact was created. For TRANSFER and QUEUE_TRANSFER, this is when the transfer was initiated. For API, this is when the request arrived. For EXTERNAL_OUTBOUND, this is when the agent started dialing the external participant. For MONITOR, this is when the supervisor started listening to a contact.

Type: Timestamp

Required: No

LastPausedTimestamp

The timestamp when the contact was last paused.

Type: Timestamp

Required: No

LastResumedTimestamp

The timestamp when the contact was last resumed.

Type: Timestamp

Required: No

LastUpdateTimestamp

The timestamp when contact was last updated.

Type: Timestamp

Required: No

Name

The name of the contact.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 512.

Required: No

PreviousContactId

If this contact is not the first contact, this is the ID of the previous contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

QualityMetrics

Information about the quality of the participant's media connection.

Type: [QualityMetrics](#) object

Required: No

QueueInfo

If this contact was queued, this contains information about the queue.

Type: [QueueInfo](#) object

Required: No

QueuePriority

An integer that represents the queue priority to be applied to the contact (lower priorities are routed preferentially). Cannot be specified if the `QueueTimeAdjustmentSeconds` is specified. Must be statically defined, must be larger than zero, and a valid integer value. Default Value is 5.

Type: Long

Valid Range: Minimum value of 1. Maximum value of 9223372036854775807.

Required: No

QueueTimeAdjustmentSeconds

An integer that represents the queue time adjust to be applied to the contact, in seconds (longer / larger queue time are routed preferentially). Cannot be specified if the `QueuePriority` is specified. Must be statically defined and a valid integer value.

Type: Integer

Required: No

RelatedContactId

The contactId that is [related](#) to this contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

RoutingCriteria

Latest routing criteria on the contact.

Type: [RoutingCriteria](#) object

Required: No

ScheduledTimestamp

The timestamp, in Unix epoch time format, at which to start running the inbound flow.

Type: Timestamp

Required: No

SegmentAttributes

A set of system defined key-value pairs stored on individual contact segments using an attribute map. The attributes are standard Amazon Connect attributes and can be accessed in flows. Attribute keys can include only alphanumeric, -, and _ characters. This field can be used to show channel subtype. For example, connect:Guide or connect:SMS.

Type: String to [SegmentAttributeValue](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Tags

Tags associated with the contact. This contains both AWS generated and user-defined tags.

Type: String to string map

Map Entries: Maximum number of 6 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:/$]`

Value Length Constraints: Maximum length of 256.

Required: No

TotalPauseCount

Total pause count for a contact.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 10.

Required: No

TotalPauseDurationInSeconds

Total pause duration for a contact in seconds.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

WisdomInfo

Information about Amazon Connect Wisdom.

Type: [WisdomInfo](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactAnalysis

Service: Amazon Connect Service

A structure that defines search criteria for contacts using analysis outputs from Amazon Connect Contact Lens.

Contents

Transcript

Search criteria based on transcript analyzed by Amazon Connect Contact Lens.

Type: [Transcript](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactDataRequest

Service: Amazon Connect Service

Request object with information to create a contact.

Contents

Attributes

List of attributes to be stored in a contact.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: No

Campaign

Structure to store information associated with a campaign.

Type: [Campaign](#) object

Required: No

CustomerEndpoint

Endpoint of the customer for which contact will be initiated.

Type: [Endpoint](#) object

Required: No

QueueId

The identifier of the queue associated with the Amazon Connect instance in which contacts that are created will be queued.

Type: String

Required: No

RequestIdIdentifier

Identifier to uniquely identify individual requests in the batch.

Type: String

Length Constraints: Maximum length of 80.

Required: No

SystemEndpoint

Endpoint associated with the Amazon Connect instance from which outbound contact will be initiated for the campaign.

Type: [Endpoint](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFilter

Service: Amazon Connect Service

Filters user data based on the contact information that is associated to the users. It contains a list of [contact states](#).

Contents

ContactStates

A list of up to 9 [contact states](#).

Type: Array of strings

Array Members: Maximum number of 9 items.

Valid Values: INCOMING | PENDING | CONNECTING | CONNECTED | CONNECTED_ONHOLD
| MISSED | ERROR | ENDED | REJECTED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlow

Service: Amazon Connect Service

Contains information about a flow.

Contents

Arn

The Amazon Resource Name (ARN) of the flow.

Type: String

Required: No

Content

The JSON string that represents the content of the flow. For an example, see [Example flow in Amazon Connect Flow language](#).

Length Constraints: Minimum length of 1. Maximum length of 256000.

Type: String

Required: No

Description

The description of the flow.

Type: String

Required: No

Id

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: No

Name

The name of the flow.

Type: String

Length Constraints: Minimum length of 1.

Required: No

State

The type of flow.

Type: String

Valid Values: ACTIVE | ARCHIVED

Required: No

Status

The status of the contact flow.

Type: String

Valid Values: PUBLISHED | SAVED

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+ -= . _ : /] + \$$

Value Length Constraints: Maximum length of 256.

Required: No

Type

The type of the flow. For descriptions of the available types, see [Choose a flow type](#) in the *Amazon Connect Administrator Guide*.

Type: String

Valid Values: CONTACT_FLOW | CUSTOMER_QUEUE | CUSTOMER_HOLD |
CUSTOMER_WHISPER | AGENT_HOLD | AGENT_WHISPER | OUTBOUND_WHISPER |
AGENT_TRANSFER | QUEUE_TRANSFER

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlowModule

Service: Amazon Connect Service

Contains information about a flow module.

Contents

Arn

The Amazon Resource Name (ARN).

Type: String

Required: No

Content

The JSON string that represents the content of the flow. For an example, see [Example flow in Amazon Connect Flow language](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256000.

Required: No

Description

The description of the flow module.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `.*\S.*`

Required: No

Id

The identifier of the flow module.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Name

The name of the flow module.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Pattern: `.*\S.*`

Required: No

State

The type of flow module.

Type: String

Valid Values: ACTIVE | ARCHIVED

Required: No

Status

The status of the flow module.

Type: String

Valid Values: PUBLISHED | SAVED

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlowModuleSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return flow modules.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [ContactFlowModuleSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [ContactFlowModuleSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name` and `description`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlowModuleSearchFilter

Service: Amazon Connect Service

The search criteria to be used to return flow modules.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlowModuleSummary

Service: Amazon Connect Service

Contains summary information about a flow.

Contents

Arn

The Amazon Resource Name (ARN) of the flow module.

Type: String

Required: No

Id

The identifier of the flow module.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Name

The name of the flow module.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Pattern: `.*\S.*`

Required: No

State

The type of flow module.

Type: String

Valid Values: ACTIVE | ARCHIVED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlowSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return contact flows.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [ContactFlowSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [ContactFlowSearchCriteria](#) objects

Required: No

StateCondition

The state of the flow.

Type: String

Valid Values: ACTIVE | ARCHIVED

Required: No

StatusCondition

The status of the flow.

Type: String

Valid Values: PUBLISHED | SAVED

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name` and `description`.

Type: [StringCondition](#) object

Required: No

TypeCondition

The type of flow.

Type: String

Valid Values: `CONTACT_FLOW` | `CUSTOMER_QUEUE` | `CUSTOMER_HOLD` | `CUSTOMER_WHISPER` | `AGENT_HOLD` | `AGENT_WHISPER` | `OUTBOUND_WHISPER` | `AGENT_TRANSFER` | `QUEUE_TRANSFER`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlowSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactFlowSummary

Service: Amazon Connect Service

Contains summary information about a flow.

You can also create and update flows using the [Amazon Connect Flow language](#).

Contents

Arn

The Amazon Resource Name (ARN) of the flow.

Type: String

Required: No

ContactFlowState

The type of flow.

Type: String

Valid Values: ACTIVE | ARCHIVED

Required: No

ContactFlowStatus

The status of the contact flow.

Type: String

Valid Values: PUBLISHED | SAVED

Required: No

ContactFlowType

The type of flow.

Type: String

Valid Values: CONTACT_FLOW | CUSTOMER_QUEUE | CUSTOMER_HOLD |
CUSTOMER_WHISPER | AGENT_HOLD | AGENT_WHISPER | OUTBOUND_WHISPER |
AGENT_TRANSFER | QUEUE_TRANSFER

Required: No

Id

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: No

Name

The name of the flow.

Type: String

Length Constraints: Minimum length of 1.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactSearchSummary

Service: Amazon Connect Service

Information of returned contact.

Contents

AgentInfo

Information about the agent who accepted the contact.

Type: [ContactSearchSummaryAgentInfo](#) object

Required: No

Arn

The Amazon Resource Name (ARN) of the contact.

Type: String

Required: No

Channel

How the contact reached your contact center.

Type: String

Valid Values: VOICE | CHAT | TASK

Required: No

DisconnectTimestamp

The timestamp when the customer endpoint disconnected from Amazon Connect.

Type: Timestamp

Required: No

Id

The identifier of the contact summary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

InitialContactId

If this contact is related to other contacts, this is the ID of the initial contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

InitiationMethod

Indicates how the contact was initiated.

Type: String

Valid Values: INBOUND | OUTBOUND | TRANSFER | QUEUE_TRANSFER | CALLBACK | API | DISCONNECT | MONITOR | EXTERNAL_OUTBOUND

Required: No

InitiationTimestamp

The date and time this contact was initiated, in UTC time. For INBOUND, this is when the contact arrived. For OUTBOUND, this is when the agent began dialing. For CALLBACK, this is when the callback contact was created. For TRANSFER and QUEUE_TRANSFER, this is when the transfer was initiated. For API, this is when the request arrived. For EXTERNAL_OUTBOUND, this is when the agent started dialing the external participant. For MONITOR, this is when the supervisor started listening to a contact.

Type: Timestamp

Required: No

PreviousContactId

If this contact is not the first contact, this is the ID of the previous contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

QueueInfo

If this contact was queued, this contains information about the queue.

Type: [ContactSearchSummaryQueueInfo](#) object

Required: No

ScheduledTimestamp

The timestamp, in Unix epoch time format, at which to start running the inbound flow.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactSearchSummaryAgentInfo

Service: Amazon Connect Service

Information about the agent who accepted the contact.

Contents

ConnectedToAgentTimestamp

The timestamp when the contact was connected to the agent.

Type: Timestamp

Required: No

Id

The identifier of the agent who accepted the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactSearchSummaryQueueInfo

Service: Amazon Connect Service

If this contact was queued, this contains information about the queue.

Contents

EnqueueTimestamp

The timestamp when the contact was added to the queue.

Type: Timestamp

Required: No

Id

The unique identifier for the queue.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ControlPlaneTagFilter

Service: Amazon Connect Service

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [TagCondition](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of arrays of [TagCondition](#) objects

Required: No

TagCondition

A leaf node condition which can be used to specify a tag condition.

Type: [TagCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ControlPlaneUserAttributeFilter

Service: Amazon Connect Service

An object that can be used to specify Tag conditions or Hierarchy Group conditions inside the `SearchFilter`.

This accepts an OR of AND (List of List) input where:

- The top level list specifies conditions that need to be applied with OR operator
- The inner list specifies conditions that need to be applied with AND operator.

Note

Only one field can be populated. Maximum number of allowed Tag conditions is 25.
Maximum number of allowed Hierarchy Group conditions is 20.

Contents

AndCondition

A list of conditions which would be applied together with an AND condition.

Type: [AttributeAndCondition](#) object

Required: No

HierarchyGroupCondition

A leaf node condition which can be used to specify a hierarchy group condition.

Type: [HierarchyGroupCondition](#) object

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [AttributeAndCondition](#) objects

Required: No

TagCondition

A leaf node condition which can be used to specify a tag condition, for example, HAVE BP0 = 123.

Type: [TagCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CreateCaseActionDefinition

Service: Amazon Connect Service

The CreateCase action definition.

Contents

Fields

An array of objects with Field ID and Value data.

Type: Array of [FieldValue](#) objects

Required: Yes

TemplateId

A unique identifier of a template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CreatedByInfo

Service: Amazon Connect Service

Information on the identity that created the file.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

AWSIdentityArn

STS or IAM ARN representing the identity of API Caller. SDK users cannot populate this and this value is calculated automatically if ConnectUserArn is not provided.

Type: String

Required: No

ConnectUserArn

An agent ARN representing a [connect user](#).

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Credentials

Service: Amazon Connect Service

Contains credentials to use for federation.

Contents

AccessToken

An access token generated for a federated user to access Amazon Connect.

Type: String

Required: No

AccessTokenExpiration

A token generated with an expiration time for the session a user is logged in to Amazon Connect.

Type: Timestamp

Required: No

RefreshToken

Renews a token generated for a user to access the Amazon Connect instance.

Type: String

Required: No

RefreshTokenExpiration

Renews the expiration timer for a generated token.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CrossChannelBehavior

Service: Amazon Connect Service

Defines the cross-channel routing behavior that allows an agent working on a contact in one channel to be offered a contact from a different channel.

Contents

BehaviorType

Specifies the other channels that can be routed to an agent handling their current channel.

Type: String

Valid Values: ROUTE_CURRENT_CHANNEL_ONLY | ROUTE_ANY_CHANNEL

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CurrentMetric

Service: Amazon Connect Service

Contains information about a real-time metric. For a description of each metric, see [Real-time Metrics Definitions](#) in the *Amazon Connect Administrator Guide*.

Contents

Name

The name of the metric.

Type: String

Valid Values: AGENTS_ONLINE | AGENTS_AVAILABLE | AGENTS_ON_CALL | AGENTS_NON_PRODUCTIVE | AGENTS_AFTER_CONTACT_WORK | AGENTS_ERROR | AGENTS_STAFFED | CONTACTS_IN_QUEUE | OLDEST_CONTACT_AGE | CONTACTS_SCHEDULED | AGENTS_ON_CONTACT | SLOTS_ACTIVE | SLOTS_AVAILABLE

Required: No

Unit

The unit for the metric.

Type: String

Valid Values: SECONDS | COUNT | PERCENT

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CurrentMetricData

Service: Amazon Connect Service

Contains the data for a real-time metric.

Contents

Metric

Information about the metric.

Type: [CurrentMetric](#) object

Required: No

Value

The value of the metric.

Type: Double

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CurrentMetricResult

Service: Amazon Connect Service

Contains information about a set of real-time metrics.

Contents

Collections

The set of metrics.

Type: Array of [CurrentMetricData](#) objects

Required: No

Dimensions

The dimensions for the metrics.

Type: [Dimensions](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CurrentMetricSortCriteria

Service: Amazon Connect Service

The way to sort the resulting response based on metrics. By default resources are sorted based on AGENTS_ONLINE, DESCENDING. The metric collection is sorted based on the input metrics.

Contents

SortByMetric

The current metric names.

Type: String

Valid Values: AGENTS_ONLINE | AGENTS_AVAILABLE | AGENTS_ON_CALL | AGENTS_NON_PRODUCTIVE | AGENTS_AFTER_CONTACT_WORK | AGENTS_ERROR | AGENTS_STAFFED | CONTACTS_IN_QUEUE | OLDEST_CONTACT_AGE | CONTACTS_SCHEDULED | AGENTS_ON_CONTACT | SLOTS_ACTIVE | SLOTS_AVAILABLE

Required: No

SortOrder

The way to sort.

Type: String

Valid Values: ASCENDING | DESCENDING

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Customer

Service: Amazon Connect Service

Information about the Customer on the contact.

Contents

Capabilities

The configuration for the allowed capabilities for participants present over the call.

Type: [ParticipantCapabilities](#) object

Required: No

DeviceInfo

Information regarding Customer's device.

Type: [DeviceInfo](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CustomerQualityMetrics

Service: Amazon Connect Service

Information about the quality of the Customer's media connection

Contents

Audio

Information about the audio quality of the Customer

Type: [AudioQualityMetricsInfo](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CustomerVoiceActivity

Service: Amazon Connect Service

Information about customer's voice activity.

Contents

GreetingEndTimestamp

Timestamp that measures the end of the customer greeting from an outbound voice call.

Type: Timestamp

Required: No

GreetingStartTimestamp

Timestamp that measures the beginning of the customer greeting from an outbound voice call.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DateReference

Service: Amazon Connect Service

Information about a reference when the referenceType is DATE. Otherwise, null.

Contents

Name

Identifier of the date reference.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

Value

A valid date.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DefaultVocabulary

Service: Amazon Connect Service

Contains information about a default vocabulary.

Contents

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

LanguageCode

The language code of the vocabulary entries. For a list of languages and their corresponding language codes, see [What is Amazon Transcribe?](#)

Type: String

Valid Values: ar-AE | de-CH | de-DE | en-AB | en-AU | en-GB | en-IE | en-IN | en-US | en-WL | es-ES | es-US | fr-CA | fr-FR | hi-IN | it-IT | ja-JP | ko-KR | pt-BR | pt-PT | zh-CN | en-NZ | en-ZA

Required: Yes

VocabularyId

The identifier of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

VocabularyName

A unique name of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 140.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DeviceInfo

Service: Amazon Connect Service

Information regarding the device.

Contents

OperatingSystem

Operating system that the participant used for the call.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

PlatformName

Name of the platform that the participant used for the call.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

PlatformVersion

Version of the platform that the participant used for the call.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Dimensions

Service: Amazon Connect Service

Contains information about the dimensions for a set of metrics.

Contents

Channel

The channel used for grouping and filters.

Type: String

Valid Values: VOICE | CHAT | TASK

Required: No

Queue

Information about the queue for which metrics are returned.

Type: [QueueReference](#) object

Required: No

RoutingProfile

Information about the routing profile assigned to the user.

Type: [RoutingProfileReference](#) object

Required: No

RoutingStepExpression

The expression of a step in a routing criteria.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 3000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DisconnectDetails

Service: Amazon Connect Service

Information about the call disconnect experience.

Contents

PotentialDisconnectIssue

Indicates the potential disconnection issues for a call. This field is not populated if the service does not detect potential issues.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DisconnectReason

Service: Amazon Connect Service

Contains details about why a contact was disconnected. Only Amazon Connect outbound campaigns can provide this field.

Contents

Code

A code that indicates how the contact was terminated.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Distribution

Service: Amazon Connect Service

Information about a traffic distribution.

Contents

Percentage

The percentage of the traffic that is distributed, in increments of 10.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: Yes

Region

The AWS Region where the traffic is distributed.

Type: String

Length Constraints: Minimum length of 8. Maximum length of 31.

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}([0-9])?`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DownloadUrlMetadata

Service: Amazon Connect Service

Metadata used to download the attached file.

Contents

Url

A pre-signed URL that should be used to download the attached file.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

UrlExpiry

The expiration time of the URL in ISO timestamp. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EmailReference

Service: Amazon Connect Service

Information about a reference when the referenceType is EMAIL. Otherwise, null.

Contents

Name

Identifier of the email reference.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

Value

A valid email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EmptyFieldValue

Service: Amazon Connect Service

An empty value.

Contents

The members of this exception structure are context-dependent.

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EncryptionConfig

Service: Amazon Connect Service

The encryption configuration.

Contents

EncryptionType

The type of encryption.

Type: String

Valid Values: KMS

Required: Yes

KeyId

The full ARN of the encryption key.

Note

Be sure to provide the full ARN of the encryption key, not just the ID. Amazon Connect supports only KMS keys with the default key spec of [SYMMETRIC_DEFAULT](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

EndAssociatedTasksActionDefinition

Service: Amazon Connect Service

End associated tasks related to a case.

Contents

The members of this exception structure are context-dependent.

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Endpoint

Service: Amazon Connect Service

Information about the endpoint.

Contents

Address

Address of the endpoint.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

Type

Type of the endpoint.

Type: String

Valid Values: TELEPHONE_NUMBER | VOIP | CONTACT_FLOW

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ErrorResult

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change.

List of errors for dataset association failures.

Contents

ErrorCode

The error code.

Type: String

Required: No

ErrorMessage

The corresponding error message for the error code.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Evaluation

Service: Amazon Connect Service

Information about a contact evaluation.

Contents

Answers

A map of question identifiers to answer value.

Type: String to [EvaluationAnswerOutput](#) object map

Map Entries: Maximum number of 100 items.

Key Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

CreatedTime

The timestamp for when the evaluation was created.

Type: Timestamp

Required: Yes

EvaluationArn

The Amazon Resource Name (ARN) for the contact evaluation resource.

Type: String

Required: Yes

EvaluationId

A unique identifier for the contact evaluation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

LastModifiedTime

The timestamp for when the evaluation was last updated.

Type: Timestamp

Required: Yes

Metadata

Metadata about the contact evaluation.

Type: [EvaluationMetadata](#) object

Required: Yes

Notes

A map of question identifiers to note value.

Type: String to [EvaluationNote](#) object map

Map Entries: Maximum number of 100 items.

Key Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Status

The status of the contact evaluation.

Type: String

Valid Values: DRAFT | SUBMITTED

Required: Yes

Scores

A map of item (section or question) identifiers to score value.

Type: String to [EvaluationScore](#) object map

Map Entries: Maximum number of 100 items.

Key Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationAnswerData

Service: Amazon Connect Service

Information about answer data for a contact evaluation. Answer data must be either string, numeric, or not applicable.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

NotApplicable

The flag to mark the question as not applicable.

Type: Boolean

Required: No

NumericValue

The numeric value for an answer in a contact evaluation.

Type: Double

Required: No

StringValue

The string value for an answer in a contact evaluation.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationAnswerInput

Service: Amazon Connect Service

Information about input answers for a contact evaluation.

Contents

Value

The value for an answer in a contact evaluation.

Type: [EvaluationAnswerData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationAnswerOutput

Service: Amazon Connect Service

Information about output answers for a contact evaluation.

Contents

SystemSuggestedValue

The system suggested value for an answer in a contact evaluation.

Type: [EvaluationAnswerData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Value

The value for an answer in a contact evaluation.

Type: [EvaluationAnswerData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationForm

Service: Amazon Connect Service

Information about the evaluation form.

Contents

CreatedBy

The Amazon Resource Name (ARN) of the user who created the evaluation form.

Type: String

Required: Yes

CreatedTime

The timestamp for when the evaluation form was created.

Type: Timestamp

Required: Yes

EvaluationFormArn

The Amazon Resource Name (ARN) for the evaluation form resource.

Type: String

Required: Yes

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

EvaluationFormVersion

A version of the evaluation form.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

Items

Items that are part of the evaluation form. The total number of sections and questions must not exceed 100 each. Questions must be contained in a section.

Type: Array of [EvaluationFormItem](#) objects

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: Yes

LastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the evaluation form.

Type: String

Required: Yes

LastModifiedTime

The timestamp for when the evaluation form was last updated.

Type: Timestamp

Required: Yes

Locked

The flag indicating whether the evaluation form is locked for changes.

Type: Boolean

Required: Yes

Status

The status of the evaluation form.

Type: String

Valid Values: DRAFT | ACTIVE

Required: Yes

Title

A title of the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

Description

The description of the evaluation form.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: No

ScoringStrategy

A scoring strategy of the evaluation form.

Type: [EvaluationFormScoringStrategy](#) object

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+--=._:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormContent

Service: Amazon Connect Service

Information about an evaluation form used in a contact evaluation.

Contents

EvaluationFormArn

The Amazon Resource Name (ARN) for the evaluation form resource.

Type: String

Required: Yes

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

EvaluationFormVersion

A version of the evaluation form.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

Items

Items that are part of the evaluation form. The total number of sections and questions must not exceed 100 each. Questions must be contained in a section.

Type: Array of [EvaluationFormItem](#) objects

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: Yes

Title

A title of the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

Description

The description of the evaluation form.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: No

ScoringStrategy

A scoring strategy of the evaluation form.

Type: [EvaluationFormScoringStrategy](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormItem

Service: Amazon Connect Service

Information about an item from an evaluation form. The item must be either a section or a question.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

Question

The information of the question.

Type: [EvaluationFormQuestion](#) object

Required: No

Section

The information of the section.

Type: [EvaluationFormSection](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormNumericQuestionAutomation

Service: Amazon Connect Service

Information about the automation configuration in numeric questions.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

PropertyValue

The property value of the automation.

Type: [NumericQuestionPropertyValueAutomation](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormNumericQuestionOption

Service: Amazon Connect Service

Information about the option range used for scoring in numeric questions.

Contents

MaxValue

The maximum answer value of the range option.

Type: Integer

Required: Yes

MinValue

The minimum answer value of the range option.

Type: Integer

Required: Yes

AutomaticFail

The flag to mark the option as automatic fail. If an automatic fail answer is provided, the overall evaluation gets a score of 0.

Type: Boolean

Required: No

Score

The score assigned to answer values within the range option.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 10.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormNumericQuestionProperties

Service: Amazon Connect Service

Information about properties for a numeric question in an evaluation form.

Contents

MaxValue

The maximum answer value.

Type: Integer

Required: Yes

MinValue

The minimum answer value.

Type: Integer

Required: Yes

Automation

The automation properties of the numeric question.

Type: [EvaluationFormNumericQuestionAutomation](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Options

The scoring options of the numeric question.

Type: Array of [EvaluationFormNumericQuestionOption](#) objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormQuestion

Service: Amazon Connect Service

Information about a question from an evaluation form.

Contents

QuestionType

The type of the question.

Type: String

Valid Values: TEXT | SINGLESELECT | NUMERIC

Required: Yes

RefId

The identifier of the question. An identifier must be unique within the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 40.

Required: Yes

Title

The title of the question.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 350.

Required: Yes

Instructions

The instructions of the section.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: No

NotApplicableEnabled

The flag to enable not applicable answers to the question.

Type: Boolean

Required: No

QuestionTypeProperties

The properties of the type of question. Text questions do not have to define question type properties.

Type: [EvaluationFormQuestionTypeProperties](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Weight

The scoring weight of the section.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormQuestionTypeProperties

Service: Amazon Connect Service

Information about properties for a question in an evaluation form. The question type properties must be either for a numeric question or a single select question.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

Numeric

The properties of the numeric question.

Type: [EvaluationFormNumericQuestionProperties](#) object

Required: No

SingleSelect

The properties of the numeric question.

Type: [EvaluationFormSingleSelectQuestionProperties](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormScoringStrategy

Service: Amazon Connect Service

Information about scoring strategy for an evaluation form.

Contents

Mode

The scoring mode of the evaluation form.

Type: String

Valid Values: QUESTION_ONLY | SECTION_ONLY

Required: Yes

Status

The scoring status of the evaluation form.

Type: String

Valid Values: ENABLED | DISABLED

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormSection

Service: Amazon Connect Service

Information about a section from an evaluation form. A section can contain sections and/or questions. Evaluation forms can only contain sections and subsections (two level nesting).

Contents

Items

The items of the section.

Type: Array of [EvaluationFormItem](#) objects

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: Yes

RefId

The identifier of the section. An identifier must be unique within the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 40.

Required: Yes

Title

The title of the section.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: Yes

Instructions

The instructions of the section.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: No

Weight

The scoring weight of the section.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormSingleSelectQuestionAutomation

Service: Amazon Connect Service

Information about the automation configuration in single select questions. Automation options are evaluated in order, and the first matched option is applied. If no automation option matches, and there is a default option, then the default option is applied.

Contents

Options

The automation options of the single select question.

Type: Array of [EvaluationFormSingleSelectQuestionAutomationOption](#) objects

Array Members: Minimum number of 1 item. Maximum number of 20 items.

Required: Yes

DefaultOptionRefId

The identifier of the default answer option, when none of the automation options match the criteria.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 40.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormSingleSelectQuestionAutomationOption

Service: Amazon Connect Service

Information about the automation option of a single select question.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

RuleCategory

The automation option based on a rule category for the single select question.

Type: [SingleSelectQuestionRuleCategoryAutomation](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormSingleSelectQuestionOption

Service: Amazon Connect Service

Information about the automation configuration in single select questions.

Contents

RefId

The identifier of the answer option. An identifier must be unique within the question.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 40.

Required: Yes

Text

The title of the answer option.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: Yes

AutomaticFail

The flag to mark the option as automatic fail. If an automatic fail answer is provided, the overall evaluation gets a score of 0.

Type: Boolean

Required: No

Score

The score assigned to the answer option.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 10.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormSingleSelectQuestionProperties

Service: Amazon Connect Service

Information about the options in single select questions.

Contents

Options

The answer options of the single select question.

Type: Array of [EvaluationFormSingleSelectQuestionOption](#) objects

Array Members: Minimum number of 1 item. Maximum number of 256 items.

Required: Yes

Automation

The display mode of the single select question.

Type: [EvaluationFormSingleSelectQuestionAutomation](#) object

Required: No

DisplayAs

The display mode of the single select question.

Type: String

Valid Values: DROPDOWN | RADIO

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormSummary

Service: Amazon Connect Service

Summary information about an evaluation form.

Contents

CreatedBy

The Amazon Resource Name (ARN) of the user who created the evaluation form.

Type: String

Required: Yes

CreatedTime

The timestamp for when the evaluation form was created.

Type: Timestamp

Required: Yes

EvaluationFormArn

The Amazon Resource Name (ARN) for the evaluation form resource.

Type: String

Required: Yes

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

LastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the evaluation form.

Type: String

Required: Yes

LastModifiedTime

The timestamp for when the evaluation form was last updated.

Type: Timestamp

Required: Yes

LatestVersion

The version number of the latest evaluation form version.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

Title

A title of the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

ActiveVersion

The version of the active evaluation form version.

Type: Integer

Valid Range: Minimum value of 1.

Required: No

LastActivatedBy

The Amazon Resource Name (ARN) of the user who last activated the evaluation form.

Type: String

Required: No

LastActivatedTime

The timestamp for when the evaluation form was last activated.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationFormVersionSummary

Service: Amazon Connect Service

Summary information about an evaluation form.

Contents

CreatedBy

The Amazon Resource Name (ARN) of the user who created the evaluation form.

Type: String

Required: Yes

CreatedTime

The timestamp for when the evaluation form was created.

Type: Timestamp

Required: Yes

EvaluationFormArn

The Amazon Resource Name (ARN) for the evaluation form resource.

Type: String

Required: Yes

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

EvaluationFormVersion

A version of the evaluation form.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

LastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the evaluation form.

Type: String

Required: Yes

LastModifiedTime

The timestamp for when the evaluation form was last updated.

Type: Timestamp

Required: Yes

Locked

The flag indicating whether the evaluation form is locked for changes.

Type: Boolean

Required: Yes

Status

The status of the evaluation form.

Type: String

Valid Values: DRAFT | ACTIVE

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

EvaluationMetadata

Service: Amazon Connect Service

Metadata information about a contact evaluation.

Contents

ContactId

The identifier of the contact in this instance of Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

EvaluatorArn

The Amazon Resource Name (ARN) of the user who last updated the evaluation.

Type: String

Required: Yes

ContactAgentId

The identifier of the agent who performed the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

Score

The overall score of the contact evaluation.

Type: [EvaluationScore](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationNote

Service: Amazon Connect Service

Information about notes for a contact evaluation.

Contents

Value

The note for an item (section or question) in a contact evaluation.

Note

Even though a note in an evaluation can have up to 3072 chars, there is also a limit on the total number of chars for all the notes in the evaluation combined. Assuming there are N questions in the evaluation being submitted, then the max char limit for all notes combined is $N \times 1024$.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 3072.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationScore

Service: Amazon Connect Service

Information about scores of a contact evaluation item (section or question).

Contents

AutomaticFail

The flag that marks the item as automatic fail. If the item or a child item gets an automatic fail answer, this flag will be true.

Type: Boolean

Required: No

NotApplicable

The flag to mark the item as not applicable for scoring.

Type: Boolean

Required: No

Percentage

The score percentage for an item in a contact evaluation.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EvaluationSummary

Service: Amazon Connect Service

Summary information about a contact evaluation.

Contents

CreatedTime

The timestamp for when the evaluation was created.

Type: Timestamp

Required: Yes

EvaluationArn

The Amazon Resource Name (ARN) for the contact evaluation resource.

Type: String

Required: Yes

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

EvaluationFormTitle

A title of the evaluation form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

EvaluationId

A unique identifier for the contact evaluation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

EvaluatorArn

The Amazon Resource Name (ARN) of the user who last updated the evaluation.

Type: String

Required: Yes

LastModifiedTime

The timestamp for when the evaluation was last updated.

Type: Timestamp

Required: Yes

Status

The status of the contact evaluation.

Type: String

Valid Values: DRAFT | SUBMITTED

Required: Yes

Score

The overall score of the contact evaluation.

Type: [EvaluationScore](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EventBridgeActionDefinition

Service: Amazon Connect Service

The EventBridge action definition.

Contents

Name

The name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Expiry

Service: Amazon Connect Service

An object to specify the expiration of a routing step.

Contents

DurationInSeconds

The number of seconds to wait before expiring the routing step.

Type: Integer

Required: No

ExpiryTimestamp

The timestamp indicating when the routing step expires.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Expression

Service: Amazon Connect Service

A tagged union to specify expression for a routing step.

Contents

AndExpression

List of routing expressions which will be AND-ed together.

Type: Array of [Expression](#) objects

Required: No

AttributeCondition

An object to specify the predefined attribute condition.

Type: [AttributeCondition](#) object

Required: No

OrExpression

List of routing expressions which will be OR-ed together.

Type: Array of [Expression](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FailedRequest

Service: Amazon Connect Service

Request for which contact failed to be generated.

Contents

FailureReasonCode

Reason code for the failure.

Type: String

Valid Values: INVALID_ATTRIBUTE_KEY | INVALID_CUSTOMER_ENDPOINT | INVALID_SYSTEM_ENDPOINT | INVALID_QUEUE | MISSING_CAMPAIGN | MISSING_CUSTOMER_ENDPOINT | MISSING_QUEUE_ID_AND_SYSTEM_ENDPOINT | REQUEST_THROTTLED | IDEMPOTENCY_EXCEPTION | INTERNAL_ERROR

Required: No

FailureReasonMessage

Why the request to create a contact failed.

Type: String

Required: No

RequestIdentifier

Request identifier provided in the API call in the ContactDataRequest to create a contact.

Type: String

Length Constraints: Maximum length of 80.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldValue

Service: Amazon Connect Service

Object for case field values.

Contents

Id

Unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

Value

Union of potential field value types.

Type: [FieldValueUnion](#) object

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldValueUnion

Service: Amazon Connect Service

Object to store union of Field values.

Contents

BooleanValue

A Boolean number value type.

Type: Boolean

Required: No

DoubleValue

A Double number value type.

Type: Double

Required: No

EmptyValue

An empty value.

Type: [EmptyFieldValue](#) object

Required: No

StringValue

String value type.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Filters

Service: Amazon Connect Service

Contains the filter to apply when retrieving metrics.

Contents

Channels

The channel to use to filter the metrics.

Type: Array of strings

Array Members: Maximum number of 3 items.

Valid Values: VOICE | CHAT | TASK

Required: No

Queues

The queues to use to filter the metrics. You should specify at least one queue, and can specify up to 100 queues per request. The `GetCurrentMetricsData` API in particular requires a queue when you include a `Filter` in your request.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: No

RoutingProfiles

A list of up to 100 routing profile IDs or ARNs.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: No

RoutingStepExpressions

A list of expressions as a filter, in which an expression is an object of a step in a routing criteria.

Type: Array of strings

Array Members: Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 3000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FilterV2

Service: Amazon Connect Service

Contains the filter to apply when retrieving metrics with the [GetMetricDataV2](#) API.

Contents

FilterKey

The key to use for filtering data. For example, QUEUE, ROUTING_PROFILE, AGENT, CHANNEL, AGENT_HIERARCHY_LEVEL_ONE, AGENT_HIERARCHY_LEVEL_TWO, AGENT_HIERARCHY_LEVEL_THREE, AGENT_HIERARCHY_LEVEL_FOUR, AGENT_HIERARCHY_LEVEL_FIVE. There must be at least 1 key and a maximum 5 keys.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

FilterValues

The identifiers to use for filtering data. For example, if you have a filter key of QUEUE, you would add queue IDs or ARNs in FilterValues.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FlowAssociationSummary

Service: Amazon Connect Service

Information about flow associations.

Contents

FlowId

The identifier of the flow.

Type: String

Required: No

ResourceId

The identifier of the resource.

Type: String

Required: No

ResourceType

The type of resource association.

Type: String

Valid Values: VOICE_PHONE_NUMBER

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyGroup

Service: Amazon Connect Service

Contains information about a hierarchy group.

Contents

Arn

The Amazon Resource Name (ARN) of the hierarchy group.

Type: String

Required: No

HierarchyPath

Information about the levels in the hierarchy group.

Type: [HierarchyPath](#) object

Required: No

Id

The identifier of the hierarchy group.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

LevelId

The identifier of the level in the hierarchy group.

Type: String

Required: No

Name

The name of the hierarchy group.

Type: String

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyGroupCondition

Service: Amazon Connect Service

A leaf node condition which can be used to specify a hierarchy group condition.

Contents

HierarchyGroupMatchType

The type of hierarchy group match.

Type: String

Valid Values: EXACT | WITH_CHILD_GROUPS

Required: No

Value

The value in the hierarchy group condition.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyGroups

Service: Amazon Connect Service

Information about the agent hierarchy. Hierarchies can be configured with up to five levels.

Contents

Level1

The group at level one of the agent hierarchy.

Type: [AgentHierarchyGroup](#) object

Required: No

Level2

The group at level two of the agent hierarchy.

Type: [AgentHierarchyGroup](#) object

Required: No

Level3

The group at level three of the agent hierarchy.

Type: [AgentHierarchyGroup](#) object

Required: No

Level4

The group at level four of the agent hierarchy.

Type: [AgentHierarchyGroup](#) object

Required: No

Level5

The group at level five of the agent hierarchy.

Type: [AgentHierarchyGroup](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyGroupSummary

Service: Amazon Connect Service

Contains summary information about a hierarchy group.

Contents

Arn

The Amazon Resource Name (ARN) of the hierarchy group.

Type: String

Required: No

Id

The identifier of the hierarchy group.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the hierarchy group.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyGroupSummaryReference

Service: Amazon Connect Service

Information about the hierarchy group.

Contents

Arn

The Amazon Resource Name (ARN) for the hierarchy group.

Type: String

Required: No

Id

The unique identifier for the hierarchy group.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyLevel

Service: Amazon Connect Service

Contains information about a hierarchy level.

Contents

Arn

The Amazon Resource Name (ARN) of the hierarchy level.

Type: String

Required: No

Id

The identifier of the hierarchy level.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the hierarchy level.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyLevelUpdate

Service: Amazon Connect Service

Contains information about the hierarchy level to update.

Contents

Name

The name of the user hierarchy level. Must not be more than 50 characters.

Type: String

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyPath

Service: Amazon Connect Service

Contains information about the levels of a hierarchy group.

Contents

LevelFive

Information about level five.

Type: [HierarchyGroupSummary](#) object

Required: No

LevelFour

Information about level four.

Type: [HierarchyGroupSummary](#) object

Required: No

LevelOne

Information about level one.

Type: [HierarchyGroupSummary](#) object

Required: No

LevelThree

Information about level three.

Type: [HierarchyGroupSummary](#) object

Required: No

LevelTwo

Information about level two.

Type: [HierarchyGroupSummary](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyPathReference

Service: Amazon Connect Service

Information about the levels in the hierarchy group.

Contents

LevelFive

Information about level five.

Type: [HierarchyGroupSummaryReference](#) object

Required: No

LevelFour

Information about level four.

Type: [HierarchyGroupSummaryReference](#) object

Required: No

LevelOne

Information about level one.

Type: [HierarchyGroupSummaryReference](#) object

Required: No

LevelThree

Information about level three.

Type: [HierarchyGroupSummaryReference](#) object

Required: No

LevelTwo

Information about level two.

Type: [HierarchyGroupSummaryReference](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyStructure

Service: Amazon Connect Service

Contains information about a hierarchy structure.

Contents

LevelFive

Information about level five.

Type: [HierarchyLevel](#) object

Required: No

LevelFour

Information about level four.

Type: [HierarchyLevel](#) object

Required: No

LevelOne

Information about level one.

Type: [HierarchyLevel](#) object

Required: No

LevelThree

Information about level three.

Type: [HierarchyLevel](#) object

Required: No

LevelTwo

Information about level two.

Type: [HierarchyLevel](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HierarchyStructureUpdate

Service: Amazon Connect Service

Contains information about the level hierarchy to update.

Contents

LevelFive

The update for level five.

Type: [HierarchyLevelUpdate](#) object

Required: No

LevelFour

The update for level four.

Type: [HierarchyLevelUpdate](#) object

Required: No

LevelOne

The update for level one.

Type: [HierarchyLevelUpdate](#) object

Required: No

LevelThree

The update for level three.

Type: [HierarchyLevelUpdate](#) object

Required: No

LevelTwo

The update for level two.

Type: [HierarchyLevelUpdate](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HistoricalMetric

Service: Amazon Connect Service

Contains information about a historical metric. For a description of each metric, see [Historical Metrics Definitions](#) in the *Amazon Connect Administrator Guide*.

Contents

Name

The name of the metric.

Type: String

Valid Values: CONTACTS_QUEUED | CONTACTS_HANDLED | CONTACTS_ABANDONED | CONTACTS_CONSULTED | CONTACTS_AGENT_HUNG_UP_FIRST | CONTACTS_HANDLED_INCOMING | CONTACTS_HANDLED_OUTBOUND | CONTACTS_HOLD_ABANDONS | CONTACTS_TRANSFERRED_IN | CONTACTS_TRANSFERRED_OUT | CONTACTS_TRANSFERRED_IN_FROM_QUEUE | CONTACTS_TRANSFERRED_OUT_FROM_QUEUE | CONTACTS_MISSED | CALLBACK_CONTACTS_HANDLED | API_CONTACTS_HANDLED | OCCUPANCY | HANDLE_TIME | AFTER_CONTACT_WORK_TIME | QUEUED_TIME | ABANDON_TIME | QUEUE_ANSWER_TIME | HOLD_TIME | INTERACTION_TIME | INTERACTION_AND_HOLD_TIME | SERVICE_LEVEL

Required: No

Statistic

The statistic for the metric.

Type: String

Valid Values: SUM | MAX | AVG

Required: No

Threshold

The threshold for the metric, used with service level metrics.

Type: [Threshold](#) object

Required: No

Unit

The unit for the metric.

Type: String

Valid Values: SECONDS | COUNT | PERCENT

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HistoricalMetricData

Service: Amazon Connect Service

Contains the data for a historical metric.

Contents

Metric

Information about the metric.

Type: [HistoricalMetric](#) object

Required: No

Value

The value of the metric.

Type: Double

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HistoricalMetricResult

Service: Amazon Connect Service

Contains information about the historical metrics retrieved.

Contents

Collections

The set of metrics.

Type: Array of [HistoricalMetricData](#) objects

Required: No

Dimensions

The dimension for the metrics.

Type: [Dimensions](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HoursOfOperation

Service: Amazon Connect Service

Information about of the hours of operation.

Contents

Config

Configuration information for the hours of operation.

Type: Array of [HoursOfOperationConfig](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: No

Description

The description for the hours of operation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

HoursOfOperationArn

The Amazon Resource Name (ARN) for the hours of operation.

Type: String

Required: No

HoursOfOperationId

The identifier for the hours of operation.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name for the hours of operation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Required: No

TimeZone

The time zone for the hours of operation.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HoursOfOperationConfig

Service: Amazon Connect Service

Contains information about the hours of operation.

Contents

Day

The day that the hours of operation applies to.

Type: String

Valid Values: SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY

Required: Yes

EndTime

The end time that your contact center closes.

Type: [HoursOfOperationTimeSlice](#) object

Required: Yes

StartTime

The start time that your contact center opens.

Type: [HoursOfOperationTimeSlice](#) object

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HoursOfOperationSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return hours of operations.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [HoursOfOperationSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [HoursOfOperationSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name`, `description`, `timezone`, and `resourceID`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HoursOfOperationSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HoursOfOperationSummary

Service: Amazon Connect Service

Contains summary information about hours of operation for a contact center.

Contents

Arn

The Amazon Resource Name (ARN) of the hours of operation.

Type: String

Required: No

Id

The identifier of the hours of operation.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the hours of operation.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

HoursOfOperationTimeSlice

Service: Amazon Connect Service

The start time or end time for an hours of operation.

Contents

Hours

The hours.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 23.

Required: Yes

Minutes

The minutes.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 59.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Instance

Service: Amazon Connect Service

The Amazon Connect instance.

Contents

Arn

The Amazon Resource Name (ARN) of the instance.

Type: String

Required: No

CreatedTime

When the instance was created.

Type: Timestamp

Required: No

Id

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

IdentityManagementType

The identity management type.

Type: String

Valid Values: SAML | CONNECT_MANAGED | EXISTING_DIRECTORY

Required: No

InboundCallsEnabled

Whether inbound calls are enabled.

Type: Boolean

Required: No

InstanceAccessUrl

This URL allows contact center users to access the Amazon Connect admin website.

Type: String

Required: No

InstanceAlias

The alias of instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 45.

Pattern: `^(?!d-)([\da-zA-Z]+)([-]*[\da-zA-Z])*$`

Required: No

InstanceStatus

The state of the instance.

Type: String

Valid Values: `CREATION_IN_PROGRESS` | `ACTIVE` | `CREATION_FAILED`

Required: No

OutboundCallsEnabled

Whether outbound calls are enabled.

Type: Boolean

Required: No

ServiceRole

The service role of the instance.

Type: String

Required: No

StatusReason

Relevant details why the instance was not successfully created.

Type: [InstanceStatusReason](#) object

Required: No

Tags

The tags of an instance.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceStatusReason

Service: Amazon Connect Service

Relevant details why the instance was not successfully created.

Contents

Message

The message.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceStorageConfig

Service: Amazon Connect Service

The storage configuration for the instance.

Contents

StorageType

A valid storage type.

Type: String

Valid Values: S3 | KINESIS_VIDEO_STREAM | KINESIS_STREAM | KINESIS_FIREHOSE

Required: Yes

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

KinesisFirehoseConfig

The configuration of the Kinesis Firehose delivery stream.

Type: [KinesisFirehoseConfig](#) object

Required: No

KinesisStreamConfig

The configuration of the Kinesis data stream.

Type: [KinesisStreamConfig](#) object

Required: No

KinesisVideoStreamConfig

The configuration of the Kinesis video stream.

Type: [KinesisVideoStreamConfig](#) object

Required: No

S3Config

The S3 bucket configuration.

Type: [S3Config](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceSummary

Service: Amazon Connect Service

Information about the instance.

Contents

Arn

The Amazon Resource Name (ARN) of the instance.

Type: String

Required: No

CreatedTime

When the instance was created.

Type: Timestamp

Required: No

Id

The identifier of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

IdentityManagementType

The identity management type of the instance.

Type: String

Valid Values: SAML | CONNECT_MANAGED | EXISTING_DIRECTORY

Required: No

InboundCallsEnabled

Whether inbound calls are enabled.

Type: Boolean

Required: No

InstanceAccessUrl

This URL allows contact center users to access the Amazon Connect admin website.

Type: String

Required: No

InstanceAlias

The alias of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 45.

Pattern: `^(?!d-)([\da-zA-Z]+)([-]*[\da-zA-Z])*$`

Required: No

InstanceStatus

The state of the instance.

Type: String

Valid Values: `CREATION_IN_PROGRESS` | `ACTIVE` | `CREATION_FAILED`

Required: No

OutboundCallsEnabled

Whether outbound calls are enabled.

Type: Boolean

Required: No

ServiceRole

The service role of the instance.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

IntegrationAssociationSummary

Service: Amazon Connect Service

Contains summary information about the associated AppIntegrations.

Contents

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

IntegrationArn

The Amazon Resource Name (ARN) for the AppIntegration.

Type: String

Required: No

IntegrationAssociationArn

The Amazon Resource Name (ARN) for the AppIntegration association.

Type: String

Required: No

IntegrationAssociationId

The identifier for the AppIntegration association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: No

IntegrationType

The integration type.

Type: String

Valid Values: EVENT | VOICE_ID | PINPOINT_APP | WISDOM_ASSISTANT | WISDOM_KNOWLEDGE_BASE | WISDOM_QUICK_RESPONSES | CASES_DOMAIN | APPLICATION | FILE_SCANNER

Required: No

SourceApplicationName

The user-provided, friendly name for the external application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^[a-zA-Z0-9_ -]+$`

Required: No

SourceApplicationUrl

The URL for the external application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

SourceType

The name of the source.

Type: String

Valid Values: SALESFORCE | ZENDESK | CASES

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

IntervalDetails

Service: Amazon Connect Service

Information about the interval period to use for returning results.

Contents

IntervalPeriod

IntervalPeriod: An aggregated grouping applied to request metrics. Valid **IntervalPeriod** values are: FIFTEEN_MIN | THIRTY_MIN | HOUR | DAY | WEEK | TOTAL.

For example, if **IntervalPeriod** is selected THIRTY_MIN, **StartTime** and **EndTime** differs by 1 day, then Amazon Connect returns 48 results in the response. Each result is aggregated by the THIRTY_MIN period. By default Amazon Connect aggregates results based on the TOTAL interval period.

The following list describes restrictions on **StartTime** and **EndTime** based on what **IntervalPeriod** is requested.

- FIFTEEN_MIN: The difference between **StartTime** and **EndTime** must be less than 3 days.
- THIRTY_MIN: The difference between **StartTime** and **EndTime** must be less than 3 days.
- HOUR: The difference between **StartTime** and **EndTime** must be less than 3 days.
- DAY: The difference between **StartTime** and **EndTime** must be less than 35 days.
- WEEK: The difference between **StartTime** and **EndTime** must be less than 35 days.
- TOTAL: The difference between **StartTime** and **EndTime** must be less than 35 days.

Type: String

Valid Values: FIFTEEN_MIN | THIRTY_MIN | HOUR | DAY | WEEK | TOTAL

Required: No

TimeZone

The timezone applied to requested metrics.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InvalidRequestExceptionReason

Service: Amazon Connect Service

Reason why the request was invalid.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

AttachedFileInvalidRequestExceptionReason

Reason why the StartAttachedFileUpload request was invalid.

Type: String

Valid Values: INVALID_FILE_SIZE | INVALID_FILE_TYPE | INVALID_FILE_NAME

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InvisibleFieldInfo

Service: Amazon Connect Service

A field that is invisible to an agent.

Contents

Id

Identifier of the invisible field.

Type: [TaskTemplateFieldIdentifier](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

KinesisFirehoseConfig

Service: Amazon Connect Service

Configuration information of a Kinesis Data Firehose delivery stream.

Contents

FirehoseArn

The Amazon Resource Name (ARN) of the delivery stream.

Type: String

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

KinesisStreamConfig

Service: Amazon Connect Service

Configuration information of a Kinesis data stream.

Contents

StreamArn

The Amazon Resource Name (ARN) of the data stream.

Type: String

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

KinesisVideoStreamConfig

Service: Amazon Connect Service

Configuration information of a Kinesis video stream.

Contents

EncryptionConfig

The encryption configuration.

Type: [EncryptionConfig](#) object

Required: Yes

Prefix

The prefix of the video stream.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

RetentionPeriodHours

The number of hours data is retained in the stream. Kinesis Video Streams retains the data in a data store that is associated with the stream.

The default value is 0, indicating that the stream does not persist data.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 87600.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

LexBot

Service: Amazon Connect Service

Configuration information of an Amazon Lex bot.

Contents

LexRegion

The AWS Region where the Amazon Lex bot was created.

Type: String

Length Constraints: Maximum length of 60.

Required: Yes

Name

The name of the Amazon Lex bot.

Type: String

Length Constraints: Maximum length of 50.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

LexBotConfig

Service: Amazon Connect Service

Configuration information of an Amazon Lex or Amazon Lex V2 bot.

Contents

LexBot

Configuration information of an Amazon Lex bot.

Type: [LexBot](#) object

Required: No

LexV2Bot

Configuration information of an Amazon Lex V2 bot.

Type: [LexV2Bot](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

LexV2Bot

Service: Amazon Connect Service

Configuration information of an Amazon Lex V2 bot.

Contents

AliasArn

The Amazon Resource Name (ARN) of the Amazon Lex V2 bot.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListPhoneNumbersSummary

Service: Amazon Connect Service

Information about phone numbers that have been claimed to your Amazon Connect instance or traffic distribution group.

Contents

InstanceId

The identifier of the Amazon Connect instance that phone numbers are claimed to. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

PhoneNumber

The phone number. Phone numbers are formatted [+]
[country code] [subscriber number including area code].

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: No

PhoneNumberArn

The Amazon Resource Name (ARN) of the phone number.

Type: String

Required: No

PhoneNumberCountryCode

The ISO country code.

Type: String

Valid Values: AF | AL | DZ | AS | AD | AO | AI | AQ | AG | AR | AM | AW | AU
| AT | AZ | BS | BH | BD | BB | BY | BE | BZ | BJ | BM | BT | BO | BA |
BW | BR | IO | VG | BN | BG | BF | BI | KH | CM | CA | CV | KY | CF | TD
| CL | CN | CX | CC | CO | KM | CK | CR | HR | CU | CW | CY | CZ | CD |
DK | DJ | DM | DO | TL | EC | EG | SV | GQ | ER | EE | ET | FK | FO | FJ
| FI | FR | PF | GA | GM | GE | DE | GH | GI | GR | GL | GD | GU | GT |
GG | GN | GW | GY | HT | HN | HK | HU | IS | IN | ID | IR | IQ | IE | IM
| IL | IT | CI | JM | JP | JE | JO | KZ | KE | KI | KW | KG | LA | LV |
LB | LS | LR | LY | LI | LT | LU | MO | MK | MG | MW | MY | MV | ML | MT
| MH | MR | MU | YT | MX | FM | MD | MC | MN | ME | MS | MA | MZ | MM |
NA | NR | NP | NL | AN | NC | NZ | NI | NE | NG | NU | KP | MP | NO | OM
| PK | PW | PA | PG | PY | PE | PH | PN | PL | PT | PR | QA | CG | RE |
RO | RU | RW | BL | SH | KN | LC | MF | PM | VC | WS | SM | ST | SA | SN
| RS | SC | SL | SG | SX | SK | SI | SB | SO | ZA | KR | ES | LK | SD |
SR | SJ | SZ | SE | CH | SY | TW | TJ | TZ | TH | TG | TK | TO | TT | TN
| TR | TM | TC | TV | VI | UG | UA | AE | GB | US | UY | UZ | VU | VA |
VE | VN | WF | EH | YE | ZM | ZW

Required: No

PhoneNumberDescription

The description of the phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Pattern: `^[\\W\\S_]*`

Required: No

PhoneNumberId

A unique identifier for the phone number.

Type: String

Required: No

PhoneNumberType

The type of phone number.

Type: String

Valid Values: TOLL_FREE | DID | UIFN | SHARED | THIRD_PARTY_TF | THIRD_PARTY_DID | SHORT_CODE

Required: No

SourcePhoneNumberArn

The claimed phone number ARN that was previously imported from the external service, such as Amazon Pinpoint. If it is from Amazon Pinpoint, it looks like the ARN of the phone number that was imported from Amazon Pinpoint.

Type: String

Required: No

TargetArn

The Amazon Resource Name (ARN) for Amazon Connect instances or traffic distribution groups that phone number inbound traffic is routed through.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MatchCriteria

Service: Amazon Connect Service

An object to define AgentsCriteria.

Contents

AgentsCriteria

An object to define AgentIds.

Type: [AgentsCriteria](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MediaConcurrency

Service: Amazon Connect Service

Contains information about which channels are supported, and how many contacts an agent can have on a channel simultaneously.

Contents

Channel

The channels that agents can handle in the Contact Control Panel (CCP).

Type: String

Valid Values: VOICE | CHAT | TASK

Required: Yes

Concurrency

The number of contacts an agent can have on a channel simultaneously.

Valid Range for VOICE: Minimum value of 1. Maximum value of 1.

Valid Range for CHAT: Minimum value of 1. Maximum value of 10.

Valid Range for TASK: Minimum value of 1. Maximum value of 10.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 10.

Required: Yes

CrossChannelBehavior

Defines the cross-channel routing behavior for each channel that is enabled for this Routing Profile. For example, this allows you to offer an agent a different contact from another channel when they are currently working with a contact from a Voice channel.

Type: [CrossChannelBehavior](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MediaPlacement

Service: Amazon Connect Service

A set of endpoints used by clients to connect to the media service group for an Amazon Chime SDK meeting.

Contents

AudioFallbackUrl

The audio fallback URL.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

AudioHostUrl

The audio host URL.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

EventIngestionUrl

The event ingestion URL to which you send client meeting events.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

SignalingUrl

The signaling URL.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

TurnControlUrl

The turn control URL.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Meeting

Service: Amazon Connect Service

A meeting created using the Amazon Chime SDK.

Contents

MediaPlacement

The media placement for the meeting.

Type: [MediaPlacement](#) object

Required: No

MediaRegion

The AWS Region in which you create the meeting.

Type: String

Required: No

MeetingFeatures

The configuration settings of the features available to a meeting.

Type: [MeetingFeaturesConfiguration](#) object

Required: No

MeetingId

The Amazon Chime SDK meeting ID.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MeetingFeaturesConfiguration

Service: Amazon Connect Service

The configuration settings of the features available to a meeting.

Contents

Audio

The configuration settings for the audio features available to a meeting.

Type: [AudioFeatures](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MetricDataV2

Service: Amazon Connect Service

Contains the name, thresholds, and metric filters.

Contents

Metric

The metric name, thresholds, and metric filters of the returned metric.

Type: [MetricV2](#) object

Required: No

Value

The corresponding value of the metric returned in the response.

Type: Double

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MetricFilterV2

Service: Amazon Connect Service

Contains information about the filter used when retrieving metrics. `MetricFiltersV2` can be used on the following metrics: `AVG_AGENT_CONNECTING_TIME`, `CONTACTS_CREATED`, `CONTACTS_HANDLED`, `SUM_CONTACTS_DISCONNECTED`.

Contents

MetricFilterKey

The key to use for filtering data.

Valid metric filter keys: `INITIATION_METHOD`, `DISCONNECT_REASON`. These are the same values as the `InitiationMethod` and `DisconnectReason` in the contact record. For more information, see [ContactTraceRecord](#) in the *Amazon Connect Administrator Guide*.

Type: String

Required: No

MetricFilterValues

The values to use for filtering data.

Valid metric filter values for `INITIATION_METHOD`: `INBOUND` | `OUTBOUND` | `TRANSFER` | `QUEUE_TRANSFER` | `CALLBACK` | `API`

Valid metric filter values for `DISCONNECT_REASON`: `CUSTOMER_DISCONNECT` | `AGENT_DISCONNECT` | `THIRD_PARTY_DISCONNECT` | `TELECOM_PROBLEM` | `BARGED` | `CONTACT_FLOW_DISCONNECT` | `OTHER` | `EXPIRED` | `API`

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: No

Negate

The flag to use to filter on requested metric filter values or to not filter on requested metric filter values. By default the `negate` is `false`, which indicates to filter on the requested metric filter.

Type: Boolean

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MetricInterval

Service: Amazon Connect Service

The interval period with the start and end time for the metrics.

Contents

EndTime

The timestamp, in UNIX Epoch time format. End time is based on the interval period selected. For example, if `IntervalPeriod` is selected `THIRTY_MIN`, `StartTime` and `EndTime` in the API request differs by 1 day, then 48 results are returned in the response. Each result is aggregated by the 30 minutes period, with each `StartTime` and `EndTime` differing by 30 minutes.

Type: Timestamp

Required: No

Interval

The interval period provided in the API request.

Type: String

Valid Values: `FIFTEEN_MIN` | `THIRTY_MIN` | `HOURLY` | `DAY` | `WEEK` | `TOTAL`

Required: No

StartTime

The timestamp, in UNIX Epoch time format. Start time is based on the interval period selected.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MetricResultV2

Service: Amazon Connect Service

Contains information about the metric results.

Contents

Collections

The set of metrics.

Type: Array of [MetricDataV2](#) objects

Required: No

Dimensions

The dimension for the metrics.

Type: String to string map

Required: No

MetricInterval

The interval period with the start and end time for the metrics.

Type: [MetricInterval](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MetricV2

Service: Amazon Connect Service

Contains information about the metric.

Contents

MetricFilters

Contains the filters to be used when returning data.

Type: Array of [MetricFilterV2](#) objects

Array Members: Maximum number of 2 items.

Required: No

Name

The name of the metric.

Important

This parameter is required. The following Required = No is incorrect.

Type: String

Required: No

Threshold

Contains information about the threshold for service level metrics.

Type: Array of [ThresholdV2](#) objects

Array Members: Maximum number of 1 item.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

NewSessionDetails

Service: Amazon Connect Service

Payload of chat properties to apply when starting a new contact.

Contents

Attributes

A custom key-value pair using an attribute map. The attributes are standard Amazon Connect attributes. They can be accessed in flows just like any other contact attributes.

There can be up to 32,768 UTF-8 bytes across all key-value pairs per contact. Attribute keys can include only alphanumeric, dash, and underscore characters.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: No

ParticipantDetails

The customer's details.

Type: [ParticipantDetails](#) object

Required: No

StreamingConfiguration

The streaming configuration, such as the Amazon SNS streaming endpoint.

Type: [ChatStreamingConfiguration](#) object

Required: No

SupportedMessagingContentTypes

The supported chat message content types. Supported types are `text/plain`, `text/markdown`, `application/json`, `application/vnd.amazonaws.connect.message.interactive`, and `application/vnd.amazonaws.connect.message.interactive.response`.

Content types must always contain `text/plain`. You can then put any other supported type in the list. For example, all the following lists are valid because they contain `text/plain`: `[text/plain, text/markdown, application/json]`, `[text/markdown, text/plain]`, `[text/plain, application/json, application/vnd.amazonaws.connect.message.interactive.response]`.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

NotificationRecipientType

Service: Amazon Connect Service

The type of notification recipient.

Contents

UserIds

A list of user IDs.

Type: Array of strings

Required: No

UserTags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }. Amazon Connect users with the specified tags will be notified.

Type: String to string map

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

NumberReference

Service: Amazon Connect Service

Information about a reference when the referenceType is NUMBER. Otherwise, null.

Contents

Name

Identifier of the number reference.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

Value

A valid number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

NumericQuestionPropertyValueAutomation

Service: Amazon Connect Service

Information about the property value used in automation of a numeric questions. Label values are associated with minimum and maximum values for the numeric question.

- Sentiment scores have a minimum value of -5 and maximum value of 5.
- Duration labels, such as NON_TALK_TIME, CONTACT_DURATION, AGENT_INTERACTION_DURATION, CUSTOMER_HOLD_TIME have a minimum value of 0 and maximum value of 28800.
- Percentages have a minimum value of 0 and maximum value of 100.
- NUMBER_OF_INTERRUPTIONS has a minimum value of 0 and maximum value of 1000.

Contents

Label

The property label of the automation.

Type: String

Valid Values: OVERALL_CUSTOMER_SENTIMENT_SCORE | OVERALL_AGENT_SENTIMENT_SCORE | NON_TALK_TIME | NON_TALK_TIME_PERCENTAGE | NUMBER_OF_INTERRUPTIONS | CONTACT_DURATION | AGENT_INTERACTION_DURATION | CUSTOMER_HOLD_TIME

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

OutboundCallerConfig

Service: Amazon Connect Service

The outbound caller ID name, number, and outbound whisper flow.

Contents

OutboundCallerIdName

The caller ID name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

OutboundCallerIdNumberId

The caller ID number.

Type: String

Required: No

OutboundFlowId

The outbound whisper flow to be used during an outbound call.

Type: String

Length Constraints: Maximum length of 500.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ParticipantCapabilities

Service: Amazon Connect Service

The configuration for the allowed capabilities for participants present over the call.

Contents

Video

The configuration having the video sharing capabilities for participants over the call.

Type: String

Valid Values: SEND

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ParticipantDetails

Service: Amazon Connect Service

The customer's details.

Contents

DisplayName

Display name of the participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ParticipantDetailsToAdd

Service: Amazon Connect Service

The details to add for the participant.

Contents

DisplayName

The display name of the participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

ParticipantRole

The role of the participant being added.

Type: String

Valid Values: AGENT | CUSTOMER | SYSTEM | CUSTOM_BOT | SUPERVISOR

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ParticipantTimerConfiguration

Service: Amazon Connect Service

Configuration information for the timer. After the timer configuration is set, it persists for the duration of the chat. It persists across new contacts in the chain, for example, transfer contacts.

For more information about how chat timeouts work, see [Set up chat timeouts for human participants](#).

Contents

ParticipantRole

The role of the participant in the chat conversation.

Type: String

Valid Values: CUSTOMER | AGENT

Required: Yes

TimerType

The type of timer. IDLE indicates the timer applies for considering a human chat participant as idle. DISCONNECT_NONCUSTOMER indicates the timer applies to automatically disconnecting a chat participant due to idleness.

Type: String

Valid Values: IDLE | DISCONNECT_NONCUSTOMER

Required: Yes

TimerValue

The value of the timer. Either the timer action (Unset to delete the timer), or the duration of the timer in minutes. Only one value can be set.

Type: [ParticipantTimerValue](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ParticipantTimerValue

Service: Amazon Connect Service

The value of the timer. Either the timer action (Unset to delete the timer), or the duration of the timer in minutes. Only one value can be set.

For more information about how chat timeouts work, see [Set up chat timeouts for human participants](#).

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

ParticipantTimerAction

The timer action. Currently only one value is allowed: Unset. It deletes a timer.

Type: String

Valid Values: Unset

Required: No

ParticipantTimerDurationInMinutes

The duration of a timer, in minutes.

Type: Integer

Valid Range: Minimum value of 2. Maximum value of 480.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ParticipantTokenCredentials

Service: Amazon Connect Service

The credentials used by the participant.

Contents

Expiry

The expiration of the token. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

ParticipantToken

The token used by the chat participant to call [CreateParticipantConnection](#). The participant token is valid for the lifetime of a chat participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PersistentChat

Service: Amazon Connect Service

Enable persistent chats. For more information about enabling persistent chat, and for example use cases and how to configure for them, see [Enable persistent chat](#).

Contents

RehydrationType

The `contactId` that is used for rehydration depends on the rehydration type. `RehydrationType` is required for persistent chat.

- `ENTIRE_PAST_SESSION`: Rehydrates a chat from the most recently terminated past chat contact of the specified past ended chat session. To use this type, provide the `initialContactId` of the past ended chat session in the `sourceContactId` field. In this type, Amazon Connect determines the most recent chat contact on the specified chat session that has ended, and uses it to start a persistent chat.
- `FROM_SEGMENT`: Rehydrates a chat from the past chat contact that is specified in the `sourceContactId` field.

The actual `contactId` used for rehydration is provided in the response of this API.

Type: String

Valid Values: `ENTIRE_PAST_SESSION` | `FROM_SEGMENT`

Required: No

SourceContactId

The `contactId` from which a persistent chat session must be started.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PhoneNumberQuickConnectConfig

Service: Amazon Connect Service

Contains information about a phone number for a quick connect.

Contents

PhoneNumber

The phone number in E.164 format.

Type: String

Pattern: `^\+[1-9]\d{1,14}$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PhoneNumberStatus

Service: Amazon Connect Service

The status of the phone number.

- CLAIMED means the previous [ClaimPhoneNumber](#) or [UpdatePhoneNumber](#) operation succeeded.
- IN_PROGRESS means a [ClaimPhoneNumber](#), [UpdatePhoneNumber](#), or [UpdatePhoneNumberMetadata](#) operation is still in progress and has not yet completed. You can call [DescribePhoneNumber](#) at a later time to verify if the previous operation has completed.
- FAILED indicates that the previous [ClaimPhoneNumber](#) or [UpdatePhoneNumber](#) operation has failed. It will include a message indicating the failure reason. A common reason for a failure may be that the TargetArn value you are claiming or updating a phone number to has reached its limit of total claimed numbers. If you received a FAILED status from a ClaimPhoneNumber API call, you have one day to retry claiming the phone number before the number is released back to the inventory for other customers to claim.

Contents

Message

The status message.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Pattern: `^[\\W\\S_]*`

Required: No

Status

The status.

Type: String

Valid Values: CLAIMED | IN_PROGRESS | FAILED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PhoneNumberSummary

Service: Amazon Connect Service

Contains summary information about a phone number for a contact center.

Contents

Arn

The Amazon Resource Name (ARN) of the phone number.

Type: String

Required: No

Id

The identifier of the phone number.

Type: String

Required: No

PhoneNumber

The phone number.

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: No

PhoneNumberCountryCode

The ISO country code.

Type: String

Valid Values: AF | AL | DZ | AS | AD | AO | AI | AQ | AG | AR | AM | AW | AU
| AT | AZ | BS | BH | BD | BB | BY | BE | BZ | BJ | BM | BT | BO | BA |
BW | BR | IO | VG | BN | BG | BF | BI | KH | CM | CA | CV | KY | CF | TD
| CL | CN | CX | CC | CO | KM | CK | CR | HR | CU | CW | CY | CZ | CD |
DK | DJ | DM | DO | TL | EC | EG | SV | GQ | ER | EE | ET | FK | FO | FJ

| FI | FR | PF | GA | GM | GE | DE | GH | GI | GR | GL | GD | GU | GT |
GG | GN | GW | GY | HT | HN | HK | HU | IS | IN | ID | IR | IQ | IE | IM
| IL | IT | CI | JM | JP | JE | JO | KZ | KE | KI | KW | KG | LA | LV |
LB | LS | LR | LY | LI | LT | LU | MO | MK | MG | MW | MY | MV | ML | MT
| MH | MR | MU | YT | MX | FM | MD | MC | MN | ME | MS | MA | MZ | MM |
NA | NR | NP | NL | AN | NC | NZ | NI | NE | NG | NU | KP | MP | NO | OM
| PK | PW | PA | PG | PY | PE | PH | PN | PL | PT | PR | QA | CG | RE |
RO | RU | RW | BL | SH | KN | LC | MF | PM | VC | WS | SM | ST | SA | SN
| RS | SC | SL | SG | SX | SK | SI | SB | SO | ZA | KR | ES | LK | SD |
SR | SJ | SZ | SE | CH | SY | TW | TJ | TZ | TH | TG | TK | TO | TT | TN
| TR | TM | TC | TV | VI | UG | UA | AE | GB | US | UY | UZ | VU | VA |
VE | VN | WF | EH | YE | ZM | ZW

Required: No

PhoneNumberType

The type of phone number.

Type: String

Valid Values: TOLL_FREE | DID | UIFN | SHARED | THIRD_PARTY_TF |
THIRD_PARTY_DID | SHORT_CODE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PredefinedAttribute

Service: Amazon Connect Service

Information about a predefined attribute.

Contents

LastModifiedRegion

Last modified region.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}(-[0-9])?`

Required: No

LastModifiedTime

Last modified time.

Type: Timestamp

Required: No

Name

The name of the predefined attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: No

Values

The values of the predefined attribute.

Type: [PredefinedAttributeValues](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PredefinedAttributeSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return predefined attributes.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [PredefinedAttributeSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [PredefinedAttributeSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name` and `description`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PredefinedAttributeSummary

Service: Amazon Connect Service

Summary of a predefined attribute.

Contents

LastModifiedRegion

Last modified region.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

Last modified time.

Type: Timestamp

Required: No

Name

The name of the predefined attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PredefinedAttributeValues

Service: Amazon Connect Service

Information about values of a predefined attribute.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

StringList

Predefined attribute values of type string list.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 128 items.

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ProblemDetail

Service: Amazon Connect Service

Information about a problem detail.

Contents

message

The problem detail's message.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Prompt

Service: Amazon Connect Service

Information about a prompt.

Contents

Description

The description of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

PromptARN

The Amazon Resource Name (ARN) of the prompt.

Type: String

Required: No

PromptId

A unique identifier for the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PromptSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return prompts.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [PromptSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [PromptSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name`, `description`, and `resourceID`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PromptSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PromptSummary

Service: Amazon Connect Service

Contains information about the prompt.

Contents

Arn

The Amazon Resource Name (ARN) of the prompt.

Type: String

Required: No

Id

The identifier of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PropertyValidationExceptionProperty

Service: Amazon Connect Service

Contains information about why a property is not valid.

Contents

Message

A message describing why the property is not valid.

Type: String

Required: Yes

PropertyPath

The full property path.

Type: String

Required: Yes

Reason

Why the property is not valid.

Type: String

Valid Values: INVALID_FORMAT | UNIQUE_CONSTRAINT_VIOLATED | REFERENCED_RESOURCE_NOT_FOUND | RESOURCE_NAME_ALREADY_EXISTS | REQUIRED_PROPERTY_MISSING | NOT_SUPPORTED

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

QualityMetrics

Service: Amazon Connect Service

Information about the quality of the participant's media connection.

Contents

Agent

Information about the quality of Agent media connection.

Type: [AgentQualityMetrics](#) object

Required: No

Customer

Information about the quality of Customer media connection.

Type: [CustomerQualityMetrics](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Queue

Service: Amazon Connect Service

Contains information about a queue.

Contents

Description

The description of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

HoursOfOperationId

The identifier for the hours of operation.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

MaxContacts

The maximum number of contacts that can be in the queue before it is considered full.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

Name

The name of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

OutboundCallerConfig

The outbound caller ID name, number, and outbound whisper flow.

Type: [OutboundCallerConfig](#) object

Required: No

QueueArn

The Amazon Resource Name (ARN) for the queue.

Type: String

Required: No

QueueId

The identifier for the queue.

Type: String

Required: No

Status

The status of the queue.

Type: String

Valid Values: ENABLED | DISABLED

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueueInfo

Service: Amazon Connect Service

If this contact was queued, this contains information about the queue.

Contents

EnqueueTimestamp

The timestamp when the contact was added to the queue.

Type: Timestamp

Required: No

Id

The unique identifier for the queue.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueueQuickConnectConfig

Service: Amazon Connect Service

Contains information about a queue for a quick connect. The flow must be of type Transfer to Queue.

Contents

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

QueueId

The identifier for the queue.

Type: String

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueueReference

Service: Amazon Connect Service

Contains information about a queue resource for which metrics are returned.

Contents

Arn

The Amazon Resource Name (ARN) of the queue.

Type: String

Required: No

Id

The identifier of the queue.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueueSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return queues.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [QueueSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [QueueSearchCriteria](#) objects

Required: No

QueueTypeCondition

The type of queue.

Type: String

Valid Values: STANDARD

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name`, `description`, and `resourceID`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueueSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueueSummary

Service: Amazon Connect Service

Contains summary information about a queue.

Contents

Arn

The Amazon Resource Name (ARN) of the queue.

Type: String

Required: No

Id

The identifier of the queue.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

QueueType

The type of queue.

Type: String

Valid Values: STANDARD | AGENT

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickConnect

Service: Amazon Connect Service

Contains information about a quick connect.

Contents

Description

The description.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the quick connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

QuickConnectARN

The Amazon Resource Name (ARN) of the quick connect.

Type: String

Required: No

QuickConnectConfig

Contains information about the quick connect.

Type: [QuickConnectConfig](#) object

Required: No

QuickConnectId

The identifier for the quick connect.

Type: String

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:/$]+`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickConnectConfig

Service: Amazon Connect Service

Contains configuration settings for a quick connect.

Contents

QuickConnectType

The type of quick connect. In the Amazon Connect admin website, when you create a quick connect, you are prompted to assign one of the following types: Agent (USER), External (PHONE_NUMBER), or Queue (QUEUE).

Type: String

Valid Values: USER | QUEUE | PHONE_NUMBER

Required: Yes

PhoneConfig

The phone configuration. This is required only if QuickConnectType is PHONE_NUMBER.

Type: [PhoneNumberQuickConnectConfig](#) object

Required: No

QueueConfig

The queue configuration. This is required only if QuickConnectType is QUEUE.

Type: [QueueQuickConnectConfig](#) object

Required: No

UserConfig

The user configuration. This is required only if QuickConnectType is USER.

Type: [UserQuickConnectConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickConnectSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return quick connects.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [QuickConnectSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [QuickConnectSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name`, `description`, and `resourceID`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickConnectSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickConnectSummary

Service: Amazon Connect Service

Contains summary information about a quick connect.

Contents

Arn

The Amazon Resource Name (ARN) of the quick connect.

Type: String

Required: No

Id

The identifier for the quick connect.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the quick connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

QuickConnectType

The type of quick connect. In the Amazon Connect admin website, when you create a quick connect, you are prompted to assign one of the following types: Agent (USER), External (PHONE_NUMBER), or Queue (QUEUE).

Type: String

Valid Values: USER | QUEUE | PHONE_NUMBER

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ReadOnlyFieldInfo

Service: Amazon Connect Service

Indicates a field that is read-only to an agent.

Contents

Id

Identifier of the read-only field.

Type: [TaskTemplateFieldIdentifier](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisAttachment

Service: Amazon Connect Service

Object that describes attached file.

Contents

AttachmentId

A unique identifier for the attachment.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

AttachmentName

A case-sensitive name of the attachment being uploaded. Can be redacted.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

ContentType

Describes the MIME file type of the attachment. For a list of supported file types, see [Feature specifications](#) in the *Amazon Connect Administrator Guide*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Status

Status of the attachment.

Type: String

Valid Values: APPROVED | REJECTED | IN_PROGRESS

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisCategoryDetails

Service: Amazon Connect Service

Provides information about the category rule that was matched.

Contents

PointsOfInterest

List of PointOfInterest - objects describing a single match of a rule.

Type: Array of [RealTimeContactAnalysisPointOfInterest](#) objects

Array Members: Minimum number of 0 items. Maximum number of 5 items.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisCharacterInterval

Service: Amazon Connect Service

Begin and end offsets for a part of text.

Contents

BeginOffsetChar

The beginning of the character interval.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

EndOffsetChar

The end of the character interval.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisIssueDetected

Service: Amazon Connect Service

Potential issues that are detected based on an artificial intelligence analysis of each turn in the conversation.

Contents

TranscriptItems

List of the transcript items (segments) that are associated with a given issue.

Type: Array of [RealTimeContactAnalysisTranscriptItemWithContent](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisPointOfInterest

Service: Amazon Connect Service

The section of the contact transcript segment that category rule was detected.

Contents

TranscriptItems

List of the transcript items (segments) that are associated with a given point of interest.

Type: Array of [RealTimeContactAnalysisTranscriptItemWithCharacterOffsets](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealtimeContactAnalysisSegment

Service: Amazon Connect Service

An analyzed segment for a real-time analysis session.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

Attachments

The analyzed attachments.

Type: [RealTimeContactAnalysisSegmentAttachments](#) object

Required: No

Categories

The matched category rules.

Type: [RealTimeContactAnalysisSegmentCategories](#) object

Required: No

Event

Segment type describing a contact event.

Type: [RealTimeContactAnalysisSegmentEvent](#) object

Required: No

Issues

Segment type containing a list of detected issues.

Type: [RealTimeContactAnalysisSegmentIssues](#) object

Required: No

Transcript

The analyzed transcript segment.

Type: [RealTimeContactAnalysisSegmentTranscript](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisSegmentAttachments

Service: Amazon Connect Service

Segment containing list of attachments.

Contents

Attachments

List of objects describing an individual attachment.

Type: Array of [RealTimeContactAnalysisAttachment](#) objects

Array Members: Maximum number of 10 items.

Required: Yes

Id

The identifier of the segment.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

ParticipantId

The identifier of the participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

ParticipantRole

The role of the participant. For example, is it a customer, agent, or system.

Type: String

Valid Values: AGENT | CUSTOMER | SYSTEM | CUSTOM_BOT | SUPERVISOR

Required: Yes

Time

Field describing the time of the event. It can have different representations of time.

Type: [RealTimeContactAnalysisTimeData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

DisplayName

The display name of the participant. Can be redacted.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisSegmentCategories

Service: Amazon Connect Service

The matched category rules.

Contents

MatchedDetails

Map between the name of the matched rule and `RealTimeContactAnalysisCategoryDetails`.

Type: String to [RealTimeContactAnalysisCategoryDetails](#) object map

Map Entries: Minimum number of 0 items. Maximum number of 150 items.

Key Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisSegmentEvent

Service: Amazon Connect Service

Segment type describing a contact event.

Contents

EventType

Type of the event. For example, `application/vnd.amazonaws.connect.event.participant.left`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

Id

The identifier of the contact event.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

Time

Field describing the time of the event. It can have different representations of time.

Type: [RealTimeContactAnalysisTimeData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

DisplayName

The display name of the participant. Can be redacted.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

ParticipantId

The identifier of the participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

ParticipantRole

The role of the participant. For example, is it a customer, agent, or system.

Type: String

Valid Values: AGENT | CUSTOMER | SYSTEM | CUSTOM_BOT | SUPERVISOR

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisSegmentIssues

Service: Amazon Connect Service

Segment type containing a list of detected issues.

Contents

IssuesDetected

List of the issues detected.

Type: Array of [RealTimeContactAnalysisIssueDetected](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisSegmentTranscript

Service: Amazon Connect Service

The analyzed transcript segment.

Contents

Content

The content of the transcript. Can be redacted.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 16384.

Required: Yes

Id

The identifier of the transcript.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

ParticipantId

The identifier of the participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

ParticipantRole

The role of the participant. For example, is it a customer, agent, or system.

Type: String

Valid Values: AGENT | CUSTOMER | SYSTEM | CUSTOM_BOT | SUPERVISOR

Required: Yes

Time

Field describing the time of the event. It can have different representations of time.

Type: [RealTimeContactAnalysisTimeData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

ContentType

The type of content of the item. For example, text/plain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

DisplayName

The display name of the participant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Redaction

Object describing redaction that was applied to the transcript. If transcript has the field it means part of the transcript was redacted.

Type: [RealTimeContactAnalysisTranscriptItemRedaction](#) object

Required: No

Sentiment

The sentiment detected for this piece of transcript.

Type: String

Valid Values: POSITIVE | NEGATIVE | NEUTRAL

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisTimeData

Service: Amazon Connect Service

Object describing time with which the segment is associated. It can have different representations of time. Currently supported: absoluteTime

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

AbsoluteTime

Time represented in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisTranscriptItemRedaction

Service: Amazon Connect Service

Object describing redaction applied to the segment.

Contents

CharacterOffsets

List of character intervals each describing a part of the text that was redacted. For `OutputType.Raw`, part of the original text that contains data that can be redacted. For `OutputType.Redacted`, part of the string with redaction tag.

Type: Array of [RealTimeContactAnalysisCharacterInterval](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisTranscriptItemWithCharacterOffsets

Service: Amazon Connect Service

Transcript representation containing Id and list of character intervals that are associated with analysis data. For example, this object within a `RealTimeContactAnalysisPointOfInterest` in `Category.MatchedDetails` would have character interval describing part of the text that matched category.

Contents

Id

Transcript identifier. Matches the identifier from one of the `TranscriptSegments`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

CharacterOffsets

List of character intervals within transcript content/text.

Type: [RealTimeContactAnalysisCharacterInterval](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealTimeContactAnalysisTranscriptItemWithContent

Service: Amazon Connect Service

Transcript representation containing Id, Content and list of character intervals that are associated with analysis data. For example, this object within an issue detected would describe both content that contains identified issue and intervals where that content is taken from.

Contents

Id

Transcript identifier. Matches the identifier from one of the TranscriptSegments.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

CharacterOffsets

Begin and end offsets for a part of text.

Type: [RealTimeContactAnalysisCharacterInterval](#) object

Required: No

Content

Part of the transcript content that contains identified issue. Can be redacted

Type: String

Length Constraints: Minimum length of 1. Maximum length of 16384.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Reference

Service: Amazon Connect Service

Well-formed data on a contact, used by agents to complete a contact request. You can have up to 4,096 UTF-8 bytes across all references for a contact.

Contents

Type

The type of the reference. DATE must be of type Epoch timestamp.

Type: String

Valid Values: URL | ATTACHMENT | NUMBER | STRING | DATE | EMAIL

Required: Yes

Value

A valid value for the reference. For example, for a URL reference, a formatted URL that is displayed to an agent in the Contact Control Panel (CCP).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ReferenceSummary

Service: Amazon Connect Service

Contains summary information about a reference. ReferenceSummary contains only one non null field between the URL and attachment based on the reference type.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

Attachment

Information about the reference when the `referenceType` is ATTACHMENT. Otherwise, null.

Type: [AttachmentReference](#) object

Required: No

Date

Information about a reference when the `referenceType` is DATE. Otherwise, null.

Type: [DateReference](#) object

Required: No

Email

Information about a reference when the `referenceType` is EMAIL. Otherwise, null.

Type: [EmailReference](#) object

Required: No

Number

Information about a reference when the `referenceType` is NUMBER. Otherwise, null.

Type: [NumberReference](#) object

Required: No

String

Information about a reference when the `referenceType` is `STRING`. Otherwise, null.

Type: [StringReference](#) object

Required: No

Url

Information about the reference when the `referenceType` is `URL`. Otherwise, null.

Type: [UrlReference](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RequiredFieldInfo

Service: Amazon Connect Service

Information about a required field.

Contents

Id

The unique identifier for the field.

Type: [TaskTemplateFieldIdentifier](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ResourceTagsSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to search tags.

Contents

TagSearchCondition

The search criteria to be used to return tags.

Type: [TagSearchCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingCriteria

Service: Amazon Connect Service

Latest routing criteria on the contact.

Contents

ActivationTimestamp

The timestamp indicating when the routing criteria is set to active. A routing criteria is activated when contact is transferred to a queue. ActivationTimestamp will be set on routing criteria for contacts in agent queue even though Routing criteria is never activated for contacts in agent queue.

Type: Timestamp

Required: No

Index

Information about the index of the routing criteria.

Type: Integer

Required: No

Steps

List of routing steps. When Amazon Connect does not find an available agent meeting the requirements in a step for a given step duration, the routing criteria will move on to the next step sequentially until a join is completed with an agent. When all steps are exhausted, the contact will be offered to any agent in the queue.

Type: Array of [Step](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfile

Service: Amazon Connect Service

Contains information about a routing profile.

Contents

AgentAvailabilityTimer

Whether agents with this routing profile will have their routing order calculated based on *time since their last inbound contact* or *longest idle time*.

Type: String

Valid Values: TIME_SINCE_LAST_ACTIVITY | TIME_SINCE_LAST_INBOUND

Required: No

AssociatedQueueIds

The IDs of the associated queue.

Type: Array of strings

Required: No

DefaultOutboundQueueId

The identifier of the default outbound queue for this routing profile.

Type: String

Required: No

Description

The description of the routing profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

InstanceId

The identifier of the Amazon Connect instance. You can [find the instance ID](#) in the Amazon Resource Name (ARN) of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

IsDefault

Whether this a default routing profile.

Type: Boolean

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}(-[0-9]{1,2}){0,1}`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

MediaConcurrencies

The channels agents can handle in the Contact Control Panel (CCP) for this routing profile.

Type: Array of [MediaConcurrency](#) objects

Required: No

Name

The name of the routing profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

NumberOfAssociatedQueues

The number of associated queues in routing profile.

Type: Long

Required: No

NumberOfAssociatedUsers

The number of associated users in routing profile.

Type: Long

Required: No

RoutingProfileArn

The Amazon Resource Name (ARN) of the routing profile.

Type: String

Required: No

RoutingProfileId

The identifier of the routing profile.

Type: String

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:/>]+`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfileQueueConfig

Service: Amazon Connect Service

Contains information about the queue and channel for which priority and delay can be set.

Contents

Delay

The delay, in seconds, a contact should be in the queue before they are routed to an available agent. For more information, see [Queues: priority and delay](#) in the *Amazon Connect Administrator Guide*.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 9999.

Required: Yes

Priority

The order in which contacts are to be handled for the queue. For more information, see [Queues: priority and delay](#).

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 99.

Required: Yes

QueueReference

Contains information about a queue resource.

Type: [RoutingProfileQueueReference](#) object

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfileQueueConfigSummary

Service: Amazon Connect Service

Contains summary information about a routing profile queue.

Contents

Channel

The channels this queue supports.

Type: String

Valid Values: VOICE | CHAT | TASK

Required: Yes

Delay

The delay, in seconds, that a contact should be in the queue before they are routed to an available agent. For more information, see [Queues: priority and delay](#) in the *Amazon Connect Administrator Guide*.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 9999.

Required: Yes

Priority

The order in which contacts are to be handled for the queue. For more information, see [Queues: priority and delay](#).

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 99.

Required: Yes

QueueArn

The Amazon Resource Name (ARN) of the queue.

Type: String

Required: Yes

QueueId

The identifier for the queue.

Type: String

Required: Yes

QueueName

The name of the queue.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfileQueueReference

Service: Amazon Connect Service

Contains the channel and queue identifier for a routing profile.

Contents

Channel

The channels agents can handle in the Contact Control Panel (CCP) for this routing profile.

Type: String

Valid Values: VOICE | CHAT | TASK

Required: Yes

QueueId

The identifier for the queue.

Type: String

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfileReference

Service: Amazon Connect Service

Information about the routing profile assigned to the user.

Contents

Arn

The Amazon Resource Name (ARN) of the routing profile.

Type: String

Required: No

Id

The identifier of the routing profile.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfileSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return routing profiles.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [RoutingProfileSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [RoutingProfileSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `associatedQueueIds`, `name`, `description`, and `resourceID`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfileSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RoutingProfileSummary

Service: Amazon Connect Service

Contains summary information about a routing profile.

Contents

Arn

The Amazon Resource Name (ARN) of the routing profile.

Type: String

Required: No

Id

The identifier of the routing profile.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the routing profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Rule

Service: Amazon Connect Service

Information about a rule.

Contents

Actions

A list of actions to be run when the rule is triggered.

Type: Array of [RuleAction](#) objects

Required: Yes

CreatedTime

The timestamp for when the rule was created.

Type: Timestamp

Required: Yes

Function

The conditions of the rule.

Type: String

Required: Yes

LastUpdatedBy

The Amazon Resource Name (ARN) of the user who last updated the rule.

Type: String

Required: Yes

LastUpdatedTime

The timestamp for the when the rule was last updated.

Type: Timestamp

Required: Yes

Name

The name of the rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

PublishStatus

The publish status of the rule.

Type: String

Valid Values: DRAFT | PUBLISHED

Required: Yes

RuleArn

The Amazon Resource Name (ARN) of the rule.

Type: String

Required: Yes

RuleId

A unique identifier for the rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

TriggerEventSource

The event source to trigger the rule.

Type: [RuleTriggerEventSource](#) object

Required: Yes

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RuleAction

Service: Amazon Connect Service

Information about the action to be performed when a rule is triggered.

Contents

ActionType

The type of action that creates a rule.

Type: String

Valid Values: CREATE_TASK | ASSIGN_CONTACT_CATEGORY | GENERATE_EVENTBRIDGE_EVENT | SEND_NOTIFICATION | CREATE_CASE | UPDATE_CASE | END_ASSOCIATED_TASKS | SUBMIT_AUTO_EVALUATION

Required: Yes

AssignContactCategoryAction

Information about the contact category action.

Supported only for TriggerEventSource values: OnPostCallAnalysisAvailable | OnRealTimeCallAnalysisAvailable | OnRealTimeChatAnalysisAvailable | OnPostChatAnalysisAvailable | OnZendeskTicketCreate | OnZendeskTicketStatusUpdate | OnSalesforceCaseCreate

Type: [AssignContactCategoryActionDefinition](#) object

Required: No

CreateCaseAction

Information about the create case action.

Supported only for TriggerEventSource values: OnPostCallAnalysisAvailable | OnPostChatAnalysisAvailable.

Type: [CreateCaseActionDefinition](#) object

Required: No

EndAssociatedTasksAction

Information about the end associated tasks action.

Supported only for `TriggerEventSource` values: `OnCaseUpdate`.

Type: [EndAssociatedTasksActionDefinition](#) object

Required: No

EventBridgeAction

Information about the EventBridge action.

Supported only for `TriggerEventSource` values: `OnPostCallAnalysisAvailable` | `OnRealTimeCallAnalysisAvailable` | `OnRealTimeChatAnalysisAvailable` | `OnPostChatAnalysisAvailable` | `OnContactEvaluationSubmit` | `OnMetricDataUpdate`

Type: [EventBridgeActionDefinition](#) object

Required: No

SendNotificationAction

Information about the send notification action.

Supported only for `TriggerEventSource` values: `OnPostCallAnalysisAvailable` | `OnRealTimeCallAnalysisAvailable` | `OnRealTimeChatAnalysisAvailable` | `OnPostChatAnalysisAvailable` | `OnContactEvaluationSubmit` | `OnMetricDataUpdate`

Type: [SendNotificationActionDefinition](#) object

Required: No

SubmitAutoEvaluationAction

Information about the submit automated evaluation action.

Type: [SubmitAutoEvaluationActionDefinition](#) object

Required: No

TaskAction

Information about the task action. This field is required if `TriggerEventSource` is one of the following values: `OnZendeskTicketCreate` | `OnZendeskTicketStatusUpdate` | `OnSalesforceCaseCreate`

Type: [TaskActionDefinition](#) object

Required: No

UpdateCaseAction

Information about the update case action.

Supported only for `TriggerEventSource` values: `OnCaseCreate` | `OnCaseUpdate`.

Type: [UpdateCaseActionDefinition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RuleSummary

Service: Amazon Connect Service

A list of `ActionTypes` associated with a rule.

Contents

ActionSummaries

A list of `ActionTypes` associated with a rule.

Type: Array of [ActionSummary](#) objects

Required: Yes

CreatedTime

The timestamp for when the rule was created.

Type: Timestamp

Required: Yes

EventSourceName

The name of the event source.

Type: String

Valid Values: `OnPostCallAnalysisAvailable` | `OnRealTimeCallAnalysisAvailable` | `OnRealTimeChatAnalysisAvailable` | `OnPostChatAnalysisAvailable` | `OnZendeskTicketCreate` | `OnZendeskTicketStatusUpdate` | `OnSalesforceCaseCreate` | `OnContactEvaluationSubmit` | `OnMetricDataUpdate` | `OnCaseCreate` | `OnCaseUpdate`

Required: Yes

LastUpdatedTime

The timestamp for when the rule was last updated.

Type: Timestamp

Required: Yes

Name

The name of the rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

PublishStatus

The publish status of the rule.

Type: String

Valid Values: DRAFT | PUBLISHED

Required: Yes

RuleArn

The Amazon Resource Name (ARN) of the rule.

Type: String

Required: Yes

RuleId

A unique identifier for the rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RuleTriggerEventSource

Service: Amazon Connect Service

The name of the event source. This field is required if `TriggerEventSource` is one of the following values: `OnZendeskTicketCreate` | `OnZendeskTicketStatusUpdate` | `OnSalesforceCaseCreate` | `OnContactEvaluationSubmit` | `OnMetricDataUpdate`.

Contents

EventSourceName

The name of the event source.

Type: String

Valid Values: `OnPostCallAnalysisAvailable` | `OnRealTimeCallAnalysisAvailable` | `OnRealTimeChatAnalysisAvailable` | `OnPostChatAnalysisAvailable` | `OnZendeskTicketCreate` | `OnZendeskTicketStatusUpdate` | `OnSalesforceCaseCreate` | `OnContactEvaluationSubmit` | `OnMetricDataUpdate` | `OnCaseCreate` | `OnCaseUpdate`

Required: Yes

IntegrationAssociationId

The identifier for the integration association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

S3Config

Service: Amazon Connect Service

Information about the Amazon Simple Storage Service (Amazon S3) storage type.

Contents

BucketName

The S3 bucket name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

BucketPrefix

The S3 bucket prefix.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: Yes

EncryptionConfig

The Amazon S3 encryption configuration.

Type: [EncryptionConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SearchableContactAttributes

Service: Amazon Connect Service

A structure that defines search criteria based on user-defined contact attributes that are configured for contact search.

Contents

Criteria

The list of criteria based on user-defined contact attributes that are configured for contact search.

Type: Array of [SearchableContactAttributesCriteria](#) objects

Array Members: Minimum number of 0 items. Maximum number of 15 items.

Required: Yes

MatchType

The match type combining search criteria using multiple searchable contact attributes.

Type: String

Valid Values: MATCH_ALL | MATCH_ANY

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SearchableContactAttributesCriteria

Service: Amazon Connect Service

The search criteria based on user-defined contact attribute key and values to search on.

Contents

Key

The key containing a searchable user-defined contact attribute.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: Yes

Values

The list of values to search for within a user-defined contact attribute.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 20 items.

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SearchContactsTimeRange

Service: Amazon Connect Service

A structure of time range that you want to search results.

Contents

EndTime

The end time of the time range.

Type: Timestamp

Required: Yes

StartTime

The start time of the time range.

Type: Timestamp

Required: Yes

Type

The type of timestamp to search.

Type: String

Valid Values: INITIATION_TIMESTAMP | SCHEDULED_TIMESTAMP |
CONNECTED_TO_AGENT_TIMESTAMP | DISCONNECT_TIMESTAMP

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SearchCriteria

Service: Amazon Connect Service

A structure of search criteria to be used to return contacts.

Contents

AgentHierarchyGroups

The agent hierarchy groups of the agent at the time of handling the contact.

Type: [AgentHierarchyGroups](#) object

Required: No

AgentIds

The identifiers of agents who handled the contacts.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Channels

The list of channels associated with contacts.

Type: Array of strings

Valid Values: VOICE | CHAT | TASK

Required: No

ContactAnalysis

Search criteria based on analysis outputs from Amazon Connect Contact Lens.

Type: [ContactAnalysis](#) object

Required: No

InitiationMethods

The list of initiation methods associated with contacts.

Type: Array of strings

Valid Values: INBOUND | OUTBOUND | TRANSFER | QUEUE_TRANSFER | CALLBACK | API | DISCONNECT | MONITOR | EXTERNAL_OUTBOUND

Required: No

QueueIds

The list of queue IDs associated with contacts.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: No

SearchableContactAttributes

The search criteria based on user-defined contact attributes that have been configured for contact search. For more information, see [Search by custom contact attributes](#) in the *Amazon Connect Administrator Guide*.

Important

To use `SearchableContactAttributes` in a search request, the `GetContactAttributes` action is required to perform an API request. For more information, see https://docs.aws.amazon.com/service-authorization/latest/reference/list_amazonconnect.html#amazonconnect-actions-as-permissions Actions defined by Amazon Connect.

Type: [SearchableContactAttributes](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SecurityKey

Service: Amazon Connect Service

Configuration information of the security key.

Contents

AssociationId

The existing association identifier that uniquely identifies the resource type and storage config for the given instance ID.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

CreationTime

When the security key was created.

Type: Timestamp

Required: No

Key

The key of the security key.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

SecurityProfile

Service: Amazon Connect Service

Contains information about a security profile.

Contents

AllowedAccessControlHierarchyGroupId

The identifier of the hierarchy group that a security profile uses to restrict access to resources in Amazon Connect.

Type: String

Required: No

AllowedAccessControlTags

The list of tags that a security profile uses to restrict access to resources in Amazon Connect.

Type: String to string map

Map Entries: Maximum number of 2 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Value Length Constraints: Maximum length of 256.

Required: No

Arn

The Amazon Resource Name (ARN) for the security profile.

Type: String

Required: No

Description

The description of the security profile.

Type: String

Length Constraints: Maximum length of 250.

Required: No

HierarchyRestrictedResources

The list of resources that a security profile applies hierarchy restrictions to in Amazon Connect. Following are acceptable ResourceNames: User.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Id

The identifier for the security profile.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2}){0,1}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

OrganizationResourceId

The organization resource identifier for the security profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

SecurityProfileName

The name for the security profile.

Type: String

Required: No

TagRestrictedResources

The list of resources that a security profile applies tag restrictions to in Amazon Connect.

Type: Array of strings

Array Members: Maximum number of 10 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SecurityProfileSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return security profiles.

Note

The name field support "contains" queries with a minimum of 2 characters and maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [SecurityProfileSearchCriteria](#) objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [SecurityProfileSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name` and `description`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SecurityProfileSearchSummary

Service: Amazon Connect Service

Information about the returned security profiles.

Contents

Arn

The Amazon Resource Name (ARN) of the security profile.

Type: String

Required: No

Description

The description of the security profile.

Type: String

Length Constraints: Maximum length of 250.

Required: No

Id

The identifier of the security profile.

Type: String

Required: No

OrganizationResourceId

The organization resource identifier.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

SecurityProfileName

The name of the security profile.

Type: String

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SecurityProfilesSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SecurityProfileSummary

Service: Amazon Connect Service

Contains information about a security profile.

Contents

Arn

The Amazon Resource Name (ARN) of the security profile.

Type: String

Required: No

Id

The identifier of the security profile.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Name

The name of the security profile.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SegmentAttributeValue

Service: Amazon Connect Service

A value for a segment attribute. This is structured as a map where the key is `valueString` and the value is a string.

Contents

ValueString

The value of a segment attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SendNotificationActionDefinition

Service: Amazon Connect Service

Information about the send notification action.

Contents

Content

Notification content. Supports variable injection. For more information, see [JSONPath reference](#) in the *Amazon Connect Administrators Guide*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: Yes

ContentType

Content type format.

Type: String

Valid Values: PLAIN_TEXT

Required: Yes

DeliveryMethod

Notification delivery method.

Type: String

Valid Values: EMAIL

Required: Yes

Recipient

Notification recipient.

Type: [NotificationRecipientType](#) object

Required: Yes

Subject

The subject of the email if the delivery method is EMAIL. Supports variable injection. For more information, see [JSONPath reference](#) in the *Amazon Connect Administrators Guide*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SignInConfig

Service: Amazon Connect Service

The distribution that determines which AWS Regions should be used to sign in agents in to both the instance and its replica(s).

Contents

Distributions

Information about traffic distributions.

Type: Array of [SignInDistribution](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SignInDistribution

Service: Amazon Connect Service

The distribution of sign in traffic between the instance and its replica(s).

Contents

Enabled

Whether sign in distribution is enabled.

Type: Boolean

Required: Yes

Region

The AWS Region of the sign in distribution.

Type: String

Length Constraints: Minimum length of 8. Maximum length of 31.

Pattern: `[a-z]{2}(-[a-z]{1,2}){1,2}(-[0-9])?`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SingleSelectQuestionRuleCategoryAutomation

Service: Amazon Connect Service

Information about the automation option based on a rule category for a single select question.

Contents

Category

The category name, as defined in Rules.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 50.

Required: Yes

Condition

The condition to apply for the automation option. If the condition is PRESENT, then the option is applied when the contact data includes the category. Similarly, if the condition is NOT_PRESENT, then the option is applied when the contact data does not include the category.

Type: String

Valid Values: PRESENT | NOT_PRESENT

Required: Yes

OptionRefId

The identifier of the answer option.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 40.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Sort

Service: Amazon Connect Service

A structure that defines the field name to sort by and a sort order.

Contents

FieldName

The name of the field on which to sort.

Type: String

Valid Values: INITIATION_TIMESTAMP | SCHEDULED_TIMESTAMP |
CONNECTED_TO_AGENT_TIMESTAMP | DISCONNECT_TIMESTAMP | INITIATION_METHOD
| CHANNEL

Required: Yes

Order

An ascending or descending sort.

Type: String

Valid Values: ASCENDING | DESCENDING

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Step

Service: Amazon Connect Service

Step signifies the criteria to be used for routing to an agent

Contents

Expiry

An object to specify the expiration of a routing step.

Type: [Expiry](#) object

Required: No

Expression

A tagged union to specify expression for a routing step.

Type: [Expression](#) object

Required: No

Status

Represents status of the Routing step.

Type: String

Valid Values: ACTIVE | INACTIVE | JOINED | EXPIRED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

StringCondition

Service: Amazon Connect Service

A leaf node condition which can be used to specify a string condition.

Note

The currently supported values for `FieldName` are `name` and `description`.

Contents

ComparisonType

The type of comparison to be made when evaluating the string condition.

Type: String

Valid Values: `STARTS_WITH` | `CONTAINS` | `EXACT`

Required: No

FieldName

The name of the field in the string condition.

Type: String

Required: No

Value

The value of the string.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

StringReference

Service: Amazon Connect Service

Information about a reference when the referenceType is STRING. Otherwise, null.

Contents

Name

Identifier of the string reference.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

Value

A valid string.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SubmitAutoEvaluationActionDefinition

Service: Amazon Connect Service

Information about the submit automated evaluation action.

Contents

EvaluationFormId

The identifier of the auto-evaluation enabled form.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SuccessfulRequest

Service: Amazon Connect Service

Request for which contact was successfully created.

Contents

ContactId

The contactId of the contact that was created successfully.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

RequestIdIdentifier

Request identifier provided in the API call in the ContactDataRequest to create a contact.

Type: String

Length Constraints: Maximum length of 80.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TagCondition

Service: Amazon Connect Service

A leaf node condition which can be used to specify a tag condition, for example, HAVE BP0 = 123.

Contents

TagKey

The tag key in the tag condition.

Type: String

Required: No

TagValue

The tag value in the tag condition.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TagSearchCondition

Service: Amazon Connect Service

The search criteria to be used to return tags.

Contents

tagKey

The tag key used in the tag search condition.

Type: String

Length Constraints: Maximum length of 128.

Required: No

tagKeyComparisonType

The type of comparison to be made when evaluating the tag key in tag search condition.

Type: String

Valid Values: STARTS_WITH | CONTAINS | EXACT

Required: No

tagValue

The tag value used in the tag search condition.

Type: String

Length Constraints: Maximum length of 256.

Required: No

tagValueComparisonType

The type of comparison to be made when evaluating the tag value in tag search condition.

Type: String

Valid Values: STARTS_WITH | CONTAINS | EXACT

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TagSet

Service: Amazon Connect Service

A tag set contains tag key and tag value.

Contents

key

The tag key in the tagSet.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Required: No

value

The tag value in the tagSet.

Type: String

Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TaskActionDefinition

Service: Amazon Connect Service

Information about the task action.

Contents

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

Name

The name. Supports variable injection. For more information, see [JSONPath reference](#) in the *Amazon Connect Administrators Guide*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 512.

Required: Yes

Description

The description. Supports variable injection. For more information, see [JSONPath reference](#) in the *Amazon Connect Administrators Guide*.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

References

Information about the reference when the `referenceType` is URL. Otherwise, null. (Supports variable injection in the `Value` field.)

Type: String to [Reference](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TaskTemplateConstraints

Service: Amazon Connect Service

Describes constraints that apply to the template fields.

Contents

InvisibleFields

Lists the fields that are invisible to agents.

Type: Array of [InvisibleFieldInfo](#) objects

Required: No

ReadOnlyFields

Lists the fields that are read-only to agents, and cannot be edited.

Type: Array of [ReadOnlyFieldInfo](#) objects

Required: No

RequiredFields

Lists the fields that are required to be filled by agents.

Type: Array of [RequiredFieldInfo](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TaskTemplateDefaultFieldValue

Service: Amazon Connect Service

Describes a default field and its corresponding value.

Contents

DefaultValue

Default value for the field.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

Id

Identifier of a field.

Type: [TaskTemplateFieldIdentifier](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TaskTemplateDefaults

Service: Amazon Connect Service

Describes default values for fields on a template.

Contents

DefaultFieldValues

Default value for the field.

Type: Array of [TaskTemplateDefaultFieldValue](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TaskTemplateField

Service: Amazon Connect Service

Describes a single task template field.

Contents

Id

The unique identifier for the field.

Type: [TaskTemplateFieldIdentifier](#) object

Required: Yes

Description

The description of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

SingleSelectOptions

A list of options for a single select field.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Type

Indicates the type of field.

Type: String

Valid Values: NAME | DESCRIPTION | SCHEDULED_TIME | QUICK_CONNECT | URL | NUMBER | TEXT | TEXT_AREA | DATE_TIME | BOOLEAN | SINGLE_SELECT | EMAIL

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TaskTemplateFieldIdentifier

Service: Amazon Connect Service

The identifier of the task template field.

Contents

Name

The name of the task template field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TaskTemplateMetadata

Service: Amazon Connect Service

Contains summary information about the task template.

Contents

Arn

The Amazon Resource Name (ARN) of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

CreatedTime

The timestamp when the task template was created.

Type: Timestamp

Required: No

Description

The description of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Id

A unique identifier for the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

LastModifiedTime

The timestamp when the task template was last modified.

Type: Timestamp

Required: No

Name

The name of the task template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Status

Marks a template as ACTIVE or INACTIVE for a task to refer to it. Tasks can only be created from ACTIVE templates. If a template is marked as INACTIVE, then a task that refers to this template cannot be created.

Type: String

Valid Values: ACTIVE | INACTIVE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TelephonyConfig

Service: Amazon Connect Service

The distribution of traffic between the instance and its replicas.

Contents

Distributions

Information about traffic distributions.

Type: Array of [Distribution](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Threshold

Service: Amazon Connect Service

Contains information about the threshold for service level metrics.

Contents

Comparison

The type of comparison. Only "less than" (LT) comparisons are supported.

Type: String

Valid Values: LT

Required: No

ThresholdValue

The threshold value to compare.

Type: Double

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ThresholdV2

Service: Amazon Connect Service

Contains information about the threshold for service level metrics.

Contents

Comparison

The type of comparison. Only "less than" (LT) comparisons are supported.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Required: No

ThresholdValue

The threshold value to compare.

Type: Double

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TrafficDistributionGroup

Service: Amazon Connect Service

Information about a traffic distribution group.

Contents

Arn

The Amazon Resource Name (ARN) of the traffic distribution group.

Type: String

Pattern: `^arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

Description

The description of the traffic distribution group.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 250.

Pattern: `(^[\\S].*[\\S]$)|(^[\\S]$)`

Required: No

Id

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

InstanceArn

The Amazon Resource Name (ARN).

Type: String

Pattern: `arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9-]{1}:[0-9]{1,20}:instance/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}`

Required: No

IsDefault

Whether this is the default traffic distribution group created during instance replication. The default traffic distribution group cannot be deleted by the `DeleteTrafficDistributionGroup` API. The default traffic distribution group is deleted as part of the process for deleting a replica.

Note

The `SignInConfig` distribution is available only on a default `TrafficDistributionGroup` (see the `IsDefault` parameter in the [TrafficDistributionGroup](#) data type). If you call `UpdateTrafficDistribution` with a modified `SignInConfig` and a non-default `TrafficDistributionGroup`, an `InvalidRequestException` is returned.

Type: Boolean

Required: No

Name

The name of the traffic distribution group.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `(^[a-zA-Z0-9-]*[a-zA-Z0-9-])|(^[a-zA-Z0-9-])`

Required: No

Status

The status of the traffic distribution group.

- `CREATION_IN_PROGRESS` means the previous [CreateTrafficDistributionGroup](#) operation is still in progress and has not yet completed.
- `ACTIVE` means the previous [CreateTrafficDistributionGroup](#) operation has succeeded.
- `CREATION_FAILED` indicates that the previous [CreateTrafficDistributionGroup](#) operation has failed.
- `PENDING_DELETION` means the previous [DeleteTrafficDistributionGroup](#) operation is still in progress and has not yet completed.
- `DELETION_FAILED` means the previous [DeleteTrafficDistributionGroup](#) operation has failed.
- `UPDATE_IN_PROGRESS` means the previous [UpdateTrafficDistribution](#) operation is still in progress and has not yet completed.

Type: String

Valid Values: `CREATION_IN_PROGRESS` | `ACTIVE` | `CREATION_FAILED` | `PENDING_DELETION` | `DELETION_FAILED` | `UPDATE_IN_PROGRESS`

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+==._:/]+`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TrafficDistributionGroupSummary

Service: Amazon Connect Service

Information about traffic distribution groups.

Contents

Arn

The Amazon Resource Name (ARN) of the traffic distribution group.

Type: String

Pattern: `^arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9]{1}:[0-9]{1,20}:traffic-distribution-group/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

Id

The identifier of the traffic distribution group. This can be the ID or the ARN if the API is being called in the Region where the traffic distribution group was created. The ARN must be provided if the call is from the replicated Region.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

InstanceArn

The Amazon Resource Name (ARN) of the traffic distribution group.

Type: String

Pattern: `arn:(aws|aws-us-gov):connect:[a-z]{2}-[a-z]+-[0-9-]{1}:[0-9]{1,20}:instance/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}`

Required: No

IsDefault

Whether this is the default traffic distribution group created during instance replication. The default traffic distribution group cannot be deleted by the `DeleteTrafficDistributionGroup` API. The default traffic distribution group is deleted as part of the process for deleting a replica.

Type: Boolean

Required: No

Name

The name of the traffic distribution group.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `(^[\\S]\\.*[\\S]$)|(^[\\S]$)`

Required: No

Status

The status of the traffic distribution group.

- `CREATION_IN_PROGRESS` means the previous [CreateTrafficDistributionGroup](#) operation is still in progress and has not yet completed.
- `ACTIVE` means the previous [CreateTrafficDistributionGroup](#) operation has succeeded.
- `CREATION_FAILED` indicates that the previous [CreateTrafficDistributionGroup](#) operation has failed.
- `PENDING_DELETION` means the previous [DeleteTrafficDistributionGroup](#) operation is still in progress and has not yet completed.
- `DELETION_FAILED` means the previous [DeleteTrafficDistributionGroup](#) operation has failed.
- `UPDATE_IN_PROGRESS` means the previous [UpdateTrafficDistributionGroup](#) operation is still in progress and has not yet completed.

Type: String

Valid Values: `CREATION_IN_PROGRESS | ACTIVE | CREATION_FAILED | PENDING_DELETION | DELETION_FAILED | UPDATE_IN_PROGRESS`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TrafficDistributionGroupUserSummary

Service: Amazon Connect Service

Summary information about a traffic distribution group user.

Contents

UserId

The identifier for the user. This can be the ID or the ARN of the user.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Transcript

Service: Amazon Connect Service

A structure that defines search criteria and matching logic to search for contacts by matching text with transcripts analyzed by Amazon Connect Contact Lens.

Contents

Criteria

The list of search criteria based on Contact Lens conversational analytics transcript.

Type: Array of [TranscriptCriteria](#) objects

Array Members: Minimum number of 0 items. Maximum number of 6 items.

Required: Yes

MatchType

The match type combining search criteria using multiple transcript criteria.

Type: String

Valid Values: MATCH_ALL | MATCH_ANY

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TranscriptCriteria

Service: Amazon Connect Service

A structure that defines search criteria base on words or phrases, participants in the Contact Lens conversational analytics transcript.

Contents

MatchType

The match type combining search criteria using multiple search texts in a transcript criteria.

Type: String

Valid Values: MATCH_ALL | MATCH_ANY

Required: Yes

ParticipantRole

The participant role in a transcript

Type: String

Valid Values: AGENT | CUSTOMER | SYSTEM | CUSTOM_BOT | SUPERVISOR

Required: Yes

SearchText

The words or phrases used to search within a transcript.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Length Constraints: Maximum length of 128.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UpdateCaseActionDefinition

Service: Amazon Connect Service

The UpdateCase action definition.

Contents

Fields

An array of objects with `Field ID` and `Value` data.

Type: Array of [FieldValue](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UpdateParticipantRoleConfigChannelInfo

Service: Amazon Connect Service

Configuration information for the chat participant role.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

Chat

Configuration information for the chat participant role.

Type: [ChatParticipantRoleConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UploadUrlMetadata

Service: Amazon Connect Service

Fields required when uploading an attached file.

Contents

HeadersToInclude

A map of headers that should be provided when uploading the attached file.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Url

A pre-signed S3 URL that should be used for uploading the attached file.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

UrlExpiry

The expiration time of the URL in ISO timestamp. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UrlReference

Service: Amazon Connect Service

The URL reference.

Contents

Name

Identifier of the URL reference.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

Value

A valid URL.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UseCase

Service: Amazon Connect Service

Contains the use case.

Contents

UseCaseArn

The Amazon Resource Name (ARN) for the use case.

Type: String

Required: No

UseCaseId

The identifier for the use case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: No

UseCaseType

The type of use case to associate to the integration association. Each integration association can have only one of each use case type.

Type: String

Valid Values: RULES_EVALUATION | CONNECT_CAMPAGNS

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

User

Service: Amazon Connect Service

Contains information about a user account for an Amazon Connect instance.

Contents

Arn

The Amazon Resource Name (ARN) of the user account.

Type: String

Required: No

DirectoryUserId

The identifier of the user account in the directory used for identity management.

Type: String

Required: No

HierarchyGroupId

The identifier of the hierarchy group for the user.

Type: String

Required: No

Id

The identifier of the user account.

Type: String

Required: No

IdentityInfo

Information about the user identity.

Type: [UserIdentityInfo](#) object

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

PhoneConfig

Information about the phone configuration for the user.

Type: [UserPhoneConfig](#) object

Required: No

RoutingProfileId

The identifier of the routing profile for the user.

Type: String

Required: No

SecurityProfileIds

The identifiers of the security profiles for the user.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: No

Tags

The tags.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Username

The user name assigned to the user account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserData

Service: Amazon Connect Service

Data for a user.

Contents

ActiveSlotsByChannel

A map of active slots by channel. The key is a channel name. The value is an integer: the number of active slots.

Type: String to integer map

Valid Keys: VOICE | CHAT | TASK

Valid Range: Minimum value of 0.

Required: No

AvailableSlotsByChannel

A map of available slots by channel. The key is a channel name. The value is an integer: the available number of slots.

Type: String to integer map

Valid Keys: VOICE | CHAT | TASK

Valid Range: Minimum value of 0.

Required: No

Contacts

A list of contact reference information.

Type: Array of [AgentContactReference](#) objects

Required: No

HierarchyPath

Contains information about the levels of a hierarchy group assigned to a user.

Type: [HierarchyPathReference](#) object

Required: No

MaxSlotsByChannel

A map of maximum slots by channel. The key is a channel name. The value is an integer: the maximum number of slots. This is calculated from [MediaConcurrency](#) of the `RoutingProfile` assigned to the agent.

Type: String to integer map

Valid Keys: VOICE | CHAT | TASK

Valid Range: Minimum value of 0.

Required: No

NextStatus

The Next status of the agent.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: No

RoutingProfile

Information about the routing profile that is assigned to the user.

Type: [RoutingProfileReference](#) object

Required: No

Status

The status of the agent that they manually set in their Contact Control Panel (CCP), or that the supervisor manually changes in the real-time metrics report.

Type: [AgentStatusReference](#) object

Required: No

User

Information about the user for the data that is returned. It contains the `resourceId` and ARN of the user.

Type: [UserReference](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserDataFilters

Service: Amazon Connect Service

A filter for the user data.

Contents

Agents

A list of up to 100 agent IDs or ARNs.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: No

ContactFilter

A filter for the user data based on the contact information that is associated to the user. It contains a list of contact states.

Type: [ContactFilter](#) object

Required: No

Queues

A list of up to 100 queues or ARNs.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: No

RoutingProfiles

A list of up to 100 routing profile IDs or ARNs.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Required: No

UserHierarchyGroups

A UserHierarchyGroup ID or ARN.

Type: Array of strings

Array Members: Fixed number of 1 item.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserIdentityInfo

Service: Amazon Connect Service

Contains information about the identity of a user.

Note

For Amazon Connect instances that are created with the `EXISTING_DIRECTORY` identity management type, `FirstName`, `LastName`, and `Email` cannot be updated from within Amazon Connect because they are managed by the directory.

Contents

Email

The email address. If you are using SAML for identity management and include this parameter, an error is returned.

Type: String

Required: No

FirstName

The first name. This is required if you are using Amazon Connect or SAML for identity management.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

LastName

The last name. This is required if you are using Amazon Connect or SAML for identity management.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Mobile

The user's mobile number.

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: No

SecondaryEmail

The user's secondary email address. If you provide a secondary email, the user receives email notifications - other than password reset notifications - to this email address instead of to their primary email address.

Pattern: `(?=^.{0,265}$)[a-zA-Z0-9._%+-]+@[a-zA-Z0-9.-]+\.[a-zA-Z]{2,63}`

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserIdentityInfoLite

Service: Amazon Connect Service

The user's first name and last name.

Contents

FirstName

The user's first name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

LastName

The user's last name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserPhoneConfig

Service: Amazon Connect Service

Contains information about the phone configuration settings for a user.

Contents

PhoneType

The phone type.

Type: String

Valid Values: SOFT_PHONE | DESK_PHONE

Required: Yes

AfterContactWorkTimeLimit

The After Call Work (ACW) timeout setting, in seconds. This parameter has a minimum value of 0 and a maximum value of 2,000,000 seconds (24 days). Enter 0 if you don't want to allocate a specific amount of ACW time. It essentially means an indefinite amount of time. When the conversation ends, ACW starts; the agent must choose Close contact to end ACW.

Note

When returned by a SearchUsers call, AfterContactWorkTimeLimit is returned in milliseconds.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

AutoAccept

The Auto accept setting.

Type: Boolean

Required: No

DeskPhoneNumber

The phone number for the user's desk phone.

Type: String

Pattern: `\\+[1-9]\\d{1,14}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserProficiency

Service: Amazon Connect Service

Information about proficiency of a user.

Contents

AttributeName

The name of user's proficiency. You must use name of predefined attribute present in the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

AttributeValue

The value of user's proficiency. You must use value of predefined attribute present in the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

Level

The level of the proficiency. The valid values are 1, 2, 3, 4 and 5.

Type: Float

Valid Range: Minimum value of 1.0. Maximum value of 5.0.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserProficiencyDisassociate

Service: Amazon Connect Service

Information about proficiency to be disassociated from the user.

Contents

AttributeName

The name of user's proficiency.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

AttributeValue

The value of user's proficiency.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserQuickConnectConfig

Service: Amazon Connect Service

Contains information about the quick connect configuration settings for a user. The contact flow must be of type Transfer to Agent.

Contents

ContactFlowId

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

UserId

The identifier of the user.

Type: String

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserReference

Service: Amazon Connect Service

Information about the user.

Contents

Arn

The Amazon Resource Name (ARN) for the user.

Type: String

Required: No

Id

The unique identifier for the user.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return users.

Note

The name and description fields support "contains" queries with a minimum of 2 characters and a maximum of 25 characters. Any queries with character lengths outside of this range will throw invalid results.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [UserSearchCriteria](#) objects

Required: No

HierarchyGroupCondition

A leaf node condition which can be used to specify a hierarchy group condition.

Type: [HierarchyGroupCondition](#) object

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [UserSearchCriteria](#) objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

The currently supported values for `FieldName` are `Username`, `FirstName`, `LastName`, `RoutingProfileId`, `SecurityProfileId`, `ResourceId`.

Type: [StringCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

TagFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an OR of AND (List of List) input where:

- Top level list specifies conditions that need to be applied with OR operator
- Inner list specifies conditions that need to be applied with AND operator.

Type: [ControlPlaneTagFilter](#) object

Required: No

UserAttributeFilter

An object that can be used to specify Tag conditions or Hierarchy Group conditions inside the `SearchFilter`.

This accepts an OR of AND (List of List) input where:

- The top level list specifies conditions that need to be applied with OR operator.
- The inner list specifies conditions that need to be applied with AND operator.

Note

Only one field can be populated. This object can't be used along with `TagFilter`. Request can either contain `TagFilter` or `UserAttributeFilter` if `SearchFilter` is specified, combination of both is not supported and such request will throw `AccessDeniedException`.

Type: [ControlPlaneUserAttributeFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserSearchSummary

Service: Amazon Connect Service

Information about the returned users.

Contents

Arn

The Amazon Resource Name (ARN) of the user.

Type: String

Required: No

DirectoryUserId

The directory identifier of the user.

Type: String

Required: No

HierarchyGroupId

The identifier of the user's hierarchy group.

Type: String

Required: No

Id

The identifier of the user's summary.

Type: String

Required: No

IdentityInfo

The user's first name and last name.

Type: [UserIdentityInfoLite](#) object

Required: No

PhoneConfig

Contains information about the phone configuration settings for a user.

Type: [UserPhoneConfig](#) object

Required: No

RoutingProfileId

The identifier of the user's routing profile.

Type: String

Required: No

SecurityProfileIds

The identifiers of the user's security profiles.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

Username

The name of the user.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserSummary

Service: Amazon Connect Service

Contains summary information about a user.

Contents

Arn

The Amazon Resource Name (ARN) of the user account.

Type: String

Required: No

Id

The identifier of the user account.

Type: String

Required: No

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]{1,2})?([0-9])?`

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Username

The Amazon Connect user name of the user account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

View

Service: Amazon Connect Service

A view resource object. Contains metadata and content necessary to render the view.

Contents

Arn

The Amazon Resource Name (ARN) of the view.

Type: String

Required: No

Content

View content containing all content necessary to render a view except for runtime input data.

Type: [ViewContent](#) object

Required: No

CreatedTime

The timestamp of when the view was created.

Type: Timestamp

Required: No

Description

The description of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^([\p{L}\p{N}_.:\/=+\-@,()'])+([\p{L}\p{Z}\p{N}_.:\/=+\-@,()']*)*$`

Required: No

Id

The identifier of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\$\]+`

Required: No

LastModifiedTime

Latest timestamp of the UpdateViewContent or CreateViewVersion operations.

Type: Timestamp

Required: No

Name

The name of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^([\p{L}\p{N}_.\:/=+\-\@()']+[\p{L}\p{Z}\p{N}_.\:/=+\-\@()']*)$`

Required: No

Status

Indicates the view status as either SAVED or PUBLISHED. The PUBLISHED status will initiate validation on the content.

Type: String

Valid Values: PUBLISHED | SAVED

Required: No

Tags

The tags associated with the view resource (not specific to view version).

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: $^(?!aws:)[a-zA-Z+-. _:/]+$

Value Length Constraints: Maximum length of 256.

Required: No

Type

The type of the view - CUSTOMER_MANAGED.

Type: String

Valid Values: CUSTOMER_MANAGED | AWS_MANAGED

Required: No

Version

Current version of the view.

Type: Integer

Required: No

VersionDescription

The description of the version.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: $^([\p{L}\p{N}_.:\/=+\-@,()']+[\p{L}\p{Z}\p{N}_.:\/=+\-@,()']*)$$

Required: No

ViewContentSha256

Indicates the checksum value of the latest published view content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: $^[a-zA-Z0-9]$$

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ViewContent

Service: Amazon Connect Service

View content containing all content necessary to render a view except for runtime input data.

Contents

Actions

A list of possible actions from the view.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: $^([\p{L}\p{N}_.:\/=+\-@()'] + [\p{L}\p{Z}\p{N}_.:\/=+\-@()']^*)\$$

Required: No

InputSchema

The data schema matching data that the view template must be provided to render.

Type: String

Required: No

Template

The view template representing the structure of the view.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ViewInputContent

Service: Amazon Connect Service

View content containing all content necessary to render a view except for runtime input data and the runtime input schema, which is auto-generated by this operation.

Contents

Actions

A list of possible actions from the view.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: $^([\p{L}\p{N}_.\:/\+=\-\@()']+[\p{L}\p{Z}\p{N}_.\:/\+=\-\@()']*)\$$

Required: No

Template

The view template representing the structure of the view.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ViewSummary

Service: Amazon Connect Service

A summary of a view's metadata.

Contents

Arn

The Amazon Resource Name (ARN) of the view.

Type: String

Required: No

Description

The description of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^([\p{L}\p{N}_.:\/=+\-@,()']+\p{L}\p{Z}\p{N}_.:\/=+\-@,()']*)*$`

Required: No

Id

The identifier of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\/$]+$`

Required: No

Name

The name of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[^\p{L}\p{N}_.:/=+\-@()']*+[\p{L}\p{Z}\p{N}_.:/=+\-@()']*)$`

Required: No

Status

Indicates the view status as either `SAVED` or `PUBLISHED`. The `PUBLISHED` status will initiate validation on the content.

Type: String

Valid Values: `PUBLISHED` | `SAVED`

Required: No

Type

The type of the view.

Type: String

Valid Values: `CUSTOMER_MANAGED` | `AWS_MANAGED`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ViewVersionSummary

Service: Amazon Connect Service

A summary of a view version's metadata.

Contents

Arn

The Amazon Resource Name (ARN) of the view version.

Type: String

Required: No

Description

The description of the view version.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^([\p{L}\p{N}_.:\/=+\\-@,()']+[\p{L}\p{Z}\p{N}_.:\/=+\\-@,()']*)*$`

Required: No

Id

The identifier of the view version.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\\-:\\/$]+`

Required: No

Name

The name of the view version.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^([\p{L}\p{N}_.:\/=+\-@()']+[\p{L}\p{Z}\p{N}_.:\/=+\-@()']*)$`

Required: No

Type

The type of the view version.

Type: String

Valid Values: CUSTOMER_MANAGED | AWS_MANAGED

Required: No

Version

The sequentially incremented version of the view version.

Type: Integer

Required: No

VersionDescription

The description of the view version.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Pattern: `^([\p{L}\p{N}_.:\/=+\-@,()']+[\p{L}\p{Z}\p{N}_.:\/=+\-@,()']*)$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Vocabulary

Service: Amazon Connect Service

Contains information about a custom vocabulary.

Contents

Arn

The Amazon Resource Name (ARN) of the custom vocabulary.

Type: String

Required: Yes

Id

The identifier of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

LanguageCode

The language code of the vocabulary entries. For a list of languages and their corresponding language codes, see [What is Amazon Transcribe?](#)

Type: String

Valid Values: ar-AE | de-CH | de-DE | en-AB | en-AU | en-GB | en-IE | en-IN
| en-US | en-WL | es-ES | es-US | fr-CA | fr-FR | hi-IN | it-IT | ja-JP
| ko-KR | pt-BR | pt-PT | zh-CN | en-NZ | en-ZA

Required: Yes

LastModifiedTime

The timestamp when the custom vocabulary was last modified.

Type: Timestamp

Required: Yes

Name

A unique name of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 140.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

State

The current state of the custom vocabulary.

Type: String

Valid Values: CREATION_IN_PROGRESS | ACTIVE | CREATION_FAILED | DELETE_IN_PROGRESS

Required: Yes

Content

The content of the custom vocabulary in plain-text format with a table of values. Each row in the table represents a word or a phrase, described with `Phrase`, `IPA`, `SoundsLike`, and `DisplayAs` fields. Separate the fields with TAB characters. For more information, see [Create a custom vocabulary using a table](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 60000.

Required: No

FailureReason

The reason why the custom vocabulary was not created.

Type: String

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "Tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

VocabularySummary

Service: Amazon Connect Service

Contains summary information about the custom vocabulary.

Contents

Arn

The Amazon Resource Name (ARN) of the custom vocabulary.

Type: String

Required: Yes

Id

The identifier of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

LanguageCode

The language code of the vocabulary entries. For a list of languages and their corresponding language codes, see [What is Amazon Transcribe?](#)

Type: String

Valid Values: ar-AE | de-CH | de-DE | en-AB | en-AU | en-GB | en-IE | en-IN
| en-US | en-WL | es-ES | es-US | fr-CA | fr-FR | hi-IN | it-IT | ja-JP
| ko-KR | pt-BR | pt-PT | zh-CN | en-NZ | en-ZA

Required: Yes

LastModifiedTime

The timestamp when the custom vocabulary was last modified.

Type: Timestamp

Required: Yes

Name

A unique name of the custom vocabulary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 140.

Pattern: `^[0-9a-zA-Z._-]+`

Required: Yes

State

The current state of the custom vocabulary.

Type: String

Valid Values: `CREATION_IN_PROGRESS` | `ACTIVE` | `CREATION_FAILED` | `DELETE_IN_PROGRESS`

Required: Yes

FailureReason

The reason why the custom vocabulary was not created.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

VoiceRecordingConfiguration

Service: Amazon Connect Service

Contains information about the recording configuration settings.

Contents

VoiceRecordingTrack

Identifies which track is being recorded.

Type: String

Valid Values: FROM_AGENT | TO_AGENT | ALL

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

WisdomInfo

Service: Amazon Connect Service

Information about Amazon Connect Wisdom.

Contents

SessionArn

The Amazon Resource Name (ARN) of the Wisdom session.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Amazon AppIntegrations Service

The following data types are supported by Amazon AppIntegrations Service:

- [ApplicationAssociationSummary](#)
- [ApplicationSourceConfig](#)
- [ApplicationSummary](#)
- [DataIntegrationAssociationSummary](#)
- [DataIntegrationSummary](#)
- [EventFilter](#)
- [EventIntegration](#)
- [EventIntegrationAssociation](#)

- [ExternalUrlConfig](#)
- [FileConfiguration](#)
- [Publication](#)
- [ScheduleConfiguration](#)
- [Subscription](#)

ApplicationAssociationSummary

Service: Amazon ApplIntegrations Service

Summary information about the Application Association.

Contents

ApplicationArn

The Amazon Resource Name (ARN) of the Application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

ApplicationAssociationArn

The Amazon Resource Name (ARN) of the Application Association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

ClientId

The identifier for the client that is associated with the Application Association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ApplicationSourceConfig

Service: Amazon AppIntegrations Service

The configuration for where the application should be loaded from.

Contents

ExternalUrlConfig

The external URL source for the application.

Type: [ExternalUrlConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ApplicationSummary

Service: Amazon AppIntegrations Service

Summary information about the Application.

Contents

Arn

The Amazon Resource Name (ARN) of the Application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

CreatedTime

The time when the application was created.

Type: Timestamp

Required: No

Id

A unique identifier for the Application.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}`

Required: No

LastModifiedTime

The time when the application was last modified.

Type: Timestamp

Required: No

Name

The name of the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-\]+$`

Required: No

Namespace

The namespace of the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32.

Pattern: `^[a-zA-Z0-9\._\-\]+$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DataIntegrationAssociationSummary

Service: Amazon AppIntegrations Service

Summary information about the DataIntegration association.

Contents

ClientId

The identifier for the client that is associated with the DataIntegration association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: .*

Required: No

DataIntegrationArn

The Amazon Resource Name (ARN) of the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

DataIntegrationAssociationArn

The Amazon Resource Name (ARN) of the DataIntegration association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DataIntegrationSummary

Service: Amazon AppIntegrations Service

Summary information about the DataIntegration.

Contents

Arn

The Amazon Resource Name (ARN) of the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

Name

The name of the DataIntegration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: No

SourceURI

The URI of the data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `^(\\w+\\:|\\|/|[\\w.-]+[\\w/!@#+=.-]+$)|(\\w+\\:|\\|/|[\\w.-]+[\\w/!@#+=.-]+[\\w/!@#+=.-,-]+$)`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EventFilter

Service: Amazon AppIntegrations Service

The event filter.

Contents

Source

The source of the events.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^aws\.(partner\|.*|cases)$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EventIntegration

Service: Amazon AppIntegrations Service

The event integration.

Contents

Description

The event integration description.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: .*

Required: No

EventBridgeBus

The Amazon EventBridge bus for the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: ^[a-zA-Z0-9\._\-]+\$

Required: No

EventFilter

The event integration filter.

Type: [EventFilter](#) object

Required: No

EventIntegrationArn

The Amazon Resource Name (ARN) of the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

Name

The name of the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: No

Tags

The tags used to organize, track, or control access for this resource. For example, { "tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Map Entries: Maximum number of 200 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

EventIntegrationAssociation

Service: Amazon AppIntegrations Service

The event integration association.

Contents

ClientAssociationMetadata

The metadata associated with the client.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: `.*\S.*`

Value Length Constraints: Minimum length of 1. Maximum length of 255.

Value Pattern: `.*\S.*`

Required: No

ClientId

The identifier for the client that is associated with the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*`

Required: No

EventBridgeRuleName

The name of the EventBridge rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: No

EventIntegrationAssociationArn

The Amazon Resource Name (ARN) for the event integration association.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:aws:[A-Za-z0-9][A-Za-z0-9_/.-]{0,62}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9_/.-]{0,63}:[A-Za-z0-9][A-Za-z0-9:_/+=@.-]{0,1023}$`

Required: No

EventIntegrationAssociationId

The identifier for the event integration association.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}`

Required: No

EventIntegrationName

The name of the event integration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

ExternalUrlConfig

Service: Amazon AppIntegrations Service

The external URL source for the application.

Contents

AccessUrl

The URL to access the application.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `^\w+:\:\/\/.*$`

Required: Yes

ApprovedOrigins

Additional URLs to allow list if different than the access URL.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^\w+:\:\/\/.*$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FileConfiguration

Service: Amazon AppIntegrations Service

The configuration for what files should be pulled from the source.

Contents

Folders

Identifiers for the source folders to pull all files from recursively.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Length Constraints: Minimum length of 1. Maximum length of 200.

Pattern: `.*\S.*`

Required: Yes

Filters

Restrictions for what files should be pulled from the source.

Type: String to array of strings map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: `.*\S.*`

Array Members: Minimum number of 1 item. Maximum number of 2048 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\|\._\-]+`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Publication

Service: Amazon AppIntegrations Service

The configuration of an event that the application publishes.

Contents

Event

The name of the publication.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+:[a-zA-Z0-9\._\-]+(?:*)?$`

Required: Yes

Schema

The JSON schema of the publication event.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10240.

Pattern: `^\.*$`

Required: Yes

Description

The description of the publication.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: `.*`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ScheduleConfiguration

Service: Amazon AppIntegrations Service

The name of the data and how often it should be pulled from the source.

Contents

ScheduleExpression

How often the data should be pulled from data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*\S.*`

Required: Yes

FirstExecutionFrom

The start date for objects to import in the first flow run as an Unix/epoch timestamp in milliseconds or in ISO-8601 format.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `.*\S.*`

Required: No

Object

The name of the object to pull from the data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Subscription

Service: Amazon AppIntegrations Service

The configuration of an event that the application subscribes.

Contents

Event

The name of the subscription.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\._\-]+:[a-zA-Z0-9\._\-]+(?:*)?$`

Required: Yes

Description

The description of the subscription.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: `.*`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Contact Lens

The following data types are supported by Amazon Connect Contact Lens:

- [Categories](#)
- [CategoryDetails](#)
- [CharacterOffsets](#)
- [IssueDetected](#)
- [PointOfInterest](#)
- [RealtimeContactAnalysisSegment](#)
- [Transcript](#)

Categories

Service: Amazon Connect Contact Lens

Provides the category rules that are used to automatically categorize contacts based on uttered keywords and phrases.

Contents

MatchedCategories

The category rules that have been matched in the analyzed segment.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 150 items.

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `.*\S.*`

Required: Yes

MatchedDetails

The category rule that was matched and when it occurred in the transcript.

Type: String to [CategoryDetails](#) object map

Map Entries: Minimum number of 0 items. Maximum number of 150 items.

Key Length Constraints: Minimum length of 1. Maximum length of 256.

Key Pattern: `.*\S.*`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CategoryDetails

Service: Amazon Connect Contact Lens

Provides information about the category rule that was matched.

Contents

PointsOfInterest

The section of audio where the category rule was detected.

Type: Array of [PointOfInterest](#) objects

Array Members: Minimum number of 0 items. Maximum number of 20 items.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CharacterOffsets

Service: Amazon Connect Contact Lens

For characters that were detected as issues, where they occur in the transcript.

Contents

BeginOffsetChar

The beginning of the issue.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

EndOffsetChar

The end of the issue.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

IssueDetected

Service: Amazon Connect Contact Lens

Potential issues that are detected based on an artificial intelligence analysis of each turn in the conversation.

Contents

CharacterOffsets

The offset for when the issue was detected in the segment.

Type: [CharacterOffsets](#) object

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PointOfInterest

Service: Amazon Connect Contact Lens

The section of the contact audio where that category rule was detected.

Contents

BeginOffsetMillis

The beginning offset in milliseconds where the category rule was detected.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

EndOffsetMillis

The ending offset in milliseconds where the category rule was detected.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RealtimeContactAnalysisSegment

Service: Amazon Connect Contact Lens

An analyzed segment for a real-time analysis session.

Contents

Categories

The matched category rules.

Type: [Categories](#) object

Required: No

Transcript

The analyzed transcript.

Type: [Transcript](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Transcript

Service: Amazon Connect Contact Lens

A list of messages in the session.

Contents

BeginOffsetMillis

The beginning offset in the contact for this transcript.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

Content

The content of the transcript.

Type: String

Length Constraints: Minimum length of 1.

Pattern: `.*\S.*`

Required: Yes

EndOffsetMillis

The end offset in the contact for this transcript.

Type: Integer

Valid Range: Minimum value of 0.

Required: Yes

Id

The identifier of the transcript.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `.*\S.*`

Required: Yes

ParticipantId

The identifier of the participant. Valid values are CUSTOMER or AGENT.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `.*\S.*`

Required: Yes

ParticipantRole

The role of participant. For example, is it a customer, agent, or system.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `.*\S.*`

Required: Yes

Sentiment

The sentiment detected for this piece of transcript.

Type: String

Valid Values: POSITIVE | NEUTRAL | NEGATIVE

Required: Yes

IssuesDetected

List of positions where issues were detected on the transcript.

Type: Array of [IssueDetected](#) objects

Array Members: Minimum number of 0 items. Maximum number of 20 items.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Outbound Campaigns

The following data types are supported by Amazon Connect Outbound Campaigns:

- [AgentlessDialerConfig](#)
- [AnswerMachineDetectionConfig](#)
- [Campaign](#)
- [CampaignFilters](#)
- [CampaignSummary](#)
- [DialerConfig](#)
- [DialRequest](#)
- [EncryptionConfig](#)
- [FailedCampaignStateResponse](#)
- [FailedRequest](#)
- [InstanceConfig](#)
- [InstanceIdFilter](#)
- [InstanceOnboardingJobStatus](#)
- [OutboundCallConfig](#)
- [PredictiveDialerConfig](#)
- [ProgressiveDialerConfig](#)
- [SuccessfulCampaignStateResponse](#)
- [SuccessfulRequest](#)

AgentlessDialerConfig

Service: Amazon Connect Outbound Campaigns

Contains agentless dialer configuration for an outbound campaign.

Contents

dialingCapacity

The allocation of dialing capacity between multiple active campaigns.

Type: Double

Valid Range: Minimum value of 0.01. Maximum value of 1.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AnswerMachineDetectionConfig

Service: Amazon Connect Outbound Campaigns

Contains information about answering machine detection.

Contents

enableAnswerMachineDetection

Whether answering machine detection is enabled.

Type: Boolean

Required: Yes

awaitAnswerMachinePrompt

Whether waiting for answer machine prompt is enabled.

Type: Boolean

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Campaign

Service: Amazon Connect Outbound Campaigns

Contains information about an outbound campaign.

Contents

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Required: Yes

connectInstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\]*$`

Required: Yes

dialerConfig

Contains information about the dialer configuration.

Type: [DialerConfig](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

id

The identifier of the campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

outboundCallConfig

Contains information about the outbound call configuration.

Type: [OutboundCallConfig](#) object

Required: Yes

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CampaignFilters

Service: Amazon Connect Outbound Campaigns

Contains the filters to apply when retrieving campaigns.

Contents

instanceIdFilter

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: [InstanceIdFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CampaignSummary

Service: Amazon Connect Outbound Campaigns

Contains summary information about an outbound campaign.

Contents

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Required: Yes

connectInstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.]*$`

Required: Yes

id

The identifier of the campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: Yes

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DialerConfig

Service: Amazon Connect Outbound Campaigns

Contains dialer configuration for an outbound campaign.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

agentlessDialerConfig

The configuration of the agentless dialer.

Type: [AgentlessDialerConfig](#) object

Required: No

predictiveDialerConfig

The configuration of the predictive dialer.

Type: [PredictiveDialerConfig](#) object

Required: No

progressiveDialerConfig

The configuration of the progressive dialer.

Type: [ProgressiveDialerConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DialRequest

Service: Amazon Connect Outbound Campaigns

Contains information about a dial request.

Contents

attributes

Attributes for a dial request. In addition to the Value Length Constraints listed below, note the Value Pattern: `^.*$`

Type: String to string map

Key Length Constraints: Minimum length of 0. Maximum length of 32767.

Key Pattern: `^[a-zA-Z0-9\-_]+$`

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Value Pattern: `^.*$`

Required: Yes

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#). The token is valid for 7 days after creation. If a dial request is already created, the dial request ID is returned.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 200.

Pattern: `^[a-zA-Z0-9_\-\ .]*$`

Required: Yes

expirationTime

A unix timestamp that specifies when a dial request expires.

Value Constraints: Minimum value of 30 seconds from now. Maximum value of 900 seconds (15 minutes) from now.

Type: Timestamp

Required: Yes

phoneNumber

The phone number to dial.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 20.

Pattern: `^\d\-\+]*$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EncryptionConfig

Service: Amazon Connect Outbound Campaigns

Contains encryption configuration for an Amazon Connect instance.

Contents

enabled

The status of whether encryption is done using a customer managed key or AWS owned key.

Type: Boolean

Required: Yes

encryptionType

The type of encryption.

Type: String

Valid Values: KMS

Required: No

keyArn

The Amazon Resource Name (ARN) of the customer managed key or AWS owned key.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FailedCampaignStateResponse

Service: Amazon Connect Outbound Campaigns

Contains information about a failed campaign.

Contents

campaignId

The identifier of the campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: No

failureCode

The failure code of the campaign.

Type: String

Valid Values: `ResourceNotFound` | `UnknownError`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FailedRequest

Service: Amazon Connect Outbound Campaigns

Failure details for a [DialRequest](#).

Contents

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 200.

Pattern: `^[a-zA-Z0-9_\-\.\]*$`

Required: No

failureCode

The failure code of the campaign.

Type: String

Valid Values: `InvalidInput | RequestThrottled | UnknownError`

Required: No

id

The identifier of the campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.\]*$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceConfig

Service: Amazon Connect Outbound Campaigns

Contains configuration information about the Amazon Connect instance.

Contents

connectInstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.\]*$`

Required: Yes

encryptionConfig

Encryption information.

Type: [EncryptionConfig](#) object

Required: Yes

serviceLinkedRoleArn

The The Amazon Resource Name (ARN) of the service linked role.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceIdFilter

Service: Amazon Connect Outbound Campaigns

Contains the filter to apply when retrieving outbound campaigns.

Contents

operator

The operator to use in the filter.

Type: String

Valid Values: Eq

Required: Yes

value

The value to use in the filter.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-\.\]*$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceOnboardingJobStatus

Service: Amazon Connect Outbound Campaigns

Contains information about the status of the workflow to onboard to outbound campaigns.

Contents

connectInstanceid

The identifier of the Amazon Connect instance. You can find the instanceid in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-.]*$`

Required: Yes

status

The status of the workflow to onboard to outbound campaigns.

Type: String

Valid Values: IN_PROGRESS | SUCCEEDED | FAILED

Required: Yes

failureCode

If the workflow is has failed, this is the failure code.

Type: String

Valid Values: EVENT_BRIDGE_ACCESS_DENIED |
EVENT_BRIDGE_MANAGED_RULE_LIMIT_EXCEEDED | IAM_ACCESS_DENIED |
KMS_ACCESS_DENIED | KMS_KEY_NOT_FOUND | INTERNAL_FAILURE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

OutboundCallConfig

Service: Amazon Connect Outbound Campaigns

Contains outbound call configuration for an outbound campaign.

Contents

connectContactFlowId

The identifier of the published flow associated with the outbound call.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: Yes

answerMachineDetectionConfig

Whether answering machine detection has been enabled.

Type: [AnswerMachineDetectionConfig](#) object

Required: No

connectQueueId

The identifier of the queue associated with the outbound call.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: No

connectSourcePhoneNumber

The phone number associated with the outbound call. This is the caller ID that is displayed to customers when an agent calls them.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

PredictiveDialerConfig

Service: Amazon Connect Outbound Campaigns

Contains predictive dialer configuration for an outbound campaign.

Contents

bandwidthAllocation

Bandwidth allocation for the predictive dialer.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 1.

Required: Yes

dialingCapacity

The allocation of dialing capacity between multiple active campaigns.

Type: Double

Valid Range: Minimum value of 0.01. Maximum value of 1.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ProgressiveDialerConfig

Service: Amazon Connect Outbound Campaigns

Contains progressive dialer configuration for an outbound campaign.

Contents

bandwidthAllocation

Bandwidth allocation for the progressive dialer.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 1.

Required: Yes

dialingCapacity

The allocation of dialing capacity between multiple active campaigns.

Type: Double

Valid Range: Minimum value of 0.01. Maximum value of 1.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SuccessfulCampaignStateResponse

Service: Amazon Connect Outbound Campaigns

The state response when the campaign is successful.

Contents

campaignId

The identifier of the campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[\\S]*$`

Required: No

state

The state of the campaign.

Type: String

Valid Values: `Initialized` | `Running` | `Paused` | `Stopped` | `Failed`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SuccessfulRequest

Service: Amazon Connect Outbound Campaigns

Success details for a [DialRequest](#).

Contents

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 200.

Pattern: `^[a-zA-Z0-9_\-.]*$`

Required: No

id

The identifier of the dial request, which is the identifier of the contact in the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: `^[a-zA-Z0-9_\-.]*$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

Amazon Connect Cases

The following data types are supported by Amazon Connect Cases:

- [AuditEvent](#)
- [AuditEventField](#)
- [AuditEventFieldValueUnion](#)
- [AuditEventPerformedBy](#)
- [BasicLayout](#)
- [CaseEventIncludedData](#)
- [CaseFilter](#)
- [CaseSummary](#)
- [CommentContent](#)
- [CommentFilter](#)
- [Contact](#)
- [ContactContent](#)
- [ContactFilter](#)
- [DomainSummary](#)
- [EmptyFieldValue](#)
- [EventBridgeConfiguration](#)
- [EventIncludedData](#)
- [FieldError](#)
- [FieldFilter](#)
- [FieldGroup](#)
- [FieldIdentifier](#)
- [FieldItem](#)
- [FieldOption](#)
- [FieldOptionError](#)
- [FieldSummary](#)

- [FieldValue](#)
- [FieldValueUnion](#)
- [FileContent](#)
- [FileFilter](#)
- [GetFieldResponse](#)
- [LayoutConfiguration](#)
- [LayoutContent](#)
- [LayoutSections](#)
- [LayoutSummary](#)
- [RelatedItemContent](#)
- [RelatedItemEventIncludedData](#)
- [RelatedItemInputContent](#)
- [RelatedItemTypeFilter](#)
- [RequiredField](#)
- [SearchCasesResponseItem](#)
- [SearchRelatedItemsResponseItem](#)
- [Section](#)
- [Sort](#)
- [TemplateSummary](#)
- [UserUnion](#)

AuditEvent

Service: Amazon Connect Cases

Represents the content of a particular audit event.

Contents

eventId

Unique identifier of a case audit history event.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fields

A list of Case Audit History event fields.

Type: Array of [AuditEventField](#) objects

Required: Yes

performedTime

Time at which an Audit History event took place.

Type: Timestamp

Required: Yes

type

The Type of an audit history event.

Type: String

Valid Values: `Case.Created` | `Case.Updated` | `RelatedItem.Created`

Required: Yes

performedBy

Information of the user which performed the audit.

Type: [AuditEventPerformedBy](#) object

Required: No

relatedItemType

The Type of the related item.

Type: String

Valid Values: Contact | Comment | File

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AuditEventField

Service: Amazon Connect Cases

Fields for audit event.

Contents

eventId

Unique identifier of field in an Audit History entry.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

newValue

Union of potential field value types.

Type: [AuditEventFieldValueUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

oldValue

Union of potential field value types.

Type: [AuditEventFieldValueUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AuditEventFieldValueUnion

Service: Amazon Connect Cases

Object to store union of Field values.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

booleanValue

Can be either null, or have a Boolean value type. Only one value can be provided.

Type: Boolean

Required: No

doubleValue

Can be either null, or have a Double value type. Only one value can be provided.

Type: Double

Required: No

emptyValue

An empty value. You cannot set `EmptyFieldValue` on a field that is required on a case template.

This structure will never have any data members. It signifies an empty value on a case field.

Type: [EmptyFieldValue](#) object

Required: No

stringValue

Can be either null, or have a String value type. Only one value can be provided.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: No

userArnValue

Can be either null, or have a String value type formatted as an ARN. Only one value can be provided.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AuditEventPerformedBy

Service: Amazon Connect Cases

Information of the user which performed the audit.

Contents

iamPrincipalArn

Unique identifier of an IAM role.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

user

Represents the identity of the person who performed the action.

Type: [UserUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

BasicLayout

Service: Amazon Connect Cases

Content specific to BasicLayout type. It configures fields in the top panel and More Info tab of agent application.

Contents

moreInfo

This represents sections in a tab of the page layout.

Type: [LayoutSections](#) object

Required: No

topPanel

This represents sections in a panel of the page layout.

Type: [LayoutSections](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CaseEventIncludedData

Service: Amazon Connect Cases

Details of what case data is published through the case event stream.

Contents

fields

List of field identifiers.

Type: Array of [FieldIdentifier](#) objects

Array Members: Minimum number of 0 items. Maximum number of 200 items.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CaseFilter

Service: Amazon Connect Cases

A filter for cases. Only one value can be provided.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

andAll

Provides "and all" filtering.

Type: Array of [CaseFilter](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

field

A list of fields to filter on.

Type: [FieldFilter](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

not

A filter for cases. Only one value can be provided.

Type: [CaseFilter](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

orAll

Provides "or all" filtering.

Type: Array of [CaseFilter](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CaseSummary

Service: Amazon Connect Cases

Case summary information.

Contents

caseId

A unique identifier of the case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

templateId

A unique identifier of a template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CommentContent

Service: Amazon Connect Cases

Represents the content of a Comment to be returned to agents.

Contents

body

Text in the body of a Comment on a case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 3000.

Required: Yes

contentType

Type of the text in the box of a Comment on a case.

Type: String

Valid Values: Text/Plain

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

CommentFilter

Service: Amazon Connect Cases

A filter for related items of type Comment.

Contents

The members of this exception structure are context-dependent.

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Contact

Service: Amazon Connect Cases

An object that represents an Amazon Connect contact object.

Contents

contactArn

A unique identifier of a contact in Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContactContent

Service: Amazon Connect Cases

An object that represents a content of an Amazon Connect contact object.

Contents

channel

A list of channels to filter on for related items of type Contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

connectedToSystemTime

The difference between the `InitiationTimestamp` and the `DisconnectTimestamp` of the contact.

Type: Timestamp

Required: Yes

contactArn

A unique identifier of a contact in Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

ContactFilter

Service: Amazon Connect Cases

A filter for related items of type Contact.

Contents

channel

A list of channels to filter on for related items of type Contact.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 3 items.

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

contactArn

A unique identifier of a contact in Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DomainSummary

Service: Amazon Connect Cases

Object for the summarized details of the domain.

Contents

domainArn

The Amazon Resource Name (ARN) of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

domainId

The unique identifier of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

name

The name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EmptyFieldValue

Service: Amazon Connect Cases

An empty value. You cannot set `EmptyFieldValue` on a field that is required on a case template.

This structure will never have any data members. It signifies an empty value on a case field.

Contents

The members of this exception structure are context-dependent.

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EventBridgeConfiguration

Service: Amazon Connect Cases

Configuration to enable EventBridge case event delivery and determine what data is delivered.

Contents

enabled

Indicates whether the to broadcast case event data to the customer.

Type: Boolean

Required: Yes

includedData

Details of what case and related item data is published through the case event stream.

Type: [EventIncludedData](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EventIncludedData

Service: Amazon Connect Cases

Details of what case and related item data is published through the case event stream.

Contents

caseData

Details of what case data is published through the case event stream.

Type: [CaseEventIncludedData](#) object

Required: No

relatedItemData

Details of what related item data is published through the case event stream.

Type: [RelatedItemEventIncludedData](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldError

Service: Amazon Connect Cases

Object for errors on fields.

Contents

errorCode

The error code from getting a field.

Type: String

Required: Yes

id

The field identifier that caused the error.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

message

The error message from getting a field.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldFilter

Service: Amazon Connect Cases

A filter for fields. Only one value can be provided.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

contains

Object containing field identifier and value information.

Type: [FieldValue](#) object

Required: No

equalTo

Object containing field identifier and value information.

Type: [FieldValue](#) object

Required: No

greaterThan

Object containing field identifier and value information.

Type: [FieldValue](#) object

Required: No

greaterThanOrEqualTo

Object containing field identifier and value information.

Type: [FieldValue](#) object

Required: No

lessThan

Object containing field identifier and value information.

Type: [FieldValue](#) object

Required: No

lessThanOrEqualTo

Object containing field identifier and value information.

Type: [FieldValue](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldGroup

Service: Amazon Connect Cases

Object for a group of fields and associated properties.

Contents

fields

Represents an ordered list containing field related information.

Type: Array of [FieldItem](#) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Required: Yes

name

Name of the field group.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldIdentifier

Service: Amazon Connect Cases

Object for unique identifier of a field.

Contents

id

Unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldItem

Service: Amazon Connect Cases

Object for field related information.

Contents

id

Unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldOption

Service: Amazon Connect Cases

Object for field Options information.

Contents

active

Describes whether the `FieldOption` is active (displayed) or inactive.

Type: Boolean

Required: Yes

name

`FieldOptionName` has max length 100 and disallows trailing spaces.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

value

`FieldOptionValue` has max length 100 and must be alphanumeric with hyphens and underscores.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldOptionError

Service: Amazon Connect Cases

Object for field Options errors.

Contents

errorCode

Error code from creating or updating field option.

Type: String

Required: Yes

message

Error message from creating or updating field option.

Type: String

Required: Yes

value

The field option value that caused the error.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldSummary

Service: Amazon Connect Cases

Object for the summarized details of the field.

Contents

fieldArn

The Amazon Resource Name (ARN) of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fieldId

The unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

name

Name of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

namespace

The namespace of a field.

Type: String

Valid Values: System | Custom

Required: Yes

type

The type of a field.

Type: String

Valid Values: Text | Number | Boolean | DateTime | SingleSelect | Url | User

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldValue

Service: Amazon Connect Cases

Object for case field values.

Contents

id

Unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

value

Union of potential field value types.

Type: [FieldValueUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldValueUnion

Service: Amazon Connect Cases

Object to store union of Field values.

Note

The Summary system field accepts 1500 characters while all other fields accept 500 characters.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

booleanValue

Can be either null, or have a Boolean value type. Only one value can be provided.

Type: Boolean

Required: No

doubleValue

Can be either null, or have a Double number value type. Only one value can be provided.

Type: Double

Required: No

emptyValue

An empty value.

Type: [EmptyFieldValue](#) object

Required: No

stringValue

String value type.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1500.

Required: No

userArnValue

Represents the user that performed the audit.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FileContent

Service: Amazon Connect Cases

An object that represents a content of an Amazon Connect file object.

Contents

fileArn

The Amazon Resource Name (ARN) of a File in Amazon Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FileFilter

Service: Amazon Connect Cases

A filter for related items of type File.

Contents

fileArn

The Amazon Resource Name (ARN) of the file.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

GetFieldResponse

Service: Amazon Connect Cases

Object to store detailed field information.

Contents

fieldArn

The Amazon Resource Name (ARN) of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fieldId

Unique identifier of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

name

Name of the field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

namespace

Namespace of the field.

Type: String

Valid Values: System | Custom

Required: Yes

type

Type of the field.

Type: String

Valid Values: Text | Number | Boolean | DateTime | SingleSelect | Url | User

Required: Yes

createdTime

Timestamp at which the resource was created.

Type: Timestamp

Required: No

deleted

Denotes whether or not the resource has been deleted.

Type: Boolean

Required: No

description

Description of the field.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

lastModifiedTime

Timestamp at which the resource was created or last modified.

Type: Timestamp

Required: No

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

LayoutConfiguration

Service: Amazon Connect Cases

Object to store configuration of layouts associated to the template.

Contents

defaultLayout

Unique identifier of a layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

LayoutContent

Service: Amazon Connect Cases

Object to store union of different versions of layout content.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

basic

Content specific to BasicLayout type. It configures fields in the top panel and More Info tab of Cases user interface.

Type: [BasicLayout](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

LayoutSections

Service: Amazon Connect Cases

Ordered list containing different kinds of sections that can be added. A LayoutSections object can only contain one section.

Contents

sections

Ordered list containing different kinds of sections that can be added.

Type: Array of [Section](#) objects

Array Members: Minimum number of 0 items. Maximum number of 1 item.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

LayoutSummary

Service: Amazon Connect Cases

Object for the summarized details of the layout.

Contents

layoutArn

The Amazon Resource Name (ARN) of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

layoutId

The unique identifier for of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

name

The name of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RelatedItemContent

Service: Amazon Connect Cases

Represents the content of a particular type of related item.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

comment

Represents the content of a comment to be returned to agents.

Type: [CommentContent](#) object

Required: No

contact

Represents the content of a contact to be returned to agents.

Type: [ContactContent](#) object

Required: No

file

Represents the content of a File to be returned to agents.

Type: [FileContent](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RelatedItemEventIncludedData

Service: Amazon Connect Cases

Details of what related item data is published through the case event stream.

Contents

includeContent

Details of what related item data is published through the case event stream.

Type: Boolean

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RelatedItemInputContent

Service: Amazon Connect Cases

Represents the content of a related item to be created.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

comment

Represents the content of a comment to be returned to agents.

Type: [CommentContent](#) object

Required: No

contact

Object representing a contact in Amazon Connect as an API request field.

Type: [Contact](#) object

Required: No

file

A file of related items.

Type: [FileContent](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RelatedItemTypeFilter

Service: Amazon Connect Cases

The list of types of related items and their parameters to use for filtering.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

comment

A filter for related items of type Comment.

Type: [CommentFilter](#) object

Required: No

contact

A filter for related items of type Contact.

Type: [ContactFilter](#) object

Required: No

file

A filter for related items of this type of File.

Type: [FileFilter](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RequiredField

Service: Amazon Connect Cases

List of fields that must have a value provided to create a case.

Contents

fieldId

Unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SearchCasesResponseItem

Service: Amazon Connect Cases

A list of items that represent cases.

Contents

caseId

A unique identifier of the case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

fields

List of case field values.

Type: Array of [FieldValue](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: Yes

templateId

A unique identifier of a template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SearchRelatedItemsResponseItem

Service: Amazon Connect Cases

A list of items that represent RelatedItems.

Contents

associationTime

Time at which a related item was associated with a case.

Type: Timestamp

Required: Yes

content

Represents the content of a particular type of related item.

Type: [RelatedItemContent](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

relatedItemId

Unique identifier of a related item.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

type

Type of a related item.

Type: String

Valid Values: Contact | Comment | File

Required: Yes

performedBy

Represents the creator of the related item.

Type: [UserUnion](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

tags

A map of of key-value pairs that represent tags on a resource. Tags are used to organize, track, or control access for this resource.

Type: String to string map

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Section

Service: Amazon Connect Cases

This represents a sections within a panel or tab of the page layout.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

fieldGroup

Consists of a group of fields and associated properties.

Type: [FieldGroup](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Sort

Service: Amazon Connect Cases

A structured set of sort terms.

Contents

fieldId

Unique identifier of a field.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

sortOrder

A structured set of sort terms

Type: String

Valid Values: Asc | Desc

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TemplateSummary

Service: Amazon Connect Cases

Template summary information.

Contents

name

The template name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `^\.*[\S]$`

Required: Yes

status

The status of the template.

Type: String

Valid Values: Active | Inactive

Required: Yes

templateArn

The Amazon Resource Name (ARN) of the template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

templateId

The unique identifier for the template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UserUnion

Service: Amazon Connect Cases

Represents the identity of the person who performed the action.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

userArn

Represents the Amazon Connect ARN of the user.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Participant Service

The following data types are supported by Amazon Connect Participant Service:

- [AttachmentItem](#)
- [ConnectionCredentials](#)

- [Item](#)
- [MessageMetadata](#)
- [Receipt](#)
- [StartPosition](#)
- [UploadMetadata](#)
- [View](#)
- [ViewContent](#)
- [Websocket](#)

AttachmentItem

Service: Amazon Connect Participant Service

The case-insensitive input to indicate standard MIME type that describes the format of the file that will be uploaded.

Contents

AttachmentId

A unique identifier for the attachment.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

AttachmentName

A case-sensitive name of the attachment being uploaded.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

ContentType

Describes the MIME file type of the attachment. For a list of supported file types, see [Feature specifications](#) in the *Amazon Connect Administrator Guide*.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Status

Status of the attachment.

Type: String

Valid Values: APPROVED | REJECTED | IN_PROGRESS

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ConnectionCredentials

Service: Amazon Connect Participant Service

Connection credentials.

Contents

ConnectionToken

The connection token.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

Expiry

The expiration of the token.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Item

Service: Amazon Connect Participant Service

An item - message or event - that has been sent.

Contents

AbsoluteTime

The time when the message or event was sent.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Attachments

Provides information about the attachments.

Type: Array of [AttachmentItem](#) objects

Required: No

ContactId

The contactId on which the transcript item was originally sent. This field is populated only when the transcript item is from the current chat session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Content

The content of the message or event.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 16384.

Required: No

ContentType

The type of content of the item.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

DisplayName

The chat display name of the sender.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Id

The ID of the item.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

MessageMetadata

The metadata related to the message. Currently this supports only information related to message receipts.

Type: [MessageMetadata](#) object

Required: No

ParticipantId

The ID of the sender in the session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

ParticipantRole

The role of the sender. For example, is it a customer, agent, or system.

Type: String

Valid Values: AGENT | CUSTOMER | SYSTEM | CUSTOM_BOT | SUPERVISOR

Required: No

RelatedContactId

The contactId on which the transcript item was originally sent. This field is only populated for persistent chats when the transcript item is from the past chat session. For more information, see [Enable persistent chat](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Type

Type of the item: message or event.

Type: String

Valid Values: TYPING | PARTICIPANT_JOINED | PARTICIPANT_LEFT | CHAT_ENDED | TRANSFER_SUCCEEDED | TRANSFER_FAILED | MESSAGE | EVENT | ATTACHMENT | CONNECTION_ACK | MESSAGE_DELIVERED | MESSAGE_READ

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MessageMetadata

Service: Amazon Connect Participant Service

Contains metadata related to a message.

Contents

MessageId

The identifier of the message that contains the metadata information.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Receipts

The list of receipt information for a message for different recipients.

Type: Array of [Receipt](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Receipt

Service: Amazon Connect Participant Service

The receipt for the message delivered to the recipient.

Contents

DeliveredTimestamp

The time when the message was delivered to the recipient.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

ReadTimestamp

The time when the message was read by the recipient.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

RecipientParticipantId

The identifier of the recipient of the message.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

StartPosition

Service: Amazon Connect Participant Service

A filtering option for where to start. For example, if you sent 100 messages, start with message 50.

Contents

AbsoluteTime

The time in ISO format where to start.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

Id

The ID of the message or event where to start.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

MostRecent

The start position of the most recent message where you want to start.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UploadMetadata

Service: Amazon Connect Participant Service

Fields to be used while uploading the attachment.

Contents

HeadersToInclude

The headers to be provided while uploading the file to the URL.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

Url

This is the pre-signed URL that can be used for uploading the file to Amazon S3 when used in response to [StartAttachmentUpload](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

UrlExpiry

The expiration time of the URL in ISO timestamp. It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

View

Service: Amazon Connect Participant Service

A view resource object. Contains metadata and content necessary to render the view.

Contents

Arn

The Amazon Resource Name (ARN) of the view.

Type: String

Required: No

Content

View content containing all content necessary to render a view except for runtime input data.

Type: [ViewContent](#) object

Required: No

Id

The identifier of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Pattern: `^[a-zA-Z0-9_\-\:\/$]+$`

Required: No

Name

The name of the view.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^([\p{L}\p{N}_.\:\/=+\-@()']+[\p{L}\p{Z}\p{N}_.\:\/=+\-@()']*)$`

Required: No

Version

The current version of the view.

Type: Integer

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ViewContent

Service: Amazon Connect Participant Service

View content containing all content necessary to render a view except for runtime input data.

Contents

Actions

A list of actions possible from the view

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^([\p{L}\p{N}_.:\/=+\-@()']+[\p{L}\p{Z}\p{N}_.:\/=+\-@()']*)*$`

Required: No

InputSchema

The schema representing the input data that the view template must be supplied to render.

Type: String

Required: No

Template

The view template representing the structure of the view.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Websocket

Service: Amazon Connect Participant Service

The websocket for the participant's connection.

Contents

ConnectionExpiry

The URL expiration timestamp in ISO date format.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

Url

The URL of the websocket.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Amazon Connect Customer Profiles

The following data types are supported by Amazon Connect Customer Profiles:

- [AdditionalSearchKey](#)
- [Address](#)
- [AppflowIntegration](#)
- [AppflowIntegrationWorkflowAttributes](#)
- [AppflowIntegrationWorkflowMetrics](#)
- [AppflowIntegrationWorkflowStep](#)
- [AttributeDetails](#)
- [AttributeItem](#)
- [AttributeTypesSelector](#)
- [AutoMerging](#)
- [Batch](#)
- [Conditions](#)
- [ConflictResolution](#)
- [ConnectorOperator](#)
- [Consolidation](#)
- [DestinationSummary](#)
- [DetectedProfileObjectType](#)
- [DomainStats](#)
- [EventStreamDestinationDetails](#)
- [EventStreamSummary](#)
- [ExportingConfig](#)
- [ExportingLocation](#)
- [FieldSourceProfileIds](#)
- [FlowDefinition](#)
- [FoundByKeyValue](#)
- [IdentityResolutionJob](#)
- [IncrementalPullConfig](#)
- [IntegrationConfig](#)
- [JobSchedule](#)
- [JobStats](#)

- [ListCalculatedAttributeDefinitionItem](#)
- [ListCalculatedAttributeForProfileItem](#)
- [ListDomainItem](#)
- [ListIntegrationItem](#)
- [ListProfileObjectsItem](#)
- [ListProfileObjectTypeItem](#)
- [ListProfileObjectTypeTemplateItem](#)
- [ListWorkflowsItem](#)
- [MarketoSourceProperties](#)
- [MatchingRequest](#)
- [MatchingResponse](#)
- [MatchingRule](#)
- [MatchItem](#)
- [ObjectFilter](#)
- [ObjectTypeField](#)
- [ObjectTypeKey](#)
- [Profile](#)
- [Range](#)
- [RuleBasedMatchingRequest](#)
- [RuleBasedMatchingResponse](#)
- [S3ExportingConfig](#)
- [S3ExportingLocation](#)
- [S3SourceProperties](#)
- [SalesforceSourceProperties](#)
- [ScheduledTriggerProperties](#)
- [ServiceNowSourceProperties](#)
- [SourceConnectorProperties](#)
- [SourceFlowConfig](#)
- [Task](#)
- [Threshold](#)

- [TriggerConfig](#)
- [TriggerProperties](#)
- [UpdateAddress](#)
- [WorkflowAttributes](#)
- [WorkflowMetrics](#)
- [WorkflowStepItem](#)
- [ZendeskSourceProperties](#)

AdditionalSearchKey

Service: Amazon Connect Customer Profiles

A data type pair that consists of a `KeyName` and `Values` list that is used in conjunction with the [KeyName](#) and [Values](#) parameters to search for profiles using the [SearchProfiles](#) API.

Contents

KeyName

A searchable identifier of a customer profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Values

A list of key values.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Address

Service: Amazon Connect Customer Profiles

A generic address associated with the customer that is not mailing, shipping, or billing.

Contents

Address1

The first line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Address2

The second line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Address3

The third line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Address4

The fourth line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

City

The city in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Country

The country in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

County

The county in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PostalCode

The postal code of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Province

The province in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

State

The state in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AppflowIntegration

Service: Amazon Connect Customer Profiles

Details for workflow of type APPFLOW_INTEGRATION.

Contents

FlowDefinition

The configurations that control how Customer Profiles retrieves data from the source, Amazon AppFlow. Customer Profiles uses this information to create an AppFlow flow on behalf of customers.

Type: [FlowDefinition](#) object

Required: Yes

Batches

Batches in workflow of type APPFLOW_INTEGRATION.

Type: Array of [Batch](#) objects

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AppflowIntegrationWorkflowAttributes

Service: Amazon Connect Customer Profiles

Structure holding all APPFLOW_INTEGRATION specific workflow attributes.

Contents

ConnectorProfileName

The name of the AppFlow connector profile used for ingestion.

Type: String

Length Constraints: Maximum length of 256.

Pattern: `[\w/!@#+=. -]+`

Required: Yes

SourceConnectorType

Specifies the source connector type, such as Salesforce, ServiceNow, and Marketo. Indicates source of ingestion.

Type: String

Valid Values: `Salesforce` | `Marketo` | `Zendesk` | `Servicenow` | `S3`

Required: Yes

RoleArn

The Amazon Resource Name (ARN) of the IAM role. Customer Profiles assumes this role to create resources on your behalf as part of workflow execution.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AppflowIntegrationWorkflowMetrics

Service: Amazon Connect Customer Profiles

Workflow specific execution metrics for APPFLOW_INTEGRATION workflow.

Contents

RecordsProcessed

Number of records processed in APPFLOW_INTEGRATION workflow.

Type: Long

Required: Yes

StepsCompleted

Total steps completed in APPFLOW_INTEGRATION workflow.

Type: Long

Required: Yes

TotalSteps

Total steps in APPFLOW_INTEGRATION workflow.

Type: Long

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AppflowIntegrationWorkflowStep

Service: Amazon Connect Customer Profiles

Workflow step details for APPFLOW_INTEGRATION workflow.

Contents

BatchRecordsEndTime

End datetime of records pulled in batch during execution of workflow step for APPFLOW_INTEGRATION workflow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

BatchRecordsStartTime

Start datetime of records pulled in batch during execution of workflow step for APPFLOW_INTEGRATION workflow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

CreatedAt

Creation timestamp of workflow step for APPFLOW_INTEGRATION workflow.

Type: Timestamp

Required: Yes

ExecutionMessage

Message indicating execution of workflow step for APPFLOW_INTEGRATION workflow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

FlowName

Name of the flow created during execution of workflow step. APPFLOW_INTEGRATION workflow type creates an appflow flow during workflow step execution on the customers behalf.

Type: String

Length Constraints: Maximum length of 256.

Pattern: [a-zA-Z0-9][\w!@#.-]+

Required: Yes

LastUpdatedAt

Last updated timestamp for workflow step for APPFLOW_INTEGRATION workflow.

Type: Timestamp

Required: Yes

RecordsProcessed

Total number of records processed during execution of workflow step for APPFLOW_INTEGRATION workflow.

Type: Long

Required: Yes

Status

Workflow step status for APPFLOW_INTEGRATION workflow.

Type: String

Valid Values: NOT_STARTED | IN_PROGRESS | COMPLETE | FAILED | SPLIT | RETRY
| CANCELLED

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttributeDetails

Service: Amazon Connect Customer Profiles

Mathematical expression and a list of attribute items specified in that expression.

Contents

Attributes

A list of attribute items specified in the mathematical expression.

Type: Array of [AttributeItem](#) objects

Array Members: Minimum number of 1 item. Maximum number of 2 items.

Required: Yes

Expression

Mathematical expression that is performed on attribute items provided in the attribute list. Each element in the expression should follow the structure of `\{ObjectTypeName.AttributeName}\`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttributeItem

Service: Amazon Connect Customer Profiles

The details of a single attribute item specified in the mathematical expression.

Contents

Name

The name of an attribute defined in a profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_.-]+$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AttributeTypesSelector

Service: Amazon Connect Customer Profiles

Configuration information about the `AttributeTypesSelector` where the rule-based identity resolution uses to match profiles. You can choose how profiles are compared across attribute types and which attribute to use for matching from each type. There are three attribute types you can configure:

- Email type
 - You can choose from `Email`, `BusinessEmail`, and `PersonalEmail`
- Phone number type
 - You can choose from `Phone`, `HomePhone`, and `MobilePhone`
- Address type
 - You can choose from `Address`, `BusinessAddress`, `MaillingAddress`, and `ShippingAddress`

You can either choose `ONE_TO_ONE` or `MANY_TO_MANY` as the `AttributeMatchingModel`. When choosing `MANY_TO_MANY`, the system can match attribute across the sub-types of an attribute type. For example, if the value of the `Email` field of Profile A and the value of `BusinessEmail` field of Profile B matches, the two profiles are matched on the Email type. When choosing `ONE_TO_ONE` the system can only match if the sub-types are exact matches. For example, only when the value of the `Email` field of Profile A and the value of the `Email` field of Profile B matches, the two profiles are matched on the Email type.

Contents

AttributeMatchingModel

Configures the `AttributeMatchingModel`, you can either choose `ONE_TO_ONE` or `MANY_TO_MANY`.

Type: String

Valid Values: `ONE_TO_ONE` | `MANY_TO_MANY`

Required: Yes

Address

The `Address` type. You can choose from `Address`, `BusinessAddress`, `MaillingAddress`, and `ShippingAddress`.

You only can use the `Address` type in the `MatchingRule`. For example, if you want to match profile based on `BusinessAddress.City` or `MaillingAddress.City`, you need to choose the `BusinessAddress` and the `MaillingAddress` to represent the `Address` type and specify the `Address.City` on the matching rule.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 4 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

EmailAddress

The `Email` type. You can choose from `EmailAddress`, `BusinessEmailAddress` and `PersonalEmailAddress`.

You only can use the `EmailAddress` type in the `MatchingRule`. For example, if you want to match profile based on `PersonalEmailAddress` or `BusinessEmailAddress`, you need to choose the `PersonalEmailAddress` and the `BusinessEmailAddress` to represent the `EmailAddress` type and only specify the `EmailAddress` on the matching rule.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 3 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PhoneNumber

The `PhoneNumber` type. You can choose from `PhoneNumber`, `HomePhoneNumber`, and `MobilePhoneNumber`.

You only can use the `PhoneNumber` type in the `MatchingRule`. For example, if you want to match a profile based on `Phone` or `HomePhone`, you need to choose the `Phone` and the

HomePhone to represent the PhoneNumber type and only specify the PhoneNumber on the matching rule.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 4 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AutoMerging

Service: Amazon Connect Customer Profiles

Configuration settings for how to perform the auto-merging of profiles.

Contents

Enabled

The flag that enables the auto-merging of duplicate profiles.

Type: Boolean

Required: Yes

ConflictResolution

How the auto-merging process should resolve conflicts between different profiles. For example, if Profile A and Profile B have the same `FirstName` and `LastName` (and that is the matching criteria), which `EmailAddress` should be used?

Type: [ConflictResolution](#) object

Required: No

Consolidation

A list of matching attributes that represent matching criteria. If two profiles meet at least one of the requirements in the matching attributes list, they will be merged.

Type: [Consolidation](#) object

Required: No

MinAllowedConfidenceScoreForMerging

A number between 0 and 1 that represents the minimum confidence score required for profiles within a matching group to be merged during the auto-merge process. A higher score means higher similarity required to merge profiles.

Type: Double

Valid Range: Minimum value of 0.0. Maximum value of 1.0.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Batch

Service: Amazon Connect Customer Profiles

Batch defines the boundaries for ingestion for each step in APPFLOW_INTEGRATION workflow. APPFLOW_INTEGRATION workflow splits ingestion based on these boundaries.

Contents

EndTime

End time of batch to split ingestion.

Type: Timestamp

Required: Yes

StartTime

Start time of batch to split ingestion.

Type: Timestamp

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Conditions

Service: Amazon Connect Customer Profiles

The conditions including range, object count, and threshold for the calculated attribute.

Contents

ObjectCount

The number of profile objects used for the calculated attribute.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

Range

The relative time period over which data is included in the aggregation.

Type: [Range](#) object

Required: No

Threshold

The threshold for the calculated attribute.

Type: [Threshold](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ConflictResolution

Service: Amazon Connect Customer Profiles

How the auto-merging process should resolve conflicts between different profiles.

Contents

ConflictResolvingModel

How the auto-merging process should resolve conflicts between different profiles.

- **RECENCY**: Uses the data that was most recently updated.
- **SOURCE**: Uses the data from a specific source. For example, if a company has been acquired or two departments have merged, data from the specified source is used. If two duplicate profiles are from the same source, then **RECENCY** is used again.

Type: String

Valid Values: RECENCY | SOURCE

Required: Yes

SourceName

The `ObjectType` name that is used to resolve profile merging conflicts when choosing **SOURCE** as the `ConflictResolvingModel`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ConnectorOperator

Service: Amazon Connect Customer Profiles

The operation to be performed on the provided source fields.

Contents

Marketo

The operation to be performed on the provided Marketo source fields.

Type: String

Valid Values: PROJECTION | LESS_THAN | GREATER_THAN | BETWEEN | ADDITION | MULTIPLICATION | DIVISION | SUBTRACTION | MASK_ALL | MASK_FIRST_N | MASK_LAST_N | VALIDATE_NON_NULL | VALIDATE_NON_ZERO | VALIDATE_NON_NEGATIVE | VALIDATE_NUMERIC | NO_OP

Required: No

S3

The operation to be performed on the provided Amazon S3 source fields.

Type: String

Valid Values: PROJECTION | LESS_THAN | GREATER_THAN | BETWEEN | LESS_THAN_OR_EQUAL_TO | GREATER_THAN_OR_EQUAL_TO | EQUAL_TO | NOT_EQUAL_TO | ADDITION | MULTIPLICATION | DIVISION | SUBTRACTION | MASK_ALL | MASK_FIRST_N | MASK_LAST_N | VALIDATE_NON_NULL | VALIDATE_NON_ZERO | VALIDATE_NON_NEGATIVE | VALIDATE_NUMERIC | NO_OP

Required: No

Salesforce

The operation to be performed on the provided Salesforce source fields.

Type: String

Valid Values: PROJECTION | LESS_THAN | CONTAINS | GREATER_THAN | BETWEEN | LESS_THAN_OR_EQUAL_TO | GREATER_THAN_OR_EQUAL_TO | EQUAL_TO | NOT_EQUAL_TO | ADDITION | MULTIPLICATION | DIVISION | SUBTRACTION

| MASK_ALL | MASK_FIRST_N | MASK_LAST_N | VALIDATE_NON_NULL |
VALIDATE_NON_ZERO | VALIDATE_NON_NEGATIVE | VALIDATE_NUMERIC | NO_OP

Required: No

ServiceNow

The operation to be performed on the provided ServiceNow source fields.

Type: String

Valid Values: PROJECTION | CONTAINS | LESS_THAN | GREATER_THAN | BETWEEN
| LESS_THAN_OR_EQUAL_TO | GREATER_THAN_OR_EQUAL_TO | EQUAL_TO |
NOT_EQUAL_TO | ADDITION | MULTIPLICATION | DIVISION | SUBTRACTION
| MASK_ALL | MASK_FIRST_N | MASK_LAST_N | VALIDATE_NON_NULL |
VALIDATE_NON_ZERO | VALIDATE_NON_NEGATIVE | VALIDATE_NUMERIC | NO_OP

Required: No

Zendesk

The operation to be performed on the provided Zendesk source fields.

Type: String

Valid Values: PROJECTION | GREATER_THAN | ADDITION | MULTIPLICATION |
DIVISION | SUBTRACTION | MASK_ALL | MASK_FIRST_N | MASK_LAST_N |
VALIDATE_NON_NULL | VALIDATE_NON_ZERO | VALIDATE_NON_NEGATIVE |
VALIDATE_NUMERIC | NO_OP

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Consolidation

Service: Amazon Connect Customer Profiles

The matching criteria to be used during the auto-merging process.

Contents

MatchingAttributesList

A list of matching criteria.

Type: Array of arrays of strings

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Array Members: Minimum number of 1 item. Maximum number of 20 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DestinationSummary

Service: Amazon Connect Customer Profiles

Summary information about the Kinesis data stream

Contents

Status

The status of enabling the Kinesis stream as a destination for export.

Type: String

Valid Values: HEALTHY | UNHEALTHY

Required: Yes

Uri

The StreamARN of the destination to deliver profile events to. For example, arn:aws:kinesis:region:account-id:stream/stream-name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

UnhealthySince

The timestamp when the status last changed to UNHEALTHY.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

DetectedProfileObjectType

Service: Amazon Connect Customer Profiles

Contains ProfileObjectType mapping information from the model.

Contents

Fields

A map of the name and the ObjectType field.

Type: String to [ObjectTypeField](#) object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

Keys

A list of unique keys that can be used to map data to a profile.

Type: String to array of [ObjectTypeKey](#) objects map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

SourceLastUpdatedTimestampFormat

The format of sourceLastUpdatedTimestamp that was detected in fields.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DomainStats

Service: Amazon Connect Customer Profiles

Usage-specific statistics about the domain.

Contents

MeteringProfileCount

The number of profiles that you are currently paying for in the domain. If you have more than 100 objects associated with a single profile, that profile counts as two profiles. If you have more than 200 objects, that profile counts as three, and so on.

Type: Long

Required: No

ObjectCount

The total number of objects in domain.

Type: Long

Required: No

ProfileCount

The total number of profiles currently in the domain.

Type: Long

Required: No

TotalSize

The total size, in bytes, of all objects in the domain.

Type: Long

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EventStreamDestinationDetails

Service: Amazon Connect Customer Profiles

Details of the destination being used for the EventStream.

Contents

Status

The status of enabling the Kinesis stream as a destination for export.

Type: String

Valid Values: HEALTHY | UNHEALTHY

Required: Yes

Uri

The StreamARN of the destination to deliver profile events to. For example, `arn:aws:kinesis:region:account-id:stream/stream-name`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

Message

The human-readable string that corresponds to the error or success while enabling the streaming destination.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

UnhealthySince

The timestamp when the status last changed to UNHEALTHY.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EventStreamSummary

Service: Amazon Connect Customer Profiles

An instance of EventStream in a list of EventStreams.

Contents

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

EventStreamArn

A unique identifier for the event stream.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

EventStreamName

The name of the event stream.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

State

The operational state of destination stream for export.

Type: String

Valid Values: RUNNING | STOPPED

Required: Yes

DestinationSummary

Summary information about the Kinesis data stream.

Type: [DestinationSummary](#) object

Required: No

StoppedSince

The timestamp when the State changed to STOPPED.

Type: Timestamp

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ExportingConfig

Service: Amazon Connect Customer Profiles

Configuration information about the S3 bucket where Identity Resolution Jobs writes result files.

Note

You need to give Customer Profiles service principal write permission to your S3 bucket. Otherwise, you'll get an exception in the API response. For an example policy, see [Amazon Connect Customer Profiles cross-service confused deputy prevention](#).

Contents

S3Exporting

The S3 location where Identity Resolution Jobs write result files.

Type: [S3ExportingConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ExportingLocation

Service: Amazon Connect Customer Profiles

The S3 location where Identity Resolution Jobs write result files.

Contents

S3Exporting

Information about the S3 location where Identity Resolution Jobs write result files.

Type: [S3ExportingLocation](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FieldSourceProfileIds

Service: Amazon Connect Customer Profiles

A duplicate customer profile that is to be merged into a main profile.

Contents

AccountNumber

A unique identifier for the account number field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

AdditionalInformation

A unique identifier for the additional information field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

Address

A unique identifier for the party type field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

Attributes

A unique identifier for the attributes field to be merged.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Pattern: [a-f0-9]{32}

Required: No

BillingAddress

A unique identifier for the billing type field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

BirthDate

A unique identifier for the birthdate field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

BusinessEmailAddress

A unique identifier for the party type field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

BusinessName

A unique identifier for the business name field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

BusinessPhoneNumber

A unique identifier for the business phone number field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

EmailAddress

A unique identifier for the email address field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

FirstName

A unique identifier for the first name field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

Gender

A unique identifier for the gender field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

HomePhoneNumber

A unique identifier for the home phone number field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

LastName

A unique identifier for the last name field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

MailingAddress

A unique identifier for the mailing address field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

MiddleName

A unique identifier for the middle name field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

MobilePhoneNumber

A unique identifier for the mobile phone number field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

PartyType

A unique identifier for the party type field to be merged.

Type: String

Pattern: [a-f0-9]{32}

Required: No

PersonalEmailAddress

A unique identifier for the personal email address field to be merged.

Type: String

Pattern: `[a-f0-9]{32}`

Required: No

PhoneNumber

A unique identifier for the phone number field to be merged.

Type: String

Pattern: `[a-f0-9]{32}`

Required: No

ShippingAddress

A unique identifier for the shipping address field to be merged.

Type: String

Pattern: `[a-f0-9]{32}`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FlowDefinition

Service: Amazon Connect Customer Profiles

The configurations that control how Customer Profiles retrieves data from the source, Amazon AppFlow. Customer Profiles uses this information to create an AppFlow flow on behalf of customers.

Contents

FlowName

The specified name of the flow. Use underscores (_) or hyphens (-) only. Spaces are not allowed.

Type: String

Length Constraints: Maximum length of 256.

Pattern: `[a-zA-Z0-9][\w!@#.-]+`

Required: Yes

KmsArn

The Amazon Resource Name of the AWS Key Management Service (KMS) key you provide for encryption.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 2048.

Pattern: `arn:aws:kms:.*:[0-9]+:.*`

Required: Yes

SourceFlowConfig

The configuration that controls how Customer Profiles retrieves data from the source.

Type: [SourceFlowConfig](#) object

Required: Yes

Tasks

A list of tasks that Customer Profiles performs while transferring the data in the flow run.

Type: Array of [Task](#) objects

Required: Yes

TriggerConfig

The trigger settings that determine how and when the flow runs.

Type: [TriggerConfig](#) object

Required: Yes

Description

A description of the flow you want to create.

Type: String

Length Constraints: Maximum length of 2048.

Pattern: `[\w!@#\-.? , \s]*`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FoundByKeyValue

Service: Amazon Connect Customer Profiles

A data type pair that consists of a `KeyName` and `Values` list that were used to find a profile returned in response to a [SearchProfiles](#) request.

Contents

KeyName

A searchable identifier of a customer profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

Values

A list of key values.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

IdentityResolutionJob

Service: Amazon Connect Customer Profiles

Information about the Identity Resolution Job.

Contents

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

ExportingLocation

The S3 location where the Identity Resolution Job writes result files.

Type: [ExportingLocation](#) object

Required: No

JobEndTime

The timestamp of when the job was completed.

Type: Timestamp

Required: No

JobId

The unique identifier of the Identity Resolution Job.

Type: String

Pattern: `[a-f0-9]{32}`

Required: No

JobStartTime

The timestamp of when the job was started or will be started.

Type: Timestamp

Required: No

JobStats

Statistics about an Identity Resolution Job.

Type: [JobStats](#) object

Required: No

Message

The error messages that are generated when the Identity Resolution Job runs.

Type: String

Length Constraints: Maximum length of 2048.

Pattern: .*

Required: No

Status

The status of the Identity Resolution Job.

- **PENDING:** The Identity Resolution Job is scheduled but has not started yet. If you turn off the Identity Resolution feature in your domain, jobs in the PENDING state are deleted.
- **PREPROCESSING:** The Identity Resolution Job is loading your data.
- **FIND_MATCHING:** The Identity Resolution Job is using the machine learning model to identify profiles that belong to the same matching group.
- **MERGING:** The Identity Resolution Job is merging duplicate profiles.
- **COMPLETED:** The Identity Resolution Job completed successfully.
- **PARTIAL_SUCCESS:** There's a system error and not all of the data is merged. The Identity Resolution Job writes a message indicating the source of the problem.
- **FAILED:** The Identity Resolution Job did not merge any data. It writes a message indicating the source of the problem.

Type: String

Valid Values: PENDING | PREPROCESSING | FIND_MATCHING | MERGING | COMPLETED
| PARTIAL_SUCCESS | FAILED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

IncrementalPullConfig

Service: Amazon Connect Customer Profiles

Specifies the configuration used when importing incremental records from the source.

Contents

DatetimeTypeFieldName

A field that specifies the date time or timestamp field as the criteria to use when importing incremental records from the source.

Type: String

Length Constraints: Maximum length of 256.

Pattern: .*

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

IntegrationConfig

Service: Amazon Connect Customer Profiles

Configuration data for integration workflow.

Contents

AppflowIntegration

Configuration data for APPFLOW_INTEGRATION workflow type.

Type: [AppflowIntegration](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

JobSchedule

Service: Amazon Connect Customer Profiles

The day and time when do you want to start the Identity Resolution Job every week.

Contents

DayOfTheWeek

The day when the Identity Resolution Job should run every week.

Type: String

Valid Values: SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY

Required: Yes

Time

The time when the Identity Resolution Job should run every week.

Type: String

Length Constraints: Minimum length of 3. Maximum length of 5.

Pattern: `^([0-9]|0[0-9]|1[0-9]|2[0-3]):[0-5][0-9]$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

JobStats

Service: Amazon Connect Customer Profiles

Statistics about the Identity Resolution Job.

Contents

NumberOfMatchesFound

The number of matches found.

Type: Long

Required: No

NumberOfMergesDone

The number of merges completed.

Type: Long

Required: No

NumberOfProfilesReviewed

The number of profiles reviewed.

Type: Long

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListCalculatedAttributeDefinitionItem

Service: Amazon Connect Customer Profiles

The details of a single calculated attribute definition.

Contents

CalculatedAttributeName

The unique name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

CreatedAt

The threshold for the calculated attribute.

Type: Timestamp

Required: No

Description

The threshold for the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

Required: No

LastUpdatedAt

The timestamp of when the calculated attribute definition was most recently edited.

Type: Timestamp

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListCalculatedAttributeForProfileItem

Service: Amazon Connect Customer Profiles

The details of a single calculated attribute for a profile.

Contents

CalculatedAttributeName

The unique name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

DisplayName

The display name of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

Required: No

IsDataPartial

Indicates whether the calculated attribute's value is based on partial data. If data is partial, it is set to true.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Value

The value of the calculated attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListDomainItem

Service: Amazon Connect Customer Profiles

An object in a list that represents a domain.

Contents

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Required: Yes

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

Required: Yes

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListIntegrationItem

Service: Amazon Connect Customer Profiles

An integration in list of integrations.

Contents

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Required: Yes

DomainName

The unique name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

Required: Yes

Uri

The URI of the S3 bucket or any other type of data source.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

IsUnstructured

Boolean that shows if the Flow that's associated with the Integration is created in Amazon Appflow, or with ObjectTypeName equals `_unstructured` via API/CLI in flowDefinition.

Type: Boolean

Required: No

ObjectName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

ObjectNames

A map in which each key is an event type from an external application such as Segment or Shopify, and each value is an ObjectName (template) used to ingest the event. It supports the following event types: SegmentIdentify, ShopifyCreateCustomers, ShopifyUpdateCustomers, ShopifyCreateDraftOrders, ShopifyUpdateDraftOrders, ShopifyCreateOrders, and ShopifyUpdatedOrders.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Length Constraints: Minimum length of 1. Maximum length of 255.

Value Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

WorkflowId

Unique identifier for the workflow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListProfileObjectsItem

Service: Amazon Connect Customer Profiles

A ProfileObject in a list of ProfileObjects.

Contents

Object

A JSON representation of a ProfileObject that belongs to a profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256000.

Required: No

ObjectTypeName

Specifies the kind of object being added to a profile, such as "Salesforce-Account."

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

ProfileObjectUniqueKey

The unique identifier of the ProfileObject generated by the service.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListProfileObjectTypeItem

Service: Amazon Connect Customer Profiles

A ProfileObjectType instance.

Contents

Description

Description of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

ObjectName

The name of the profile object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: Yes

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Required: No

LastUpdatedAt

The timestamp of when the domain was most recently edited.

Type: Timestamp

Required: No

MaxAvailableProfileObjectCount

The amount of provisioned profile object max count available.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

MaxProfileObjectCount

The amount of profile object max count assigned to the object type.

Type: Integer

Valid Range: Minimum value of 1.

Required: No

Tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Map Entries: Maximum number of 50 items.

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

ListProfileObjectTypeTemplateItem

Service: Amazon Connect Customer Profiles

A ProfileObjectTypeTemplate in a list of ProfileObjectTypeTemplates.

Contents

SourceName

The name of the source of the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

SourceObject

The source of the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

TemplateId

A unique identifier for the object template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ListWorkflowsItem

Service: Amazon Connect Customer Profiles

A workflow in list of workflows.

Contents

CreatedAt

Creation timestamp for workflow.

Type: Timestamp

Required: Yes

LastUpdatedAt

Last updated timestamp for workflow.

Type: Timestamp

Required: Yes

Status

Status of workflow execution.

Type: String

Valid Values: NOT_STARTED | IN_PROGRESS | COMPLETE | FAILED | SPLIT | RETRY
| CANCELLED

Required: Yes

StatusDescription

Description for workflow execution status.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

WorkflowId

Unique identifier for the workflow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

WorkflowType

The type of workflow. The only supported value is APPFLOW_INTEGRATION.

Type: String

Valid Values: APPFLOW_INTEGRATION

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MarketoSourceProperties

Service: Amazon Connect Customer Profiles

The properties that are applied when Marketo is being used as a source.

Contents

Object

The object specified in the Marketo flow source.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `\S+`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MatchingRequest

Service: Amazon Connect Customer Profiles

The flag that enables the matching process of duplicate profiles.

Contents

Enabled

The flag that enables the matching process of duplicate profiles.

Type: Boolean

Required: Yes

AutoMerging

Configuration information about the auto-merging process.

Type: [AutoMerging](#) object

Required: No

ExportingConfig

Configuration information for exporting Identity Resolution results, for example, to an S3 bucket.

Type: [ExportingConfig](#) object

Required: No

JobSchedule

The day and time when do you want to start the Identity Resolution Job every week.

Type: [JobSchedule](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MatchingResponse

Service: Amazon Connect Customer Profiles

The flag that enables the matching process of duplicate profiles.

Contents

AutoMerging

Configuration information about the auto-merging process.

Type: [AutoMerging](#) object

Required: No

Enabled

The flag that enables the matching process of duplicate profiles.

Type: Boolean

Required: No

ExportingConfig

Configuration information for exporting Identity Resolution results, for example, to an S3 bucket.

Type: [ExportingConfig](#) object

Required: No

JobSchedule

The day and time when do you want to start the Identity Resolution Job every week.

Type: [JobSchedule](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MatchingRule

Service: Amazon Connect Customer Profiles

Specifies how does the rule-based matching process should match profiles. You can choose from the following attributes to build the matching Rule:

- AccountNumber
- Address.Address
- Address.City
- Address.Country
- Address.County
- Address.PostalCode
- Address.State
- Address.Province
- BirthDate
- BusinessName
- EmailAddress
- FirstName
- Gender
- LastName
- MiddleName
- PhoneNumber
- Any customized profile attributes that start with the `Attributes`

Contents

Rule

A single rule level of the `MatchRules`. Configures how the rule-based matching process should match profiles.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 15 items.

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

MatchItem

Service: Amazon Connect Customer Profiles

The Match group object.

Contents

ConfidenceScore

A number between 0 and 1, where a higher score means higher similarity. Examining match confidence scores lets you distinguish between groups of similar records in which the system is highly confident (which you may decide to merge), groups of similar records about which the system is uncertain (which you may decide to have reviewed by a human), and groups of similar records that the system deems to be unlikely (which you may decide to reject). Given confidence scores vary as per the data input, it should not be used as an absolute measure of matching quality.

Type: Double

Required: No

MatchId

The unique identifiers for this group of profiles that match.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

ProfileIds

A list of identifiers for profiles that match.

Type: Array of strings

Pattern: `[a-f0-9]{32}`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ObjectFilter

Service: Amazon Connect Customer Profiles

The filter applied to `ListProfileObjects` response to include profile objects with the specified index values.

Contents

KeyName

A searchable identifier of a profile object. The predefined keys you can use to search for `_asset` include: `_assetId`, `_assetName`, and `_serialNumber`. The predefined keys you can use to search for `_case` include: `_caseId`. The predefined keys you can use to search for `_order` include: `_orderId`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

Values

A list of key values.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ObjectTypeField

Service: Amazon Connect Customer Profiles

Represents a field in a ProfileObjectType.

Contents

ContentType

The content type of the field. Used for determining equality when searching.

Type: String

Valid Values: STRING | NUMBER | PHONE_NUMBER | EMAIL_ADDRESS | NAME

Required: No

Source

A field of a ProfileObject. For example: `_source.FirstName`, where `"_source"` is a ProfileObjectType of a Zendesk user and `"FirstName"` is a field in that ObjectType.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

Target

The location of the data in the standard ProfileObject model. For example: `_profile.Address.PostalCode`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ObjectTypeKey

Service: Amazon Connect Customer Profiles

An object that defines the Key element of a ProfileObject. A Key is a special element that can be used to search for a customer profile.

Contents

FieldNames

The reference for the key name of the fields map.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

StandardIdentifiers

The types of keys that a ProfileObject can have. Each ProfileObject can have only 1 UNIQUE key but multiple PROFILE keys. PROFILE, ASSET, CASE, or ORDER means that this key can be used to tie an object to a PROFILE, ASSET, CASE, or ORDER respectively. UNIQUE means that it can be used to uniquely identify an object. If a key is marked as SECONDARY, it will be used to search for profiles after all other PROFILE keys have been searched. A LOOKUP_ONLY key is only used to match a profile but is not persisted to be used for searching of the profile. A NEW_ONLY key is only used if the profile does not already exist before the object is ingested, otherwise it is only used for matching objects to profiles.

Type: Array of strings

Valid Values: PROFILE | ASSET | CASE | UNIQUE | SECONDARY | LOOKUP_ONLY | NEW_ONLY | ORDER

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Profile

Service: Amazon Connect Customer Profiles

The standard profile of a customer.

Contents

AccountNumber

An account number that you have given to the customer.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

AdditionalInformation

Any additional information relevant to the customer's profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

Address

A generic address associated with the customer that is not mailing, shipping, or billing.

Type: [Address](#) object

Required: No

Attributes

A key value pair of attributes of a customer profile.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Value Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BillingAddress

The customer's billing address.

Type: [Address](#) object

Required: No

BirthDate

The customer's birth date.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BusinessEmailAddress

The customer's business email address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BusinessName

The name of the customer's business.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

BusinessPhoneNumber

The customer's home phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

EmailAddress

The customer's email address, which has not been specified as a personal or business address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

FirstName

The customer's first name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

FoundByItems

A list of items used to find a profile returned in a [SearchProfiles](#) response. An item is a key-value(s) pair that matches an attribute in the profile.

If the optional `AdditionalSearchKeys` parameter was included in the [SearchProfiles](#) request, the `FoundByItems` list should be interpreted based on the `LogicalOperator` used in the request:

- AND - The profile included in the response matched all of the search keys specified in the request. The `FoundByItems` will include all of the key-value(s) pairs that were specified in the request (as this is a requirement of AND search logic).
- OR - The profile included in the response matched at least one of the search keys specified in the request. The `FoundByItems` will include each of the key-value(s) pairs that the profile was found by.

The OR relationship is the default behavior if the `LogicalOperator` parameter is not included in the [SearchProfiles](#) request.

Type: Array of [FoundByKeyValue](#) objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

Required: No

Gender

This member has been deprecated.

The gender with which the customer identifies.

Type: String

Valid Values: MALE | FEMALE | UNSPECIFIED

Required: No

GenderString

An alternative to Gender which accepts any string as input.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

HomePhoneNumber

The customer's home phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

LastName

The customer's last name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

MailingAddress

The customer's mailing address.

Type: [Address](#) object

Required: No

MiddleName

The customer's middle name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

MobilePhoneNumber

The customer's mobile phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PartyType

This member has been deprecated.

The type of profile used to describe the customer.

Type: String

Valid Values: INDIVIDUAL | BUSINESS | OTHER

Required: No

PartyTypeString

An alternative to PartyType which accepts any string as input.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PersonalEmailAddress

The customer's personal email address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

PhoneNumber

The customer's phone number, which has not been specified as a mobile, home, or business number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

ProfileId

The unique identifier of a customer profile.

Type: String

Pattern: `[a-f0-9]{32}`

Required: No

ShippingAddress

The customer's shipping address.

Type: [Address](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Range

Service: Amazon Connect Customer Profiles

The relative time period over which data is included in the aggregation.

Contents

Unit

The unit of time.

Type: String

Valid Values: DAYS

Required: Yes

Value

The amount of time of the specified unit.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 366.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RuleBasedMatchingRequest

Service: Amazon Connect Customer Profiles

The request to enable the rule-based matching.

Contents

Enabled

The flag that enables the rule-based matching process of duplicate profiles.

Type: Boolean

Required: Yes

AttributeTypesSelector

Configures information about the `AttributeTypesSelector` where the rule-based identity resolution uses to match profiles.

Type: [AttributeTypesSelector](#) object

Required: No

ConflictResolution

How the auto-merging process should resolve conflicts between different profiles.

Type: [ConflictResolution](#) object

Required: No

ExportingConfig

Configuration information about the S3 bucket where Identity Resolution Jobs writes result files.

Note

You need to give Customer Profiles service principal write permission to your S3 bucket. Otherwise, you'll get an exception in the API response. For an example policy, see [Amazon Connect Customer Profiles cross-service confused deputy prevention](#).

Type: [ExportingConfig](#) object

Required: No

MatchingRules

Configures how the rule-based matching process should match profiles. You can have up to 15 MatchingRule in the MatchingRules.

Type: Array of [MatchingRule](#) objects

Array Members: Minimum number of 1 item. Maximum number of 15 items.

Required: No

MaxAllowedRuleLevelForMatching

Indicates the maximum allowed rule level.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 15.

Required: No

MaxAllowedRuleLevelForMerging

[MatchingRule](#)

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 15.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RuleBasedMatchingResponse

Service: Amazon Connect Customer Profiles

The response of the Rule-based matching request.

Contents

AttributeTypesSelector

Configures information about the `AttributeTypesSelector` where the rule-based identity resolution uses to match profiles.

Type: [AttributeTypesSelector](#) object

Required: No

ConflictResolution

How the auto-merging process should resolve conflicts between different profiles.

Type: [ConflictResolution](#) object

Required: No

Enabled

The flag that enables the rule-based matching process of duplicate profiles.

Type: Boolean

Required: No

ExportingConfig

Configuration information about the S3 bucket where Identity Resolution Jobs writes result files.

Note

You need to give Customer Profiles service principal write permission to your S3 bucket. Otherwise, you'll get an exception in the API response. For an example policy, see [Amazon Connect Customer Profiles cross-service confused deputy prevention](#).

Type: [ExportingConfig](#) object

Required: No

MatchingRules

Configures how the rule-based matching process should match profiles. You can have up to 15 MatchingRule in the MatchingRules.

Type: Array of [MatchingRule](#) objects

Array Members: Minimum number of 1 item. Maximum number of 15 items.

Required: No

MaxAllowedRuleLevelForMatching

Indicates the maximum allowed rule level.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 15.

Required: No

MaxAllowedRuleLevelForMerging

[MatchingRule](#)

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 15.

Required: No

Status

PENDING

- The first status after configuration a rule-based matching rule. If it is an existing domain, the rule-based Identity Resolution waits one hour before creating the matching rule. If it is a new domain, the system will skip the PENDING stage.

IN_PROGRESS

- The system is creating the rule-based matching rule. Under this status, the system is evaluating the existing data and you can no longer change the Rule-based matching configuration.

ACTIVE

- The rule is ready to use. You can change the rule a day after the status is in ACTIVE.

Type: String

Valid Values: PENDING | IN_PROGRESS | ACTIVE

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

S3ExportingConfig

Service: Amazon Connect Customer Profiles

Configuration information about the S3 bucket where Identity Resolution Jobs write result files.

Contents

S3BucketName

The name of the S3 bucket where Identity Resolution Jobs write result files.

Type: String

Length Constraints: Minimum length of 3. Maximum length of 63.

Pattern: `^[a-z0-9.-]+$`

Required: Yes

S3KeyName

The S3 key name of the location where Identity Resolution Jobs write result files.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 800.

Pattern: `.*`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

S3ExportingLocation

Service: Amazon Connect Customer Profiles

The S3 location where Identity Resolution Jobs write result files.

Contents

S3BucketName

The name of the S3 bucket name where Identity Resolution Jobs write result files.

Type: String

Length Constraints: Minimum length of 3. Maximum length of 63.

Pattern: `^[a-z0-9.-]+$`

Required: No

S3KeyName

The S3 key name of the location where Identity Resolution Jobs write result files.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: `.*`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

S3SourceProperties

Service: Amazon Connect Customer Profiles

The properties that are applied when Amazon S3 is being used as the flow source.

Contents

BucketName

The Amazon S3 bucket name where the source files are stored.

Type: String

Length Constraints: Minimum length of 3. Maximum length of 63.

Pattern: \S+

Required: Yes

BucketPrefix

The object key for the Amazon S3 bucket in which the source files are stored.

Type: String

Length Constraints: Maximum length of 512.

Pattern: .*

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SalesforceSourceProperties

Service: Amazon Connect Customer Profiles

The properties that are applied when Salesforce is being used as a source.

Contents

Object

The object specified in the Salesforce flow source.

Type: String

Length Constraints: Maximum length of 512.

Pattern: \S+

Required: Yes

EnableDynamicFieldUpdate

The flag that enables dynamic fetching of new (recently added) fields in the Salesforce objects while running a flow.

Type: Boolean

Required: No

IncludeDeletedRecords

Indicates whether Amazon AppFlow includes deleted files in the flow run.

Type: Boolean

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

ScheduledTriggerProperties

Service: Amazon Connect Customer Profiles

Specifies the configuration details of a scheduled-trigger flow that you define. Currently, these settings only apply to the scheduled-trigger type.

Contents

ScheduleExpression

The scheduling expression that determines the rate at which the schedule will run, for example rate (5 minutes).

Type: String

Length Constraints: Maximum length of 256.

Pattern: . *

Required: Yes

DataPullMode

Specifies whether a scheduled flow has an incremental data transfer or a complete data transfer for each flow run.

Type: String

Valid Values: Incremental | Complete

Required: No

FirstExecutionFrom

Specifies the date range for the records to import from the connector in the first flow run.

Type: Timestamp

Required: No

ScheduleEndTime

Specifies the scheduled end time for a scheduled-trigger flow.

Type: Timestamp

Required: No

ScheduleOffset

Specifies the optional offset that is added to the time interval for a schedule-triggered flow.

Type: Long

Valid Range: Minimum value of 0. Maximum value of 36000.

Required: No

ScheduleStartTime

Specifies the scheduled start time for a scheduled-trigger flow.

Type: Timestamp

Required: No

Timezone

Specifies the time zone used when referring to the date and time of a scheduled-triggered flow, such as America/New_York.

Type: String

Length Constraints: Maximum length of 256.

Pattern: .*

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ServiceNowSourceProperties

Service: Amazon Connect Customer Profiles

The properties that are applied when ServiceNow is being used as a source.

Contents

Object

The object specified in the ServiceNow flow source.

Type: String

Length Constraints: Maximum length of 512.

Pattern: \S+

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SourceConnectorProperties

Service: Amazon Connect Customer Profiles

Specifies the information that is required to query a particular Amazon AppFlow connector. Customer Profiles supports Salesforce, Zendesk, Marketo, ServiceNow and Amazon S3.

Contents

Marketo

The properties that are applied when Marketo is being used as a source.

Type: [MarketoSourceProperties](#) object

Required: No

S3

The properties that are applied when Amazon S3 is being used as the flow source.

Type: [S3SourceProperties](#) object

Required: No

Salesforce

The properties that are applied when Salesforce is being used as a source.

Type: [SalesforceSourceProperties](#) object

Required: No

ServiceNow

The properties that are applied when ServiceNow is being used as a source.

Type: [ServiceNowSourceProperties](#) object

Required: No

Zendesk

The properties that are applied when using Zendesk as a flow source.

Type: [ZendeskSourceProperties](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SourceFlowConfig

Service: Amazon Connect Customer Profiles

Contains information about the configuration of the source connector used in the flow.

Contents

ConnectorType

The type of connector, such as Salesforce, Marketo, and so on.

Type: String

Valid Values: Salesforce | Marketo | Zendesk | Servicenow | S3

Required: Yes

SourceConnectorProperties

Specifies the information that is required to query a particular source connector.

Type: [SourceConnectorProperties](#) object

Required: Yes

ConnectorProfileName

The name of the AppFlow connector profile. This name must be unique for each connector profile in the AWS account.

Type: String

Length Constraints: Maximum length of 256.

Pattern: `[\w/!@#+=. -]+`

Required: No

IncrementalPullConfig

Defines the configuration for a scheduled incremental data pull. If a valid configuration is provided, the fields specified in the configuration are used when querying for the incremental data pull.

Type: [IncrementalPullConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Task

Service: Amazon Connect Customer Profiles

A class for modeling different type of tasks. Task implementation varies based on the TaskType.

Contents

SourceFields

The source fields to which a particular task is applied.

Type: Array of strings

Length Constraints: Maximum length of 2048.

Pattern: .*

Required: Yes

TaskType

Specifies the particular task implementation that Amazon AppFlow performs.

Type: String

Valid Values: Arithmetic | Filter | Map | Mask | Merge | Truncate | Validate

Required: Yes

ConnectorOperator

The operation to be performed on the provided source fields.

Type: [ConnectorOperator](#) object

Required: No

DestinationField

A field in a destination connector, or a field value against which Amazon AppFlow validates a source field.

Type: String

Length Constraints: Maximum length of 256.

Pattern: .*

Required: No

TaskProperties

A map used to store task-related information. The service looks for particular information based on the TaskType.

Type: String to string map

Valid Keys: VALUE | VALUES | DATA_TYPE | UPPER_BOUND | LOWER_BOUND
| SOURCE_DATA_TYPE | DESTINATION_DATA_TYPE | VALIDATION_ACTION |
MASK_VALUE | MASK_LENGTH | TRUNCATE_LENGTH | MATH_OPERATION_FIELDS_ORDER
| CONCAT_FORMAT | SUBFIELD_CATEGORY_MAP

Value Length Constraints: Maximum length of 2048.

Value Pattern: .+

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Threshold

Service: Amazon Connect Customer Profiles

The threshold for the calculated attribute.

Contents

Operator

The operator of the threshold.

Type: String

Valid Values: EQUAL_TO | GREATER_THAN | LESS_THAN | NOT_EQUAL_TO

Required: Yes

Value

The value of the threshold.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TriggerConfig

Service: Amazon Connect Customer Profiles

The trigger settings that determine how and when Amazon AppFlow runs the specified flow.

Contents

TriggerType

Specifies the type of flow trigger. It can be OnDemand, Scheduled, or Event.

Type: String

Valid Values: Scheduled | Event | OnDemand

Required: Yes

TriggerProperties

Specifies the configuration details of a schedule-triggered flow that you define. Currently, these settings only apply to the Scheduled trigger type.

Type: [TriggerProperties](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TriggerProperties

Service: Amazon Connect Customer Profiles

Specifies the configuration details that control the trigger for a flow. Currently, these settings only apply to the Scheduled trigger type.

Contents

Scheduled

Specifies the configuration details of a schedule-triggered flow that you define.

Type: [ScheduledTriggerProperties](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

UpdateAddress

Service: Amazon Connect Customer Profiles

Updates associated with the address properties of a customer profile.

Contents

Address1

The first line of a customer address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

Address2

The second line of a customer address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

Address3

The third line of a customer address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

Address4

The fourth line of a customer address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

City

The city in which a customer lives.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

Country

The country in which a customer lives.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

County

The county in which a customer lives.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

PostalCode

The postal code of a customer address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

Province

The province in which a customer lives.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

State

The state in which a customer lives.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

WorkflowAttributes

Service: Amazon Connect Customer Profiles

Structure to hold workflow attributes.

Contents

AppflowIntegration

Workflow attributes specific to APPFLOW_INTEGRATION workflow.

Type: [AppflowIntegrationWorkflowAttributes](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

WorkflowMetrics

Service: Amazon Connect Customer Profiles

Generic object containing workflow execution metrics.

Contents

AppflowIntegration

Workflow execution metrics for APPFLOW_INTEGRATION workflow.

Type: [AppflowIntegrationWorkflowMetrics](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

WorkflowStepItem

Service: Amazon Connect Customer Profiles

List containing steps in workflow.

Contents

AppflowIntegration

Workflow step information specific to APPFLOW_INTEGRATION workflow.

Type: [AppflowIntegrationWorkflowStep](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ZendeskSourceProperties

Service: Amazon Connect Customer Profiles

The properties that are applied when using Zendesk as a flow source.

Contents

Object

The object specified in the Zendesk flow source.

Type: String

Length Constraints: Maximum length of 512.

Pattern: \S+

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Amazon Q Connect

The following data types are supported by Amazon Q Connect:

- [AmazonConnectGuideAssociationData](#)
- [AppIntegrationsConfiguration](#)
- [AssistantAssociationData](#)
- [AssistantAssociationInputData](#)
- [AssistantAssociationOutputData](#)
- [AssistantAssociationSummary](#)

- [AssistantCapabilityConfiguration](#)
- [AssistantData](#)
- [AssistantIntegrationConfiguration](#)
- [AssistantSummary](#)
- [Configuration](#)
- [ConnectConfiguration](#)
- [ContentAssociationContents](#)
- [ContentAssociationData](#)
- [ContentAssociationSummary](#)
- [ContentData](#)
- [ContentDataDetails](#)
- [ContentFeedbackData](#)
- [ContentReference](#)
- [ContentSummary](#)
- [DataDetails](#)
- [DataReference](#)
- [DataSummary](#)
- [Document](#)
- [DocumentText](#)
- [ExternalSourceConfiguration](#)
- [Filter](#)
- [GenerativeContentFeedbackData](#)
- [GenerativeDataDetails](#)
- [GenerativeReference](#)
- [GroupingConfiguration](#)
- [Highlight](#)
- [ImportJobData](#)
- [ImportJobSummary](#)
- [KnowledgeBaseAssociationData](#)
- [KnowledgeBaseData](#)

- [KnowledgeBaseSummary](#)
- [NotifyRecommendationsReceivedError](#)
- [OrCondition](#)
- [QueryCondition](#)
- [QueryConditionItem](#)
- [QueryRecommendationTriggerData](#)
- [QuickResponseContentProvider](#)
- [QuickResponseContents](#)
- [QuickResponseData](#)
- [QuickResponseDataProvider](#)
- [QuickResponseFilterField](#)
- [QuickResponseOrderField](#)
- [QuickResponseQueryField](#)
- [QuickResponseSearchExpression](#)
- [QuickResponseSearchResultData](#)
- [QuickResponseSummary](#)
- [RankingData](#)
- [RecommendationData](#)
- [RecommendationTrigger](#)
- [RecommendationTriggerData](#)
- [RenderingConfiguration](#)
- [ResultData](#)
- [SearchExpression](#)
- [ServerSideEncryptionConfiguration](#)
- [SessionData](#)
- [SessionIntegrationConfiguration](#)
- [SessionSummary](#)
- [SourceConfiguration](#)
- [SourceContentDataDetails](#)
- [TagCondition](#)

- [TagFilter](#)
- [TextData](#)

AmazonConnectGuideAssociationData

Service: Amazon Q Connect

Content association data for a [step-by-step guide](#).

Contents

flowId

The Amazon Resource Name (ARN) of an Amazon Connect flow. Step-by-step guides are a type of flow.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:[a-z-]+?:[a-z-]+?:[a-z0-9-]*?:([0-9]{12})?:[a-zA-Z0-9-:/]+$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AppIntegrationsConfiguration

Service: Amazon Q Connect

Configuration information for Amazon AppIntegrations to automatically ingest content.

Contents

appIntegrationArn

The Amazon Resource Name (ARN) of the AppIntegrations DataIntegration to use for ingesting content.

- For [Salesforce](#), your AppIntegrations DataIntegration must have an ObjectConfiguration if objectFields is not provided, including at least Id, ArticleNumber, VersionNumber, Title, PublishStatus, and IsDeleted as source fields.
- For [ServiceNow](#), your AppIntegrations DataIntegration must have an ObjectConfiguration if objectFields is not provided, including at least number, short_description, sys_mod_count, workflow_state, and active as source fields.
- For [Zendesk](#), your AppIntegrations DataIntegration must have an ObjectConfiguration if objectFields is not provided, including at least id, title, updated_at, and draft as source fields.
- For [SharePoint](#), your AppIntegrations DataIntegration must have a FileConfiguration, including only file extensions that are among docx, pdf, html, htm, and txt.
- For [Amazon S3](#), the ObjectConfiguration and FileConfiguration of your AppIntegrations DataIntegration must be null. The SourceURI of your DataIntegration must use the following format: s3://your_s3_bucket_name.

Important

The bucket policy of the corresponding S3 bucket must allow the AWS principal `app-integrations.amazonaws.com` to perform `s3:ListBucket`, `s3:GetObject`, and `s3:GetBucketLocation` against the bucket.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:[a-z-]+?:[a-z-]+?:[a-z0-9-]*?:([0-9]{12})?:[a-zA-Z0-9-:/]+$`

Required: Yes

objectFields

The fields from the source that are made available to your agents in Amazon Q in Connect. Optional if ObjectConfiguration is included in the provided DataIntegration.

- For [Salesforce](#), you must include at least Id, ArticleNumber, VersionNumber, Title, PublishStatus, and IsDeleted.
- For [ServiceNow](#), you must include at least number, short_description, sys_mod_count, workflow_state, and active.
- For [Zendesk](#), you must include at least id, title, updated_at, and draft.

Make sure to include additional fields. These fields are indexed and used to source recommendations.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 100 items.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantAssociationData

Service: Amazon Q Connect

Information about the assistant association.

Contents

assistantArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect assistant.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantAssociationArn

The Amazon Resource Name (ARN) of the assistant association.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantAssociationId

The identifier of the assistant association.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

assistantId

The identifier of the Amazon Q in Connect assistant.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

associationData

A union type that currently has a single argument, the knowledge base ID.

Type: [AssistantAssociationOutputData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

associationType

The type of association.

Type: String

Valid Values: KNOWLEDGE_BASE

Required: Yes

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantAssociationInputData

Service: Amazon Q Connect

The data that is input into Amazon Q in Connect as a result of the assistant association.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantAssociationOutputData

Service: Amazon Q Connect

The data that is output as a result of the assistant association.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

knowledgeBaseAssociation

The knowledge base where output data is sent.

Type: [KnowledgeBaseAssociationData](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantAssociationSummary

Service: Amazon Q Connect

Summary information about the assistant association.

Contents

assistantArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect assistant.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantAssociationArn

The Amazon Resource Name (ARN) of the assistant association.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantAssociationId

The identifier of the assistant association.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

assistantId

The identifier of the Amazon Q in Connect assistant.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

associationData

The association data.

Type: [AssistantAssociationOutputData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

associationType

The type of association.

Type: String

Valid Values: KNOWLEDGE_BASE

Required: Yes

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantCapabilityConfiguration

Service: Amazon Q Connect

The capability configuration for an Amazon Q in Connect assistant.

Contents

type

The type of Amazon Q in Connect assistant capability.

Type: String

Valid Values: V1 | V2

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantData

Service: Amazon Q Connect

The assistant data.

Contents

assistantArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect assistant.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantId

The identifier of the Amazon Q in Connect assistant.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

name

The name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

status

The status of the assistant.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED

Required: Yes

type

The type of assistant.

Type: String

Valid Values: AGENT

Required: Yes

capabilityConfiguration

The configuration information for the Amazon Q in Connect assistant capability.

Type: [AssistantCapabilityConfiguration](#) object

Required: No

description

The description.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

integrationConfiguration

The configuration information for the Amazon Q in Connect assistant integration.

Type: [AssistantIntegrationConfiguration](#) object

Required: No

serverSideEncryptionConfiguration

The configuration information for the customer managed key used for encryption.

This KMS key must have a policy that allows `kms:CreateGrant`, `kms:DescribeKey`, `kms:Decrypt`, and `kms:GenerateDataKey*` permissions to the IAM identity using the key to invoke Amazon Q in Connect. To use Amazon Q in Connect with chat, the key policy must also allow `kms:Decrypt`, `kms:GenerateDataKey*`, and `kms:DescribeKey` permissions to the `connect.amazonaws.com` service principal.

For more information about setting up a customer managed key for Amazon Q in Connect, see [Enable Amazon Q in Connect for your instance](#).

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantIntegrationConfiguration

Service: Amazon Q Connect

The configuration information for the Amazon Q in Connect assistant integration.

Contents

topicIntegrationArn

The Amazon Resource Name (ARN) of the integrated Amazon SNS topic used for streaming chat messages.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:[a-z-]+?:[a-z-]+?:[a-z0-9-]*?:([0-9]{12})?:[a-zA-Z0-9-:/]+$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AssistantSummary

Service: Amazon Q Connect

Summary information about the assistant.

Contents

assistantArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect assistant.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantId

The identifier of the Amazon Q in Connect assistant.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

name

The name of the assistant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

status

The status of the assistant.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED

Required: Yes

type

The type of the assistant.

Type: String

Valid Values: AGENT

Required: Yes

capabilityConfiguration

The configuration information for the Amazon Q in Connect assistant capability.

Type: [AssistantCapabilityConfiguration](#) object

Required: No

description

The description of the assistant.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_. , -]+`

Required: No

integrationConfiguration

The configuration information for the Amazon Q in Connect assistant integration.

Type: [AssistantIntegrationConfiguration](#) object

Required: No

serverSideEncryptionConfiguration

The configuration information for the customer managed key used for encryption.

This KMS key must have a policy that allows `kms:CreateGrant`, `kms:DescribeKey`, `kms:Decrypt`, and `kms:GenerateDataKey*` permissions to the IAM identity using the key to invoke Amazon Q in Connect. To use Amazon Q in Connect with chat, the key policy must also allow `kms:Decrypt`, `kms:GenerateDataKey*`, and `kms:DescribeKey` permissions to the `connect.amazonaws.com` service principal.

For more information about setting up a customer managed key for Amazon Q in Connect, see [Enable Amazon Q in Connect for your instance](#).

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Configuration

Service: Amazon Q Connect

The configuration information of the external data source.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

connectConfiguration

The configuration information of the Amazon Connect data source.

Type: [ConnectConfiguration](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ConnectConfiguration

Service: Amazon Q Connect

The configuration information of the Amazon Connect data source.

Contents

instanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentAssociationContents

Service: Amazon Q Connect

The contents of a content association.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

amazonConnectGuideAssociation

The data of the step-by-step guide association.

Type: [AmazonConnectGuideAssociationData](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentAssociationData

Service: Amazon Q Connect

Information about the content association.

Contents

associationData

The content association.

Type: [ContentAssociationContents](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

associationType

The type of association.

Type: String

Valid Values: AMAZON_CONNECT_GUIDE

Required: Yes

contentArn

The Amazon Resource Name (ARN) of the content.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentAssociationArn

The Amazon Resource Name (ARN) of the content association.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentAssociationId

The identifier of the content association. Can be either the ID or the ARN. URLs cannot contain the ARN.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

contentId

The identifier of the content.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentAssociationSummary

Service: Amazon Q Connect

Summary information about a content association.

Contents

associationData

The content association.

Type: [ContentAssociationContents](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

associationType

The type of association.

Type: String

Valid Values: AMAZON_CONNECT_GUIDE

Required: Yes

contentArn

The Amazon Resource Name (ARN) of the content.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentAssociationArn

The Amazon Resource Name (ARN) of the content association.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentAssociationId

The identifier of the content association. Can be either the ID or the ARN. URLs cannot contain the ARN.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

contentId

The identifier of the content.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentData

Service: Amazon Q Connect

Information about the content.

Contents

contentArn

The Amazon Resource Name (ARN) of the content.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentId

The identifier of the content.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

contentType

The media type of the content.

Type: String

Pattern: `^(text/(plain|html|csv))|(application/(pdf|vnd\.openxmlformats-officedocument\.wordprocessingml\.document))|(application/x\.wisdom-json;source=(salesforce|servicenow|zendesk))$`

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

metadata

A key/value map to store attributes without affecting tagging or recommendations. For example, when synchronizing data between an external system and Amazon Q in Connect, you can store an external version identifier as metadata to utilize for determining drift.

Type: String to string map

Map Entries: Minimum number of 0 items. Maximum number of 10 items.

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

name

The name of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_. , -]+$`

Required: Yes

revisionId

The identifier of the content revision.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

status

The status of the content.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED | UPDATE_FAILED

Required: Yes

title

The title of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

url

The URL of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

urlExpiry

The expiration time of the URL as an epoch timestamp.

Type: Timestamp

Required: Yes

linkOutUri

The URI of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentDataDetails

Service: Amazon Q Connect

Details about the content data.

Contents

rankingData

Details about the content ranking data.

Type: [RankingData](#) object

Required: Yes

textData

Details about the content text data.

Type: [TextData](#) object

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentFeedbackData

Service: Amazon Q Connect

Information about the feedback.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

generativeContentFeedbackData

Information about the feedback for a generative target type.

Type: [GenerativeContentFeedbackData](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentReference

Service: Amazon Q Connect

Reference information about the content.

Contents

contentArn

The Amazon Resource Name (ARN) of the content.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: No

contentId

The identifier of the content.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: No

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ContentSummary

Service: Amazon Q Connect

Summary information about the content.

Contents

contentArn

The Amazon Resource Name (ARN) of the content.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

contentId

The identifier of the content.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

contentType

The media type of the content.

Type: String

Pattern: `^(text/(plain|html|csv))|(application/(pdf|vnd\.openxmlformats-officedocument\.wordprocessingml\.document))|(application/x\.wisdom-json;source=(salesforce|servicenow|zendesk))$`

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base. This should not be a QUICK_RESPONSES type knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

metadata

A key/value map to store attributes without affecting tagging or recommendations. For example, when synchronizing data between an external system and Amazon Q in Connect, you can store an external version identifier as metadata to utilize for determining drift.

Type: String to string map

Map Entries: Minimum number of 0 items. Maximum number of 10 items.

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

name

The name of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

revisionId

The identifier of the revision of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

status

The status of the content.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED | UPDATE_FAILED

Required: Yes

title

The title of the content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: Yes

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+--=._:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DataDetails

Service: Amazon Q Connect

Details about the data.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

contentData

Details about the content data.

Type: [ContentDataDetails](#) object

Required: No

generativeData

Details about the generative data.

Type: [GenerativeDataDetails](#) object

Required: No

sourceContentData

Details about the content data.

Type: [SourceContentDataDetails](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DataReference

Service: Amazon Q Connect

Reference data.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

contentReference

Reference information about the content.

Type: [ContentReference](#) object

Required: No

generativeReference

Reference information about the generative content.

Type: [GenerativeReference](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DataSummary

Service: Amazon Q Connect

Summary of the data.

Contents

details

Details about the data.

Type: [DataDetails](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

reference

Reference information about the content.

Type: [DataReference](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Document

Service: Amazon Q Connect

The document.

Contents

contentReference

A reference to the content resource.

Type: [ContentReference](#) object

Required: Yes

excerpt

The excerpt from the document.

Type: [DocumentText](#) object

Required: No

title

The title of the document.

Type: [DocumentText](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DocumentText

Service: Amazon Q Connect

The text of the document.

Contents

highlights

Highlights in the document text.

Type: Array of [Highlight](#) objects

Required: No

text

Text in the document.

Type: String

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ExternalSourceConfiguration

Service: Amazon Q Connect

The configuration information of the external data source.

Contents

configuration

The configuration information of the external data source.

Type: [Configuration](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

source

The type of the external data source.

Type: String

Valid Values: AMAZON_CONNECT

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Filter

Service: Amazon Q Connect

A search filter.

Contents

field

The field on which to filter.

Type: String

Valid Values: NAME

Required: Yes

operator

The operator to use for comparing the field's value with the provided value.

Type: String

Valid Values: EQUALS

Required: Yes

value

The desired field value on which to filter.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

GenerativeContentFeedbackData

Service: Amazon Q Connect

The feedback information for a generative target type.

Contents

relevance

The relevance of the feedback.

Type: String

Valid Values: HELPFUL | NOT_HELPFUL

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

GenerativeDataDetails

Service: Amazon Q Connect

Details about generative data.

Contents

completion

The LLM response.

Type: String

Required: Yes

rankingData

Details about the generative content ranking data.

Type: [RankingData](#) object

Required: Yes

references

The references used to generative the LLM response.

Type: Array of [DataSummary](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

GenerativeReference

Service: Amazon Q Connect

Reference information about generative content.

Contents

generationId

The identifier of the LLM model.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

modelId

The identifier of the LLM model.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

GroupingConfiguration

Service: Amazon Q Connect

The configuration information of the grouping of Amazon Q in Connect users.

Contents

criteria

The criteria used for grouping Amazon Q in Connect users.

The following is the list of supported criteria values.

- `RoutingProfileArn`: Grouping the users by their [Amazon Connect routing profile ARN](#). User should have [SearchRoutingProfile](#) and [DescribeRoutingProfile](#) permissions when setting criteria to this value.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

values

The list of values that define different groups of Amazon Q in Connect users.

- When setting `criteria` to `RoutingProfileArn`, you need to provide a list of ARNs of [Amazon Connect routing profiles](#) as values of this parameter.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

Highlight

Service: Amazon Q Connect

Offset specification to describe highlighting of document excerpts for rendering search results and recommendations.

Contents

beginOffsetInclusive

The offset for the start of the highlight.

Type: Integer

Required: No

endOffsetExclusive

The offset for the end of the highlight.

Type: Integer

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ImportJobData

Service: Amazon Q Connect

Summary information about the import job.

Contents

createdTime

The timestamp when the import job was created.

Type: Timestamp

Required: Yes

importJobId

The identifier of the import job.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

importJobType

The type of the import job.

Type: String

Valid Values: QUICK_RESPONSES

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

lastModifiedTime

The timestamp when the import job data was last modified.

Type: Timestamp

Required: Yes

status

The status of the import job.

Type: String

Valid Values: START_IN_PROGRESS | FAILED | COMPLETE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED

Required: Yes

uploadId

A pointer to the uploaded asset. This value is returned by [StartContentUpload](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1200.

Required: Yes

url

The download link to the resource file that is uploaded to the import job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

urlExpiry

The expiration time of the URL as an epoch timestamp.

Type: Timestamp

Required: Yes

externalSourceConfiguration

The configuration information of the external data source.

Type: [ExternalSourceConfiguration](#) object

Required: No

failedRecordReport

The link to download the information of resource data that failed to be imported.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

metadata

The metadata fields of the imported Amazon Q in Connect resources.

Type: String to string map

Map Entries: Minimum number of 0 items. Maximum number of 10 items.

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ImportJobSummary

Service: Amazon Q Connect

Summary information about the import job.

Contents

createdTime

The timestamp when the import job was created.

Type: Timestamp

Required: Yes

importJobId

The identifier of the import job.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

importJobType

The type of import job.

Type: String

Valid Values: QUICK_RESPONSES

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

lastModifiedTime

The timestamp when the import job was last modified.

Type: Timestamp

Required: Yes

status

The status of the import job.

Type: String

Valid Values: START_IN_PROGRESS | FAILED | COMPLETE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED

Required: Yes

uploadId

A pointer to the uploaded asset. This value is returned by [StartContentUpload](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1200.

Required: Yes

externalSourceConfiguration

The configuration information of the external source that the resource data are imported from.

Type: [ExternalSourceConfiguration](#) object

Required: No

metadata

The metadata fields of the imported Amazon Q in Connect resources.

Type: String to string map

Map Entries: Minimum number of 0 items. Maximum number of 10 items.

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Value Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

KnowledgeBaseAssociationData

Service: Amazon Q Connect

Association information about the knowledge base.

Contents

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: No

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

KnowledgeBaseData

Service: Amazon Q Connect

Information about the knowledge base.

Contents

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

knowledgeBaseType

The type of knowledge base.

Type: String

Valid Values: EXTERNAL | CUSTOM | QUICK_RESPONSES

Required: Yes

name

The name of the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

status

The status of the knowledge base.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED

Required: Yes

description

The description.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

lastContentModificationTime

An epoch timestamp indicating the most recent content modification inside the knowledge base. If no content exists in a knowledge base, this value is unset.

Type: Timestamp

Required: No

renderingConfiguration

Information about how to render the content.

Type: [RenderingConfiguration](#) object

Required: No

serverSideEncryptionConfiguration

The configuration information for the customer managed key used for encryption.

This KMS key must have a policy that allows `kms:CreateGrant`, `kms:DescribeKey`, `kms:Decrypt`, and `kms:GenerateDataKey*` permissions to the IAM identity using the key to invoke Amazon Q in Connect.

For more information about setting up a customer managed key for Amazon Q in Connect, see [Enable Amazon Q in Connect for your instance](#).

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

sourceConfiguration

Source configuration information about the knowledge base.

Type: [SourceConfiguration](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

KnowledgeBaseSummary

Service: Amazon Q Connect

Summary information about the knowledge base.

Contents

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

knowledgeBaseType

The type of knowledge base.

Type: String

Valid Values: EXTERNAL | CUSTOM | QUICK_RESPONSES

Required: Yes

name

The name of the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

status

The status of the knowledge base summary.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED

Required: Yes

description

The description of the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

renderingConfiguration

Information about how to render the content.

Type: [RenderingConfiguration](#) object

Required: No

serverSideEncryptionConfiguration

The configuration information for the customer managed key used for encryption.

This KMS key must have a policy that allows `kms:CreateGrant`, `kms:DescribeKey`, `kms:Decrypt`, and `kms:GenerateDataKey*` permissions to the IAM identity using the key to invoke Amazon Q in Connect.

For more information about setting up a customer managed key for Amazon Q in Connect, see [Enable Amazon Q in Connect for your instance](#).

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

sourceConfiguration

Configuration information about the external data source.

Type: [SourceConfiguration](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

NotifyRecommendationsReceivedError

Service: Amazon Q Connect

An error occurred when creating a recommendation.

Contents

message

A recommendation is causing an error.

Type: String

Required: No

recommendationId

The identifier of the recommendation that is in error.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

OrCondition

Service: Amazon Q Connect

A list of conditions which would be applied together with an OR condition.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

andConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [TagCondition](#) objects

Required: No

tagCondition

A leaf node condition which can be used to specify a tag condition.

Type: [TagCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueryCondition

Service: Amazon Q Connect

Information about how to query content.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

single

The condition for the query.

Type: [QueryConditionItem](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueryConditionItem

Service: Amazon Q Connect

The condition for the query.

Contents

comparator

The comparison operator for query condition to query on.

Type: String

Valid Values: EQUALS

Required: Yes

field

The name of the field for query condition to query on.

Type: String

Valid Values: RESULT_TYPE

Required: Yes

value

The value for the query condition to query on.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)

- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QueryRecommendationTriggerData

Service: Amazon Q Connect

Data associated with the QUERY RecommendationTriggerType.

Contents

text

The text associated with the recommendation trigger.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseContentProvider

Service: Amazon Q Connect

The container quick response content.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

content

The content of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseContents

Service: Amazon Q Connect

The content of the quick response stored in different media types.

Contents

markdown

The container quick response content.

Type: [QuickResponseContentProvider](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

plainText

The container quick response content.

Type: [QuickResponseContentProvider](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseData

Service: Amazon Q Connect

Information about the quick response.

Contents

contentType

The media type of the quick response content.

- Use `application/x.quickresponse;format=plain` for quick response written in plain text.
- Use `application/x.quickresponse;format=markdown` for quick response written in richtext.

Type: String

Pattern: `^(application/x\.quickresponse;format=(plain|markdown))$`

Required: Yes

createdTime

The timestamp when the quick response was created.

Type: Timestamp

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

lastModifiedTime

The timestamp when the quick response data was last modified.

Type: Timestamp

Required: Yes

name

The name of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

quickResponseArn

The Amazon Resource Name (ARN) of the quick response.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

quickResponseId

The identifier of the quick response.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

status

The status of the quick response data.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | CREATED | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED | UPDATE_IN_PROGRESS | UPDATE_FAILED

Required: Yes

channels

The Amazon Connect contact channels this quick response applies to. The supported contact channel types include Chat.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

contents

The contents of the quick response.

Type: [QuickResponseContents](#) object

Required: No

description

The description of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

groupingConfiguration

The configuration information of the user groups that the quick response is accessible to.

Type: [GroupingConfiguration](#) object

Required: No

isActive

Whether the quick response is active.

Type: Boolean

Required: No

language

The language code value for the language in which the quick response is written.

Type: String

Length Constraints: Minimum length of 2. Maximum length of 5.

Required: No

lastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the quick response data.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:[a-z-]+?:[a-z-]+?:[a-z0-9-]*?:([0-9]{12})?:[a-zA-Z0-9-:/]+$`

Required: No

shortcutKey

The shortcut key of the quick response. The value should be unique across the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._:/$]+`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseDataProvider

Service: Amazon Q Connect

The container of quick response data.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

content

The content of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseFilterField

Service: Amazon Q Connect

The quick response fields to filter the quick response query results by.

The following is the list of supported field names.

- name
- description
- shortcutKey
- isActive
- channels
- language
- contentType
- createTime
- lastModifiedTime
- lastModifiedBy
- groupingConfiguration.criteria
- groupingConfiguration.values

Contents

name

The name of the attribute field to filter the quick responses by.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

operator

The operator to use for filtering.

Type: String

Valid Values: EQUALS | PREFIX

Required: Yes

includeNoExistence

Whether to treat null value as a match for the attribute field.

Type: Boolean

Required: No

values

The values of attribute field to filter the quick response by.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 5 items.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseOrderField

Service: Amazon Q Connect

The quick response fields to order the quick response query results by.

The following is the list of supported field names.

- name
- description
- shortcutKey
- isActive
- channels
- language
- contentType
- createTime
- lastModifiedTime
- lastModifiedBy
- groupingConfiguration.criteria
- groupingConfiguration.values

Contents

name

The name of the attribute to order the quick response query results by.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

order

The order at which the quick responses are sorted by.

Type: String

Valid Values: ASC | DESC

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseQueryField

Service: Amazon Q Connect

The quick response fields to query quick responses by.

The following is the list of supported field names.

- content
- name
- description
- shortcutKey

Contents

name

The name of the attribute to query the quick responses by.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

operator

The operator to use for matching attribute field values in the query.

Type: String

Valid Values: CONTAINS | CONTAINS_AND_PREFIX

Required: Yes

values

The values of the attribute to query the quick responses by.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 5 items.

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: Yes

allowFuzziness

Whether the query expects only exact matches on the attribute field values. The results of the query will only include exact matches if this parameter is set to false.

Type: Boolean

Required: No

priority

The importance of the attribute field when calculating query result relevancy scores. The value set for this parameter affects the ordering of search results.

Type: String

Valid Values: HIGH | MEDIUM | LOW

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseSearchExpression

Service: Amazon Q Connect

Information about the import job.

Contents

filters

The configuration of filtering rules applied to quick response query results.

Type: Array of [QuickResponseFilterField](#) objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

orderOnField

The quick response attribute fields on which the query results are ordered.

Type: [QuickResponseOrderField](#) object

Required: No

queries

The quick response query expressions.

Type: Array of [QuickResponseQueryField](#) objects

Array Members: Minimum number of 0 items. Maximum number of 4 items.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseSearchResultData

Service: Amazon Q Connect

The result of quick response search.

Contents

contents

The contents of the quick response.

Type: [QuickResponseContents](#) object

Required: Yes

contentType

The media type of the quick response content.

- Use `application/x.quickresponse;format=plain` for quick response written in plain text.
- Use `application/x.quickresponse;format=markdown` for quick response written in richtext.

Type: String

Pattern: `^(application/x\.quickresponse;format=(plain|markdown))$`

Required: Yes

createdTime

The timestamp when the quick response was created.

Type: Timestamp

Required: Yes

isActive

Whether the quick response is active.

Type: Boolean

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

lastModifiedTime

The timestamp when the quick response search result data was last modified.

Type: Timestamp

Required: Yes

name

The name of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

quickResponseArn

The Amazon Resource Name (ARN) of the quick response.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

quickResponseId

The identifier of the quick response.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

status

The resource status of the quick response.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | CREATED | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED | UPDATE_IN_PROGRESS | UPDATE_FAILED

Required: Yes

attributesInterpolated

The user defined contact attributes that are resolved when the search result is returned.

Type: Array of strings

Required: No

attributesNotInterpolated

The user defined contact attributes that are not resolved when the search result is returned.

Type: Array of strings

Required: No

channels

The Amazon Connect contact channels this quick response applies to. The supported contact channel types include Chat.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

description

The description of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

groupingConfiguration

The configuration information of the user groups that the quick response is accessible to.

Type: [GroupingConfiguration](#) object

Required: No

language

The language code value for the language in which the quick response is written.

Type: String

Length Constraints: Minimum length of 2. Maximum length of 5.

Required: No

lastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the quick response search result data.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:[a-z-]+?:[a-z-]+?:[a-z0-9-]*?:([0-9]{12})?:[a-zA-Z0-9-:/]+$`

Required: No

shortcutKey

The shortcut key of the quick response. The value should be unique across the knowledge base.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

QuickResponseSummary

Service: Amazon Q Connect

The summary information about the quick response.

Contents

contentType

The media type of the quick response content.

- Use `application/x.quickresponse;format=plain` for quick response written in plain text.
- Use `application/x.quickresponse;format=markdown` for quick response written in richtext.

Type: String

Pattern: `^(application/x\.quickresponse;format=(plain|markdown))$`

Required: Yes

createdTime

The timestamp when the quick response was created.

Type: Timestamp

Required: Yes

knowledgeBaseArn

The Amazon Resource Name (ARN) of the knowledge base.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

knowledgeBaseId

The identifier of the knowledge base.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

lastModifiedTime

The timestamp when the quick response summary was last modified.

Type: Timestamp

Required: Yes

name

The name of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

quickResponseArn

The Amazon Resource Name (ARN) of the quick response.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}: [a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

quickResponseId

The identifier of the quick response.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

status

The resource status of the quick response.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | CREATED | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED | UPDATE_IN_PROGRESS | UPDATE_FAILED

Required: Yes

channels

The Amazon Connect contact channels this quick response applies to. The supported contact channel types include Chat.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

description

The description of the quick response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

isActive

Whether the quick response is active.

Type: Boolean

Required: No

lastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the quick response data.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:[a-z-]+?:[a-z-]+?:[a-z0-9-]*?:([0-9]{12})?:[a-zA-Z0-9-:/]+$`

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-._: /]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RankingData

Service: Amazon Q Connect

Details about the source content ranking data.

Contents

relevanceLevel

The relevance score of the content.

Type: String

Valid Values: HIGH | MEDIUM | LOW

Required: No

relevanceScore

The relevance level of the recommendation.

Type: Double

Valid Range: Minimum value of 0.0.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RecommendationData

Service: Amazon Q Connect

Information about the recommendation.

Contents

recommendationId

The identifier of the recommendation.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

data

Summary of the recommended content.

Type: [DataSummary](#) object

Required: No

document

The recommended document.

Type: [Document](#) object

Required: No

relevanceLevel

The relevance level of the recommendation.

Type: String

Valid Values: HIGH | MEDIUM | LOW

Required: No

relevanceScore

The relevance score of the recommendation.

Type: Double

Valid Range: Minimum value of 0.0.

Required: No

type

The type of recommendation.

Type: String

Valid Values: KNOWLEDGE_CONTENT | GENERATIVE_RESPONSE | GENERATIVE_ANSWER

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RecommendationTrigger

Service: Amazon Q Connect

A recommendation trigger provides context on the event that produced the referenced recommendations. Recommendations are only referenced in `recommendationIds` by a single `RecommendationTrigger`.

Contents

data

A union type containing information related to the trigger.

Type: [RecommendationTriggerData](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

id

The identifier of the recommendation trigger.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

recommendationIds

The identifiers of the recommendations.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

source

The source of the recommendation trigger.

- **ISSUE_DETECTION**: The corresponding recommendations were triggered by a Contact Lens issue.
- **RULE_EVALUATION**: The corresponding recommendations were triggered by a Contact Lens rule.

Type: String

Valid Values: ISSUE_DETECTION | RULE_EVALUATION | OTHER

Required: Yes

type

The type of recommendation trigger.

Type: String

Valid Values: QUERY | GENERATIVE

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RecommendationTriggerData

Service: Amazon Q Connect

A union type containing information related to the trigger.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

query

Data associated with the QUERY RecommendationTriggerType.

Type: [QueryRecommendationTriggerData](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RenderingConfiguration

Service: Amazon Q Connect

Information about how to render the content.

Contents

templateUri

A URI template containing exactly one variable in `${variableName}` format. This can only be set for EXTERNAL knowledge bases. For Salesforce, ServiceNow, and Zendesk, the variable must be one of the following:

- Salesforce: `Id`, `ArticleNumber`, `VersionNumber`, `Title`, `PublishStatus`, or `IsDeleted`
- ServiceNow: `number`, `short_description`, `sys_mod_count`, `workflow_state`, or `active`
- Zendesk: `id`, `title`, `updated_at`, or `draft`

The variable is replaced with the actual value for a piece of content when calling [GetContent](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ResultData

Service: Amazon Q Connect

Information about the result.

Contents

resultId

The identifier of the result data.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

data

Summary of the recommended content.

Type: [DataSummary](#) object

Required: No

document

The document.

Type: [Document](#) object

Required: No

relevanceScore

The relevance score of the results.

Type: Double

Valid Range: Minimum value of 0.0.

Required: No

type

The type of the query result.

Type: String

Valid Values: KNOWLEDGE_CONTENT | GENERATIVE_ANSWER

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SearchExpression

Service: Amazon Q Connect

The search expression.

Contents

filters

The search expression filters.

Type: Array of [Filter](#) objects

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ServerSideEncryptionConfiguration

Service: Amazon Q Connect

The configuration information for the customer managed key used for encryption.

Contents

kmsKeyId

The customer managed key used for encryption. For more information about setting up a customer managed key for Amazon Q in Connect, see [Enable Amazon Q in Connect for your instance](#). For information about valid ID values, see [Key identifiers \(KeyId\)](#).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SessionData

Service: Amazon Q Connect

Information about the session.

Contents

name

The name of the session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: Yes

sessionArn

The Amazon Resource Name (ARN) of the session.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

sessionId

The identifier of the session.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

description

The description of the session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z0-9\s_.,-]+`

Required: No

integrationConfiguration

The configuration information for the session integration.

Type: [SessionIntegrationConfiguration](#) object

Required: No

tagFilter

An object that can be used to specify Tag conditions.

Type: [TagFilter](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

tags

The tags used to organize, track, or control access for this resource.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Value Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SessionIntegrationConfiguration

Service: Amazon Q Connect

The configuration information for the session integration.

Contents

topicIntegrationArn

The Amazon Resource Name (ARN) of the integrated Amazon SNS topic used for streaming chat messages.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^arn:[a-z-]+?:[a-z-]+?:[a-z0-9-]*?:([0-9]{12})?:[a-zA-Z0-9-:/]+$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SessionSummary

Service: Amazon Q Connect

Summary information about the session.

Contents

assistantArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect assistant.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

assistantId

The identifier of the Amazon Q in Connect assistant.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

sessionArn

The Amazon Resource Name (ARN) of the session.

Type: String

Pattern: `^arn:[a-z-]*?:wisdom:[a-z0-9-]*?:[0-9]{12}:[a-z-]*?/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(?:/[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}){0,2}$`

Required: Yes

sessionId

The identifier of the session.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SourceConfiguration

Service: Amazon Q Connect

Configuration information about the external data source.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

appIntegrations

Configuration information for Amazon AppIntegrations to automatically ingest content.

Type: [AppIntegrationsConfiguration](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SourceContentDataDetails

Service: Amazon Q Connect

Details about the source content data.

Contents

id

The identifier of the source content.

Type: String

Pattern: `^[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}$`

Required: Yes

rankingData

Details about the source content ranking data.

Type: [RankingData](#) object

Required: Yes

textData

Details about the source content text data.

Type: [TextData](#) object

Required: Yes

type

The type of the source content.

Type: String

Valid Values: KNOWLEDGE_CONTENT

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TagCondition

Service: Amazon Q Connect

A leaf node condition which can be used to specify a tag condition.

Contents

key

The tag key in the tag condition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `^(?!aws:)[a-zA-Z+-. _:/]+$`

Required: Yes

value

The tag value in the tag condition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TagFilter

Service: Amazon Q Connect

An object that can be used to specify Tag conditions.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

andConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of [TagCondition](#) objects

Required: No

orConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of [OrCondition](#) objects

Required: No

tagCondition

A leaf node condition which can be used to specify a tag condition.

Type: [TagCondition](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

TextData

Service: Amazon Q Connect

Details about the source content text data.

Contents

excerpt

The text of the document.

Type: [DocumentText](#) object

Required: No

title

The text of the document.

Type: [DocumentText](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Amazon Voice ID

The following data types are supported by Amazon Voice ID:

- [AuthenticationConfiguration](#)
- [AuthenticationResult](#)
- [Domain](#)

- [DomainSummary](#)
- [EnrollmentConfig](#)
- [EnrollmentJobFraudDetectionConfig](#)
- [FailureDetails](#)
- [FraudDetectionConfiguration](#)
- [FraudDetectionResult](#)
- [FraudRiskDetails](#)
- [Fraudster](#)
- [FraudsterRegistrationJob](#)
- [FraudsterRegistrationJobSummary](#)
- [FraudsterSummary](#)
- [InputDataConfig](#)
- [JobProgress](#)
- [KnownFraudsterRisk](#)
- [OutputDataConfig](#)
- [RegistrationConfig](#)
- [ServerSideEncryptionConfiguration](#)
- [ServerSideEncryptionUpdateDetails](#)
- [Speaker](#)
- [SpeakerEnrollmentJob](#)
- [SpeakerEnrollmentJobSummary](#)
- [SpeakerSummary](#)
- [Tag](#)
- [VoiceSpoofingRisk](#)
- [Watchlist](#)
- [WatchlistDetails](#)
- [WatchlistSummary](#)

AuthenticationConfiguration

Service: Amazon Voice ID

The configuration used to authenticate a speaker during a session.

Contents

AcceptanceThreshold

The minimum threshold needed to successfully authenticate a speaker.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

AuthenticationResult

Service: Amazon Voice ID

The authentication result produced by Voice ID, processed against the current session state and streamed audio of the speaker.

Contents

AudioAggregationEndedAt

A timestamp of when audio aggregation ended for this authentication result.

Type: Timestamp

Required: No

AudioAggregationStartedAt

A timestamp of when audio aggregation started for this authentication result.

Type: Timestamp

Required: No

AuthenticationResultId

The unique identifier for this authentication result. Because there can be multiple authentications for a given session, this field helps to identify if the returned result is from a previous streaming activity or a new result. Note that in absence of any new streaming activity, `AcceptanceThreshold` changes, or `SpeakerId` changes, Voice ID always returns cached Authentication Result for this API.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

Configuration

The `AuthenticationConfiguration` used to generate this authentication result.

Type: [AuthenticationConfiguration](#) object

Required: No

CustomerSpeakerId

The client-provided identifier for the speaker whose authentication result is produced. Only present if a `SpeakerId` is provided for the session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

Decision

The authentication decision produced by Voice ID, processed against the current session state and streamed audio of the speaker.

Type: String

Valid Values: `ACCEPT` | `REJECT` | `NOT_ENOUGH_SPEECH` | `SPEAKER_NOT_ENROLLED` | `SPEAKER_OPTED_OUT` | `SPEAKER_ID_NOT_PROVIDED` | `SPEAKER_EXPIRED`

Required: No

GeneratedSpeakerId

The service-generated identifier for the speaker whose authentication result is produced.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: No

Score

The authentication score for the speaker whose authentication result is produced. This value is only present if the authentication decision is either `ACCEPT` or `REJECT`.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Domain

Service: Amazon Voice ID

Contains all the information about a domain.

Contents

Arn

The Amazon Resource Name (ARN) for the domain.

Type: String

Pattern: `^arn:aws(-[^\:]+)?:voiceid.+:[0-9]{12}:domain/[a-zA-Z0-9]{22}$`

Required: No

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Required: No

Description

The description of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: `^([\p{L}\p{Z}\p{N}_ . : / = + \ - % @] *)$`

Required: No

DomainId

The identifier of the domain.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

DomainStatus

The current status of the domain.

Type: String

Valid Values: ACTIVE | PENDING | SUSPENDED

Required: No

Name

The name for the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

ServerSideEncryptionConfiguration

The server-side encryption configuration containing the KMS key identifier you want Voice ID to use to encrypt your data.

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

ServerSideEncryptionUpdateDetails

Details about the most recent server-side encryption configuration update. When the server-side encryption configuration is changed, dependency on the old KMS key is removed through an asynchronous process. When this update is complete, the domain's data can only be accessed using the new KMS key.

Type: [ServerSideEncryptionUpdateDetails](#) object

Required: No

UpdatedAt

The timestamp of when the domain was last update.

Type: Timestamp

Required: No

WatchlistDetails

The watchlist details of a domain. Contains the default watchlist ID of the domain.

Type: [WatchlistDetails](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

DomainSummary

Service: Amazon Voice ID

Contains a summary of information about a domain.

Contents

Arn

The Amazon Resource Name (ARN) for the domain.

Type: String

Pattern: `^arn:aws(-[^\:]+)?:voiceid.+: [0-9]{12}:domain/[a-zA-Z0-9]{22}$`

Required: No

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Required: No

Description

The description of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: `^([\p{L}\p{Z}\p{N}_ . : / = + \ - % @] *)$`

Required: No

DomainId

The identifier of the domain.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

DomainStatus

The current status of the domain.

Type: String

Valid Values: ACTIVE | PENDING | SUSPENDED

Required: No

Name

The client-provided name for the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

ServerSideEncryptionConfiguration

The server-side encryption configuration containing the KMS key identifier you want Voice ID to use to encrypt your data.

Type: [ServerSideEncryptionConfiguration](#) object

Required: No

ServerSideEncryptionUpdateDetails

Details about the most recent server-side encryption configuration update. When the server-side encryption configuration is changed, dependency on the old KMS key is removed through an asynchronous process. When this update is complete, the domain's data can only be accessed using the new KMS key.

Type: [ServerSideEncryptionUpdateDetails](#) object

Required: No

UpdatedAt

The timestamp of when the domain was last updated.

Type: Timestamp

Required: No

WatchlistDetails

Provides information about `watchlistDetails` and `DefaultWatchlistID`.

Type: [WatchlistDetails](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EnrollmentConfig

Service: Amazon Voice ID

Contains configurations defining enrollment behavior for the batch job.

Contents

ExistingEnrollmentAction

The action to take when the specified speaker is already enrolled in the specified domain. The default value is SKIP, which skips the enrollment for the existing speaker. Setting the value to OVERWRITE replaces the existing voice prints and enrollment audio stored for that speaker with new data generated from the latest audio.

Type: String

Valid Values: SKIP | OVERWRITE

Required: No

FraudDetectionConfig

The fraud detection configuration to use for the speaker enrollment job.

Type: [EnrollmentJobFraudDetectionConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

EnrollmentJobFraudDetectionConfig

Service: Amazon Voice ID

The fraud detection configuration to be used during the batch speaker enrollment job.

Contents

FraudDetectionAction

The action to take when the given speaker is flagged by the fraud detection system. The default value is FAIL, which fails the speaker enrollment. Changing this value to IGNORE results in the speaker being enrolled even if they are flagged by the fraud detection system.

Type: String

Valid Values: IGNORE | FAIL

Required: No

RiskThreshold

Threshold value for determining whether the speaker is a high risk to be fraudulent. If the detected risk score calculated by Voice ID is greater than or equal to the threshold, the speaker is considered a fraudster.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

WatchlistIds

The identifier of watchlists against which fraud detection is performed.

Type: Array of strings

Array Members: Fixed number of 1 item.

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FailureDetails

Service: Amazon Voice ID

Contains error details for a failed batch job.

Contents

Message

A description of the error that caused the batch job failure.

Type: String

Length Constraints: Minimum length of 1.

Required: No

StatusCode

An HTTP status code representing the nature of the error.

Type: Integer

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FraudDetectionConfiguration

Service: Amazon Voice ID

The configuration used for performing fraud detection over a speaker during a session.

Contents

RiskThreshold

Threshold value for determining whether the speaker is a fraudster. If the detected risk score calculated by Voice ID is higher than the threshold, the speaker is considered a fraudster.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

WatchlistId

The identifier of the watchlist against which fraud detection is performed.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FraudDetectionResult

Service: Amazon Voice ID

The fraud detection result produced by Voice ID, processed against the current session state and streamed audio of the speaker.

Contents

AudioAggregationEndedAt

A timestamp of when audio aggregation ended for this fraud detection result.

Type: Timestamp

Required: No

AudioAggregationStartedAt

A timestamp of when audio aggregation started for this fraud detection result.

Type: Timestamp

Required: No

Configuration

The `FraudDetectionConfiguration` used to generate this fraud detection result.

Type: [FraudDetectionConfiguration](#) object

Required: No

Decision

The fraud detection decision produced by Voice ID, processed against the current session state and streamed audio of the speaker.

Type: String

Valid Values: HIGH_RISK | LOW_RISK | NOT_ENOUGH_SPEECH

Required: No

FraudDetectionResultId

The unique identifier for this fraud detection result. Given there can be multiple fraud detections for a given session, this field helps in identifying if the returned result is from

previous streaming activity or a new result. Note that in the absence of any new streaming activity or risk threshold changes, Voice ID always returns cached Fraud Detection result for this API.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

Reasons

The reason speaker was flagged by the fraud detection system. This is only be populated if fraud detection Decision is HIGH_RISK, and the following possible values: KNOWN_FRAUDSTER and VOICE_SPOOFING.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 3 items.

Valid Values: KNOWN_FRAUDSTER | VOICE_SPOOFING

Required: No

RiskDetails

Details about each risk analyzed for this speaker. Currently, this contains KnownFraudsterRisk and VoiceSpoofingRisk details.

Type: [FraudRiskDetails](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

FraudRiskDetails

Service: Amazon Voice ID

Details regarding various fraud risk analyses performed against the current session state and streamed audio of the speaker.

Contents

KnownFraudsterRisk

The details resulting from 'Known Fraudster Risk' analysis of the speaker.

Type: [KnownFraudsterRisk](#) object

Required: Yes

VoiceSpoofingRisk

The details resulting from 'Voice Spoofing Risk' analysis of the speaker.

Type: [VoiceSpoofingRisk](#) object

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Fraudster

Service: Amazon Voice ID

Contains all the information about a fraudster.

Contents

CreatedAt

The timestamp of when Voice ID identified the fraudster.

Type: Timestamp

Required: No

DomainId

The identifier of the domain that contains the fraudster.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

GeneratedFraudsterId

The service-generated identifier for the fraudster.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: No

WatchlistIds

The identifier of the watchlists the fraudster is a part of.

Type: Array of strings

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FraudsterRegistrationJob

Service: Amazon Voice ID

Contains all the information about a fraudster registration job.

Contents

CreatedAt

A timestamp of when the fraudster registration job was created.

Type: Timestamp

Required: No

DataAccessRoleArn

The IAM role Amazon Resource Name (ARN) that grants Voice ID permissions to access customer's buckets to read the input manifest file and write the job output file.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 2048.

Pattern: `^arn:aws(-[^\:]+)?:iam:[0-9]{12}:role/.+&`

Required: No

DomainId

The identifier of the domain that contains the fraudster registration job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}&`

Required: No

EndedAt

A timestamp of when the fraudster registration job ended.

Type: Timestamp

Required: No

FailureDetails

Contains details that are populated when an entire batch job fails. In cases of individual registration job failures, the batch job as a whole doesn't fail; it is completed with a `JobStatus` of `COMPLETED_WITH_ERRORS`. You can use the job output file to identify the individual registration requests that failed.

Type: [FailureDetails](#) object

Required: No

InputDataConfig

The input data config containing an S3 URI for the input manifest file that contains the list of fraudster registration job requests.

Type: [InputDataConfig](#) object

Required: No

JobId

The service-generated identifier for the fraudster registration job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

JobName

The client-provided name for the fraudster registration job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

JobProgress

Shows the completed percentage of registration requests listed in the input file.

Type: [JobProgress](#) object

Required: No

JobStatus

The current status of the fraudster registration job.

Type: String

Valid Values: SUBMITTED | IN_PROGRESS | COMPLETED | COMPLETED_WITH_ERRORS | FAILED

Required: No

OutputDataConfig

The output data config containing the S3 location where you want Voice ID to write your job output file; you must also include a KMS key ID in order to encrypt the file.

Type: [OutputDataConfig](#) object

Required: No

RegistrationConfig

The registration config containing details such as the action to take when a duplicate fraudster is detected, and the similarity threshold to use for detecting a duplicate fraudster.

Type: [RegistrationConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

FraudsterRegistrationJobSummary

Service: Amazon Voice ID

Contains a summary of information about a fraudster registration job.

Contents

CreatedAt

A timestamp of when the fraudster registration job was created.

Type: Timestamp

Required: No

DomainId

The identifier of the domain that contains the fraudster registration job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

EndedAt

A timestamp of when the fraudster registration job ended.

Type: Timestamp

Required: No

FailureDetails

Contains details that are populated when an entire batch job fails. In cases of individual registration job failures, the batch job as a whole doesn't fail; it is completed with a `JobStatus` of `COMPLETED_WITH_ERRORS`. You can use the job output file to identify the individual registration requests that failed.

Type: [FailureDetails](#) object

Required: No

JobId

The service-generated identifier for the fraudster registration job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

JobName

The client-provided name for the fraudster registration job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

JobProgress

Shows the completed percentage of registration requests listed in the input file.

Type: [JobProgress](#) object

Required: No

JobStatus

The current status of the fraudster registration job.

Type: String

Valid Values: SUBMITTED | IN_PROGRESS | COMPLETED | COMPLETED_WITH_ERRORS | FAILED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

FraudsterSummary

Service: Amazon Voice ID

Contains a summary of information about a fraudster.

Contents

CreatedAt

The timestamp of when the fraudster summary was created.

Type: Timestamp

Required: No

DomainId

The identifier of the domain that contains the fraudster summary.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

GeneratedFraudsterId

The service-generated identifier for the fraudster.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: No

WatchlistIds

The identifier of the watchlists the fraudster is a part of.

Type: Array of strings

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InputDataConfig

Service: Amazon Voice ID

The configuration containing input file information for a batch job.

Contents

S3Uri

The S3 location for the input manifest file that contains the list of individual enrollment or registration job requests.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Pattern: `^s3://[a-z0-9][\.\-a-z0-9]{1,61}[a-z0-9](/\.*)?$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

JobProgress

Service: Amazon Voice ID

Indicates the completion progress for a batch job.

Contents

PercentComplete

Shows the completed percentage of enrollment or registration requests listed in the input file.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

KnownFraudsterRisk

Service: Amazon Voice ID

Contains details produced as a result of performing known fraudster risk analysis on a speaker.

Contents

RiskScore

The score indicating the likelihood the speaker is a known fraudster.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: Yes

GeneratedFraudsterId

The identifier of the fraudster that is the closest match to the speaker. If there are no fraudsters registered in a given domain, or if there are no fraudsters with a non-zero RiskScore, this value is null.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

OutputDataConfig

Service: Amazon Voice ID

The configuration containing output file information for a batch job.

Contents

S3Uri

The S3 path of the folder where Voice ID writes the job output file. It has a *.out extension. For example, if the input file name is `input-file.json` and the output folder path is `s3://output-bucket/output-folder`, the full output file path is `s3://output-bucket/output-folder/job-Id/input-file.json.out`.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1024.

Pattern: `^s3://[a-z0-9][\.\-a-z0-9]{1,61}[a-z0-9](/\.*)?$`

Required: Yes

KmsKeyId

The identifier of the KMS key you want Voice ID to use to encrypt the output file of a speaker enrollment job/fraudster registration job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

RegistrationConfig

Service: Amazon Voice ID

The registration configuration to be used during the batch fraudster registration job.

Contents

DuplicateRegistrationAction

The action to take when a fraudster is identified as a duplicate. The default action is SKIP, which skips registering the duplicate fraudster. Setting the value to REGISTER_AS_NEW always registers a new fraudster into the specified domain.

Type: String

Valid Values: SKIP | REGISTER_AS_NEW

Required: No

FraudsterSimilarityThreshold

The minimum similarity score between the new and old fraudsters in order to consider the new fraudster a duplicate.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

WatchlistIds

The identifiers of watchlists that a fraudster is registered to. If a watchlist isn't provided, the fraudsters are registered to the default watchlist.

Type: Array of strings

Array Members: Fixed number of 1 item.

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ServerSideEncryptionConfiguration

Service: Amazon Voice ID

The configuration containing information about the customer managed key used for encrypting customer data.

Contents

KmsKeyId

The identifier of the KMS key to use to encrypt data stored by Voice ID. Voice ID doesn't support asymmetric customer managed keys.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

ServerSideEncryptionUpdateDetails

Service: Amazon Voice ID

Details about the most recent server-side encryption configuration update. When the server-side encryption configuration is changed, dependency on the old KMS key is removed through an asynchronous process. When this update is complete, the domain's data can only be accessed using the new KMS key.

Contents

Message

Message explaining the current UpdateStatus. When the UpdateStatus is FAILED, this message explains the cause of the failure.

Type: String

Length Constraints: Minimum length of 1.

Required: No

OldKmsKeyId

The previous KMS key ID the domain was encrypted with, before ServerSideEncryptionConfiguration was updated to a new KMS key ID.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

UpdateStatus

Status of the server-side encryption update. During an update, if there is an issue with the domain's current or old KMS key ID, such as an inaccessible or disabled key, then the status is FAILED. In order to resolve this, the key needs to be made accessible, and then an UpdateDomain call with the existing server-side encryption configuration will re-attempt this update process.

Type: String

Valid Values: IN_PROGRESS | COMPLETED | FAILED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Speaker

Service: Amazon Voice ID

Contains all the information about a speaker.

Contents

CreatedAt

A timestamp of when the speaker was created.

Type: Timestamp

Required: No

CustomerSpeakerId

The client-provided identifier for the speaker.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

DomainId

The identifier of the domain that contains the speaker.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

GeneratedSpeakerId

The service-generated identifier for the speaker.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: No

LastAccessedAt

The timestamp of when the speaker was last accessed for enrollment, re-enrollment or a successful authentication. This timestamp is accurate to one hour.

Type: Timestamp

Required: No

Status

The current status of the speaker.

Type: String

Valid Values: ENROLLED | EXPIRED | OPTED_OUT | PENDING

Required: No

UpdatedAt

A timestamp of the speaker's last update.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SpeakerEnrollmentJob

Service: Amazon Voice ID

Contains all the information about a speaker enrollment job.

Contents

CreatedAt

A timestamp of when the speaker enrollment job was created.

Type: Timestamp

Required: No

DataAccessRoleArn

The IAM role Amazon Resource Name (ARN) that grants Voice ID permissions to access customer's buckets to read the input manifest file and write the job output file.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 2048.

Pattern: `^arn:aws(-[^\:]+)?:iam:[0-9]{12}:role/.+&`

Required: No

DomainId

The identifier of the domain that contains the speaker enrollment job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}&`

Required: No

EndedAt

A timestamp of when the speaker enrollment job ended.

Type: Timestamp

Required: No

EnrollmentConfig

The configuration that defines the action to take when the speaker is already enrolled in Voice ID, and the `FraudDetectionConfig` to use.

Type: [EnrollmentConfig](#) object

Required: No

FailureDetails

Contains details that are populated when an entire batch job fails. In cases of individual registration job failures, the batch job as a whole doesn't fail; it is completed with a `JobStatus` of `COMPLETED_WITH_ERRORS`. You can use the job output file to identify the individual registration requests that failed.

Type: [FailureDetails](#) object

Required: No

InputDataConfig

The input data config containing an S3 URI for the input manifest file that contains the list of speaker enrollment job requests.

Type: [InputDataConfig](#) object

Required: No

JobId

The service-generated identifier for the speaker enrollment job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

JobName

The client-provided name for the speaker enrollment job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

JobProgress

Provides details on job progress. This field shows the completed percentage of registration requests listed in the input file.

Type: [JobProgress](#) object

Required: No

JobStatus

The current status of the speaker enrollment job.

Type: String

Valid Values: SUBMITTED | IN_PROGRESS | COMPLETED | COMPLETED_WITH_ERRORS | FAILED

Required: No

OutputDataConfig

The output data config containing the S3 location where Voice ID writes the job output file; you must also include a KMS key ID to encrypt the file.

Type: [OutputDataConfig](#) object

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

SpeakerEnrollmentJobSummary

Service: Amazon Voice ID

Contains a summary of information about a speaker enrollment job.

Contents

CreatedAt

A timestamp of when of the speaker enrollment job was created.

Type: Timestamp

Required: No

DomainId

The identifier of the domain that contains the speaker enrollment job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

EndedAt

A timestamp of when the speaker enrollment job ended.

Type: Timestamp

Required: No

FailureDetails

Contains details that are populated when an entire batch job fails. In cases of individual registration job failures, the batch job as a whole doesn't fail; it is completed with a `JobStatus` of `COMPLETED_WITH_ERRORS`. You can use the job output file to identify the individual registration requests that failed.

Type: [FailureDetails](#) object

Required: No

JobId

The service-generated identifier for the speaker enrollment job.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

JobName

The client-provided name for the speaker enrollment job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

JobProgress

Provides details regarding job progress. This field shows the completed percentage of enrollment requests listed in the input file.

Type: [JobProgress](#) object

Required: No

JobStatus

The current status of the speaker enrollment job.

Type: String

Valid Values: SUBMITTED | IN_PROGRESS | COMPLETED | COMPLETED_WITH_ERRORS | FAILED

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

SpeakerSummary

Service: Amazon Voice ID

Contains a summary of information about a speaker.

Contents

CreatedAt

A timestamp showing the speaker's creation time.

Type: Timestamp

Required: No

CustomerSpeakerId

The client-provided identifier for the speaker.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

DomainId

The identifier of the domain that contains the speaker.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

GeneratedSpeakerId

The service-generated identifier for the speaker.

Type: String

Length Constraints: Fixed length of 25.

Pattern: `^id#[a-zA-Z0-9]{22}$`

Required: No

LastAccessedAt

The timestamp when the speaker was last accessed for enrollment, re-enrollment or a successful authentication. This timestamp is accurate to one hour.

Type: Timestamp

Required: No

Status

The current status of the speaker.

Type: String

Valid Values: ENROLLED | EXPIRED | OPTED_OUT | PENDING

Required: No

UpdatedAt

A timestamp showing the speaker's last update.

Type: Timestamp

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Tag

Service: Amazon Voice ID

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Contents

Key

The first part of a key:value pair that forms a tag associated with a given resource. For example, in the tag 'Department': 'Sales', the key is 'Department'.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: $^([\p{L}\p{Z}\p{N}_\cdot :/=+\-@]^*)\$$

Required: Yes

Value

The second part of a key:value pair that forms a tag associated with a given resource. For example, in the tag 'Department': 'Sales', the value is 'Sales'.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Pattern: $^([\p{L}\p{Z}\p{N}_\cdot :/=+\-@]^*)\$$

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)

- [AWS SDK for Ruby V3](#)

VoiceSpoofingRisk

Service: Amazon Voice ID

The details resulting from 'Voice Spoofing Risk' analysis of the speaker.

Contents

RiskScore

The score indicating the likelihood of speaker's voice being spoofed.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Watchlist

Service: Amazon Voice ID

Contains all the information about a watchlist.

Contents

CreatedAt

The timestamp of when the watchlist was created.

Type: Timestamp

Required: No

DefaultWatchlist

Whether the specified watchlist is the default watchlist of a domain.

Type: Boolean

Required: No

Description

The description of the watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: `^([\p{L}\p{Z}\p{N}_ . : / = + \ - % @] *) $`

Required: No

DomainId

The identifier of the domain that contains the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

Name

The name for the watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

UpdatedAt

The timestamp of when the watchlist was updated.

Type: Timestamp

Required: No

WatchlistId

The identifier of the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

WatchlistDetails

Service: Amazon Voice ID

Details of the watchlists in a domain.

Contents

DefaultWatchlistId

The identifier of the default watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: Yes

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

WatchlistSummary

Service: Amazon Voice ID

Contains a summary of information about a watchlist.

Contents

CreatedAt

The timestamp of when the watchlist was created.

Type: Timestamp

Required: No

DefaultWatchlist

Whether the specified watchlist is the default watchlist of a domain.

Type: Boolean

Required: No

Description

The description of the watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Pattern: `^([\p{L}\p{Z}\p{N}_ . : / = + \ - % @] *) $`

Required: No

DomainId

The identifier of the domain that contains the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

Name

The name for the watchlist.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `^[a-zA-Z0-9][a-zA-Z0-9_-]*$`

Required: No

UpdatedAt

The timestamp of when the watchlist was last updated.

Type: Timestamp

Required: No

WatchlistId

The identifier of the watchlist.

Type: String

Length Constraints: Fixed length of 22.

Pattern: `^[a-zA-Z0-9]{22}$`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Common Parameters

The following list contains the parameters that all actions use for signing Signature Version 4 requests with a query string. Any action-specific parameters are listed in the topic for that action. For more information about Signature Version 4, see [Signing AWS API requests](#) in the *IAM User Guide*.

Action

The action to be performed.

Type: string

Required: Yes

Version

The API version that the request is written for, expressed in the format YYYY-MM-DD.

Type: string

Required: Yes

X-Amz-Algorithm

The hash algorithm that you used to create the request signature.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Valid Values: AWS4-HMAC-SHA256

Required: Conditional

X-Amz-Credential

The credential scope value, which is a string that includes your access key, the date, the region you are targeting, the service you are requesting, and a termination string ("aws4_request"). The value is expressed in the following format: *access_key/YYYYMMDD/region/service/aws4_request*.

For more information, see [Create a signed AWS API request](#) in the *IAM User Guide*.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

X-Amz-Date

The date that is used to create the signature. The format must be ISO 8601 basic format (YYYYMMDD'T'HHMMSS'Z'). For example, the following date time is a valid X-Amz-Date value: 20120325T120000Z.

Condition: X-Amz-Date is optional for all requests; it can be used to override the date used for signing requests. If the Date header is specified in the ISO 8601 basic format, X-Amz-Date is not required. When X-Amz-Date is used, it always overrides the value of the Date header. For more information, see [Elements of an AWS API request signature](#) in the *IAM User Guide*.

Type: string

Required: Conditional

X-Amz-Security-Token

The temporary security token that was obtained through a call to AWS Security Token Service (AWS STS). For a list of services that support temporary security credentials from AWS STS, see [AWS services that work with IAM](#) in the *IAM User Guide*.

Condition: If you're using temporary security credentials from AWS STS, you must include the security token.

Type: string

Required: Conditional

X-Amz-Signature

Specifies the hex-encoded signature that was calculated from the string to sign and the derived signing key.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

X-Amz-SignedHeaders

Specifies all the HTTP headers that were included as part of the canonical request. For more information about specifying signed headers, see [Create a signed AWS API request](#) in the *IAM User Guide*.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

Common Errors

This section lists the errors common to the API actions of all AWS services. For errors specific to an API action for this service, see the topic for that API action.

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 400

IncompleteSignature

The request signature does not conform to AWS standards.

HTTP Status Code: 400

InternalFailure

The request processing has failed because of an unknown error, exception or failure.

HTTP Status Code: 500

InvalidAction

The action or operation requested is invalid. Verify that the action is typed correctly.

HTTP Status Code: 400

InvalidClientTokenId

The X.509 certificate or AWS access key ID provided does not exist in our records.

HTTP Status Code: 403

NotAuthorized

You do not have permission to perform this action.

HTTP Status Code: 400

OptInRequired

The AWS access key ID needs a subscription for the service.

HTTP Status Code: 403

RequestExpired

The request reached the service more than 15 minutes after the date stamp on the request or more than 15 minutes after the request expiration date (such as for pre-signed URLs), or the date stamp on the request is more than 15 minutes in the future.

HTTP Status Code: 400

ServiceUnavailable

The request has failed due to a temporary failure of the server.

HTTP Status Code: 503

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 400

ValidationError

The input fails to satisfy the constraints specified by an AWS service.

HTTP Status Code: 400

Amazon Connect Flow language

This section describes the Amazon Connect Flow language and how to use it. The Flow language is a JSON-based representation of a series of flow actions, and the criteria for moving between them.

We've provided you with the Flow language so you can:

- Efficiently update flows that you're migrating from one instance to another.
- Write flows rather than drag blocks onto the flow designer.

Contents

- [Amazon Connect Flow language concepts](#)
- [Example flow in Amazon Connect Flow language](#)
- [Actions in the Amazon Connect Flow Language](#)

Amazon Connect Flow language concepts

The following terms are used in the Flow language.

Contact

Flows can be run in context of a contact. In this case, they are referred to as *flows*.

Participant

Flows can additionally be run in a participant context. This allows participant actions—such as playing prompts or getting customer input—to be run. Certain types of flows, such as "No participants remaining" disconnect flows and Workitem flows, don't have a participant associated.

Action types

Flow actions have the following implicit types associated with them. A type determines when an action is attempted.

- [Contact actions in the Amazon Connect Flow language](#). These actions are attempted only when the flow is run in context of a contact. They generally result in contact data being manipulated in some way.

- [Flow control actions in the Amazon Connect Flow language](#). These actions are used only to determine the path through a flow. They have no side effects. Certain data may not be available. For example, contact data isn't available if the action is determining its path based on contact data. These actions generally work in every circumstance.
- [Interactions in the Amazon Connect Flow language](#). These actions have side effects, but don't require a contact or a participant. Interactions include actions such as invoking an AWS Lambda function. They generally work in every circumstance.
- [Participant actions in the Amazon Connect Flow language](#). These actions are attempted only when the flow is run in context of a participant. They generally result in an action that the participant experiences, such as playing a prompt or disconnecting.

Example flow in Amazon Connect Flow language

The following example shows a JSON string that represents the content of the flow. It shows a simple flow that plays a prompt using static text and disconnects.

To learn how to get block identifiers, we recommend creating a new flow in Amazon Connect console, and then calling the [DescribeContactFlow](#) API for it.

```
{
  "Version": "2019-10-30", //A string representing the version of the Flow.
  //Currently the only supported version is 2019-10-30.

  "StartAction": "12345678-1234-1234-1234-123456789012", //A string representing the
  //first Action to run when the flow starts running.
  //In this case, it's the
  //identifier of the Play prompt block.
  //The value of this field must
  //match the Identifier of an Action in the Actions list.
  "Metadata": { //An object that may be filled in with data as desired.
    "EntryPointPosition": {
      "x": 88,
      "y": 100
    },
    "ActionMetadata": {
      "12345678-1234-1234-1234-123456789012": { //The identifier of the Play
      //prompt block.
        "Position": {
          "x": 270,
          "y": 98
        }
      }
    }
  }
}
```

```

    }
  },
  "abcdef-abcd-abcd-abcd-abcdefghijkl": {//The identifier of the Disconnect/
hang up block.
    "Position": {
      "x": 545,
      "y": 92
    }
  }
},
"Actions": [ //A list of individual Action objects. These Actions are the
definition of the Flow's behavior and are detailed below.
  //A single Flow may have no more than 250 Actions defined.
  {
    "Identifier": "12345678-1234-1234-1234-123456789012", //The identifier of
the Play prompt block.
    "Type": "MessageParticipant", //This is the flow action.
    "Transitions": {
      "NextAction": "abcdef-abcd-abcd-abcd-abcdefghijkl", //The identifier of
the Disconnect/hang up block.
      "Errors": [],
      "Conditions": []
    },
    "Parameters": {
      "Text": "Thanks for calling the sample flow!"
    }
  },
  {
    "Identifier": "abcdef-abcd-abcd-abcd-abcdefghijkl", //The identifier of
the Disconnect/hang up block.
    "Type": "DisconnectParticipant", //This is the flow action.
    "Transitions": {},
    "Parameters": {}
  }
]
}

```

Actions in the Amazon Connect Flow Language

An Action is a single step of a flow's run. This topic describes the fields that must be defined.

Identifier

A string that must be unique among all Actions within the same Flow. This Identifier can be up to 50 characters long, and can include any characters (including unicode and spaces). They can be opaque or user-friendly.

Important

- The following characters are not allowed in the Identifier field: (% : (\ /) = \$, ; [] { })
- The following strings are not allowed in the Identifier field: `__proto__`, `constructor`, `__defineGetter__`, `__defineSetter__`, `toString`, `hasOwnProperty`, `isPrototypeOf`, `propertyIsEnumerable`, `toLocaleString`, and `valueOf`.

Type

A string that identifies the type of action being performed for a particular step of the Flow. This type must be one of a list of allowable Types, which are covered later.

Parameters

An object that defines the customizable behavior of a particular Action block. Each Action has its own format of this Parameters object, which is detailed in the individual Actions definition.

The Parameters object defines customizable behavior for the Action. For example, it defines which Attributes to set or which AWS Lambda function to run. The format differs for each Action type. To find the specific format of a specific Action's Parameter object, see the individual Action's definition below.

Transitions

An object that defines the behavior for choosing the next Action after the current Action completes. Certain Actions terminate, meaning that they finish running the flow when they're run. This is because Transitions must be defined as an empty object.

The Transitions object defines how to proceed to the next Action during flow runtime. This object must have the following fields specified:

NextAction

NextAction is a string that contains the Identifier of the Action that should be run after this Action, if no error or condition is preferentially chosen.

Errors

Errors is a list of error objects. Each error object contains a type or category of error (ErrorType), and the Identifier of the Action that should be run subsequently when that error occurs (NextAction).

Each individual Action supports specific Errors. These are detailed in the Action's definition.

Conditions

Conditions are an ordered list that defines a series of checks to evaluate against the Action's result. This result changes per Action and can also change based on Parameters - examples of these are "the number of contacts in queue" for the CheckMetricData Action if the MetricType parameter refers to the NumberOfContactsInQueue, and "the value of the attribute" for the Compare Action. Conditions are evaluated in order, and the first Condition that evaluates to true will result in it being chosen as the Transition to occur, making that Condition's Target the next Action run. The Conditions object is explained in more detail below.

A Condition is a definition of how to evaluate an Action's result, and may evaluate to true or false. The Conditions object on the flow contains an ordered list of objects. Each object contains a NextAction (the Identifier of the Action to be invoked if the Condition evaluates to be true) and the Condition to evaluate:

- **NextAction:** A string that contains the Identifier of the Action that should be run after this Action if this Condition is the first condition to evaluate to true.
- **Condition:** An object that defines the evaluation logic.

The Condition object

The Condition object must contain the following fields:

- **Operator:** A string that indicates which comparison operator that is applied to the Operands. The list of allowed Operators and a description of their logic is defined in the following table.
- **Operands:** A list of operands to which the Operator is applied. Depending on the Operator, these Operands may be strings or they may be Condition objects. The specific Operator defines which

type of Operand is expected, along with the number of Operands expected (some Operators will require only one Operand, some will support a list of up to ten Operands). Conditions may be nested no more than five Conditions deep, and a single Condition may not contain more than 50 sub-Conditions, regardless of how deeply nested they are.

List of Operators

| Operator | Description | Operand type | Operand count |
|-------------------|--|--------------|---------------|
| Equals | Returns true if the string specified exactly equals the result. | String | One |
| TextStartsWith | Returns true if the result, interpreted as text, begins with the specified string. | String | One |
| TextEndsWith | Returns true if the result, interpreted as text, ends with the specified string. | String | One |
| TextContains | Returns true if the result, interpreted as text, contains the specified string at least once. | String | One |
| NumberGreaterThan | Returns true if the result, interpreted as a numeric value, is larger than the specified string. If either the result or the specified string | String | One |

| Operator | Description | Operand type | Operand count |
|------------------------|---|--------------|---------------|
| | are not numeric, returns false . | | |
| NumberGreaterOrEqualTo | Returns true if the result, interpreted as a numeric value, is larger than or equal to the specified string. If either the result or the specified string are not numeric, returns false . | String | One |
| NumberLessThan | Returns true if the result, interpreted as a numeric value, is smaller than the specified string. If either the result or the specified string are not numeric, returns false . | String | One |
| NumberLessOrEqualTo | Returns true if the result, interpreted as a numeric value, is smaller than or equal to the specified string. If either the result or the specified string are not numeric, returns false . | String | One |

Example Condition

Following is an example of a condition that returns true if the result starts with "ABC":

```
{
  "Operator": "TextStartsWith",
  "Operands": [
    "ABC"
  ]
}
```

Parameter restrictions for actions in the Amazon Connect Flow language

There are several restrictions on parameters. Here's what they mean:

- Must be defined statically. This means that JSONPath cannot be used at all in this value.
- Must be defined statically or as a single valid JSONPath identifier.

If JSONPath is used, it must be the entirety of the value; you can't specify an input of "My name is \$.Name". Further, the JSONPath must be valid - \$.Attributes.stuff is okay, \$.BadValue is not okay because there's no "BadValue" path on the object used by flows.

- May be defined statically or dynamically. Anything goes. A value of "My name is \$.Name" is fine here, as well as a fully static value.

Contact actions in the Amazon Connect Flow language

Contact actions are attempted only for flows that run in context of a contact. They generally result in contact data being manipulated in some way.

Contents

- [CompleteOutboundCall](#)
- [CreateCase](#)
- [CreateTask](#)
- [CreateWisdomSession](#)
- [DequeueContactAndTransferToQueue](#)
- [EndFlowModuleExecution](#)

- [GetCase](#)
- [InvokeFlowModule](#)
- [TagContact](#)
- [TransferContactToAgent](#)
- [TransferContactToQueue](#)
- [UnTagContact](#)
- [UpdateCase](#)
- [UpdateContactAttributes](#)
- [UpdateContactCallbackNumber](#)
- [UpdateContactData](#)
- [UpdateContactEventHooks](#)
- [UpdateContactMediaStreamingBehavior](#)
- [UpdateContactRecordingBehavior](#)
- [ResumeContact](#)
- [UpdateContactRoutingBehavior](#)
- [UpdateContactTargetQueue](#)
- [UpdateContactTextToSpeechVoice](#)
- [UpdatePreviousContactParticipantState](#)

CompleteOutboundCall

When a flow is run before an outbound call is made as part of an outbound contact, this action calls the outbound destination. If this action is not used, the first participant action implicitly completes the outbound call.

Parameter object

```
""CallerId": { Optional, an override of the caller ID to present when calling. Is
  ignored when using VoiceConnectors
  "Number": The caller ID number to present when calling. Can either be fully static or
  a single valid JSONPath identifier
}
"VoiceConnector": { Optional, Configuration of the voice connector
  "VoiceConnectorType": Only support "ChimeConnector". Must be defined statically.
```

```
"VoiceConnectorArn": The ARN of the Voice Connector. Can be set statically or dynamically.
"FromUser": The user who makes the call. Can be set statically or dynamically.
"ToUser": The user who receives the call. Can be set statically or dynamically.
"UserToUserInformation": Optional, SIP user-to-user information. Can be set statically or dynamically.
}
"ConnectionTimeLimitSeconds": Optional, Only used for Voice Connector use case. An integer between 1 and 600 (inclusive) representing the number of seconds to wait for the voice connector to answer before canceling the call. Can be set statically or dynamically.
```

Results and conditions

None.

Errors

None.

Restrictions

This action can be used only when the contact is in the process of making an outbound call, but has not yet called the outbound number.

Corresponding block in the UI

[Call phone number](#)

CreateCase

Creates a new keystone case from an existing case template. Customers can select fields for the template. Some fields are required, and those are preloaded into a side sheet. Customers can also set values for the fields. These fields are predefined in the keystone instance by customers. Customers can optionally link a contact to a new case.

Parameter object

```
"Parameters": {
```

```

    "LinkContactToCase": "true" or "false", If set to true, cases will open
    automatically when the agent accepts the contact.
    "CaseTemplateId": A templateId aligned with the existing case templateName
    "CaseRequestFields": An optional map of case fields to be set. Keys should be
    fields from Cases domain. Values can be static or dynamic.
}

```

Results and conditions

None.

Errors

- **ContactNotLinked** - If you specify to link the contact to case, then this error branch will appear. It might be that the contact was not linked after the case is retrieved (partial success/partial failure). If this happens, then the flow will follow this branch.
- **NoMatchingError** - An error was encountered while trying to find the case. This may be due to a system error or how CreateCase is configured.

Restrictions

None. This can be used in any type of flow and any channel.

Corresponding block in the UI

[Flow block: Cases](#)

CreateTask

Creates a new task to run an assigned flow.

Parameter object

```

"Parameters":
{
    "ContactFlowId": A flow ID or flow ARN. *Must be fully static or a single valid
    JSONPath identifier*,
    "Attributes": [Optional] { an Object that holds the attributes to be set.
        "Key": "Value" Both the key and value may be defined statically or
        dynamically.
    },
    "Name": Name of the task that needs to be created. This is a string.,
}

```

```
"Description": [Optional] Description of the task that needs to be created.
This is a string.,
  "References": [Optional] { an Object that holds the references to be set.
    "Type": "Value" Both the key and value may be defined statically or
dynamically.
  },
  "DelaySeconds": [Optional] Time in seconds after which the task should be
created. This is used to schedule the task by the agent.
  The integer value between 1 and 518400 (6 days). If ScheduledTime is specified,
this parameter may not be specified.
  "ScheduledTime": [Optional] The date and time at which the task should be
created. If DelaySeconds is specified, this parameter may not be specified.
  "TaskTemplateId": [Optional] ID of the task template that will be used to
create the task. This must be defined statically.
}
}
```

Results and conditions

None. No conditions are supported.

Errors

NoMatchingError - if no other Error matches.

Restrictions

This action is supported on all channels and in all contact flow types.

Corresponding block in the UI

[Flow block: Create task](#)

CreateWisdomSession

Associates a Wisdom domain to a contact that is being executed in a Flow to enable real-time recommendations on the current contact.

Parameter object

```
{
  "WisdomAssistantArn": ARN for the Wisdom Assistant. May be specified statically or
dynamically.
```

```
}
```

Results and conditions

None. No conditions are supported.

Errors

NoMatchingError - if no other Error matches.

Restrictions

This action is only supported on the voice channel. This action can be used in all contact flow types.

Corresponding block in the UI

[Flow block: Amazon Q in Connect](#)

DequeueContactAndTransferToQueue

This action is a combination of a "Dequeue" action and a "TransferContactToQueue" action. This means that a contact in a queue is removed from the queue, a new contact segment is created with the existing contact as its previous contact, and the new contact is placed into the specified queue (referred to as "Queue-to-queue transfer"). If this contact has not been queued, is actively being joined to an agent, or has been routed to an agent, this action fails.

Parameter object

```
{  
  "QueueId": [Optional] A queue ID or queue ARN. If AgentId is specified, this may  
  not be specified. Must be either fully statically defined or a single, valid JSONPath  
  identifier.  
  "AgentId": [Optional] An agent ID or agent ARN, representing an agent queue. If  
  QueueId is specified, this may not be specified. Must be either fully statically  
  defined or a single, valid JSONPath identifier.  
}
```

Results and conditions

None.

Errors

- `QueueAtCapacity` - if the destination queue is at capacity and the contact cannot be queued within it.
- `NoMatchingError` - if no other Error matches.

Restrictions

This action is only supported in the customer queue flow. It is not supported in any other type of flow.

Corresponding block in the UI

Maps to [Transfer to queue](#) block but only when used in a Customer queue flow.

EndFlowModuleExecution

Ends the current module execution without disconnecting the contact.

Parameter object

```
{  
  
}
```

Results and conditions

None. No conditions are supported.

Errors

None

Restrictions

This action is available only in flow modules.

Corresponding block in the UI

Return Block (not yet documented)

GetCase

Searches all existing cases with the provided customer ID. Add request fields to filter by case fields. Specify the case fields to be returned in the response to persist in the context.

Parameter object

```
{
  "LinkContactToCase": "true" or "false", If set to true, cases will open
  automatically when the agent accepts the contact.
  "GetLastUpdatedCase": "true" or "false", You can specify to get only the last
  updated case for any search criteria.
  "CustomerId": "Customer's Id", Search all cases for this customer Id.
  "CaseRequestFields": An optional map of cases request fields. Keys should be fields
  from Cases domain. Values can be static or dynamic.
  "CaseResponseFields": [ ] An optional list of field names that should be persisted
  in the case namespace.
}
```

Results and conditions

None.

Errors

- **NoMatchingError** - An error was encountered while trying to find the case. This may be due to a system error or how Get case is configured.
- **ContactNotLinked** - If you specify to link the contact to case, then this error branch will appear. It might be that the contact was not linked after the case is retrieved (partial success/partial failure). If this happens, then the flow will follow this branch.
- **MultipleFound** - Multiple cases are found with the search criteria.
- **NoneFound** - No cases are found with the search criteria.

Restrictions

None. This can be used in any type of flow and any channel.

Corresponding block in the UI

[Flow block: Cases](#)

InvokeFlowModule

Invokes a flow module. *Flow modules* are reusable sections of a flow. You use them to extract repeatable logic across your flows, and create common functions. For more information about flow modules, see [Flow modules for reusable functions](#), in the *Amazon Connect Administrator Guide*.

Parameter object

```
{
  "FlowModuleId": The flow module ID or flow module ARN to be invoked. May be defined
  statically or dynamically.
}
```

Results and conditions

None.

Errors

NoMatchingError if no other Error matches.

Restrictions

This action is supported by all channels and only supports Inbound flow types.

Corresponding block in the UI

[Flow block: Invoke module](#).

TagContact

Sets a collection of tag to the current contact. With this type of operation, either all tags are set or none are set.

Each tag on a contact is a key-value pair, that is, it is composed of a key and a value. There are two types of tags: user-defined tags and system tags. You create a user-defined tag. A system tag is automatically created by AWS services. A system tag is prefixed with `aws:`. You cannot change it.

The TagContact action parameters correspond to user-defined tags that are applied on a contact.

Parameter object

```
{
```

```
"Tags": { an Object that holds the tags to be set.
  "Key1": "Value1" Both the key and value may be defined statically or dynamically.
}
}
```

Results and conditions

None.

Errors

None.

Restrictions

None. This can be used in any type of flow and any channel.

Corresponding block in the UI

[Contact tags](#)

TransferContactToAgent

Ends the current flow and transfers the customer to an agent. If the agent is already with someone else, the contact is disconnected. Transfer contact to agent works only for voice interactions.

Parameter object

No parameters are expected.

Results and conditions

None.

Errors

None.

Restrictions

This action is supported in only transfer to agent and transfer to queue flows.

Corresponding block in the UI

[Transfer to agent](#)

TransferContactToQueue

This action places a contact that is not already in a queue into the contact's TargetQueue. If the contact has already been put into a queue (meaning that it is currently being routed to an agent, being joined to an agent, or is connected to an agent), the action fails.

Parameter object

No parameters are expected.

Results and conditions

None.

Errors

- QueueAtCapacity - if the destination queue is at capacity and the contact cannot be queued within it.
- NoMatchingError - if no other Error matches.

Restrictions

This action is supported in inbound contact flows and transfer flows. It is not supported in whisper flows, customer queue flows, or hold flows.

Corresponding block in the UI

[Transfer to queue](#)

UnTagContact

Removes a collection of tags on the current contact. With this type of operation, either all tags are set or none are set.

You cannot remove system-defined tags. You can only remove already existing user-defined tags from a contact.

Parameter object

```
{
  "TagKeys": [ an Object that holds the tag-keys for the tags to be removed.
    "Key1" Key(s) can only be set statically.
  ]
}
```

Results and conditions

None.

Errors

- Success - When un-tagging a contact is successful
- NoMatchingError - if no other Error matches

Restrictions

This action is supported across all the Amazon Connect media channels.

This action can be used in flows of all types.

Corresponding block in the UI

[Contact tags](#)

UpdateCase

Updates an existing case by providing the case's id and the fields that should be updated.

Parameter object

```
{
  "LinkContactToCase" : "true" or "false", If set to true, cases open automatically
  when the agent accepts the contact.
  "CaseId": the unique identifier of the case
  "CaseRequestFields": An optional map of case fields to be updated. Keys should be
  fields from the Cases domain. Values can be static or dynamic.
}
```

Results and conditions

None.

Errors

- **ContactNotLinked** - If you specify to link the contact to case, then this error branch will appear. It might be that the contact was not linked after the case is retrieved (partial success/partial failure). If this happens, then the flow will follow this branch.
- **NoMatchingError** - An error was encountered while trying to find the case. This may be due to a system error, or how Update case is configured.

Restrictions

None. This can be used in any type of flow and any channel.

Corresponding block in the UI

[Flow block: Cases](#)

UpdateContactAttributes

Sets a collection of contact attributes on either the current contact or the related contact. With this type of operation, either all attributes are set or none are set.

Parameter object

```
{
  "Attributes": { an Object that holds the attributes to be set.
    "Key": "Value" Both the key and value may be defined statically or dynamically.
  },
  "TargetContact": either "Current" or "Related". Must be defined statically.
}
```

Results and conditions

None.

Errors

- **NoMatchingError** - if no other Error matches.

Restrictions

None. This can be used in any type of flow and any channel.

Corresponding block in the UI

[Set contact attributes](#)

UpdateContactCallbackNumber

Updates the contact callback number, which is the number used by the CreateCallbackContact action. This value defaults to the customer participant caller ID if this action is never used.

Parameter object

```
{
  "CallbackNumber": The callback number to set. Must be a single, valid JSONPath
  reference, and cannot be set statically.
}
```

Results and conditions

None.

Errors

- InvalidCallbackNumber - The callback number specified was not a valid (e.164) phone number.
- CallbackNumberNotDialable - The callback number specified is not dialable by the instance.

Restrictions

This is supported only in contact flows, transfer flows, and customer queue flows. This is not supported in whispers or hold flows.

Corresponding block in the UI

[Set callback number](#)

UpdateContactData

Sets a collection of connect defined attributes on specified contact. With this type of operation, either all attributes are set or none are set.

Parameter object

```
"Parameters":
{
    "Name": [Optional] The name of the contact. It is a string. May be set
statically or dynamically.
    "Description": [Optional] The description of the contact. It is a string.
    "LanguageCode": [Optional] The language to use for current contact.
    "CustomerId": [Optional] The customer id associated with the contact.
    "References": [Optional] { an Object that holds the references to be set.
        "Type": "Value" Both the key and value may be defined statically or
dynamically.
    },
    "IsVoiceIdStreamingEnabled": [Optional] Enable to start streaming audio from
customer channel to Voice ID. It is a string. "TRUE" and "FALSE" are the only valid
values.
    "IsVoiceAuthenticationEnabled": [Optional] Enable authentication by comparing
voiceprint of the caller to the enrolled voiceprint of the claimed identity. It is a
string. "TRUE" and "FALSE" are the only valid values.
    "IsFraudDetectionEnabled": [Optional] Enable detection for impersonation
attempts and presence of known fraudsters. It is a string. "TRUE" and "FALSE" are the
only valid values.
    "VoiceAuthenticationThreshold": [Optional] Threshold to validate against
confidence score of a voice match. It is a string. Value must be between 0 and 100.
    "VoiceAuthenticationResponseTime": [Optional] Define required minimum caller
speech seconds for voice authentication. It is a string. Value must be between 5 and
10.
    "FraudDetectionThreshold": [Optional] The threshold you set for fraud detection
is used to measure risk. Scores higher than the threshold are reported as higher risk.
Scores lower than the threshold are reported as lower risk. Raising the threshold
lowers false positive rates (makes result more certain), but raises false negative
rates. It is a string. Value must be between 0 and 100.
    "WatchlistId": [Optional] Identifier of watchlist to use when evaluating the
voice session. It is a string. Value must be between 0 and 100.
    "WisdomSessionArn": [Optional] A session ARN provided by Amazon Connect Wisdom
for agent assistance. It is a string.
    "TargetContact": [Required] Target contact on which given attributes should be
set. It is a string. "Current" or "Related" are the only valid values.
}
```

Results and conditions

None. No conditions are supported.

Errors

- `NoMatchingError` - if no other Error matches.

Restrictions

This action is supported on all channels and in all flow types.

Corresponding blocks in the UI

- [Set contact attributes](#)

UpdateContactEventHooks

Sets one or more contact event hooks, which are flows associated with contact events, such as customer whisper or agent hold. For more information, see [Contact records data model](#). The following event hooks are valid:

- `AgentHold`
- `AgentWhisper`
- `CustomerHold`
- `CustomerQueue`
- `CustomerRemaining`
- `CustomerWhisper`
- `DefaultAgentUI`
- `DisconnectAgentUI`
- `PauseContact`
- `ResumeContact`

Parameter object

```
{
  "EventHooks": { an Object that holds the event hooks to be set. Only one entry may
    be present in this map.
    "Key": "Value" - the event hook to be set where the key is the event type and
    the value is the flow ID or ARN to run when that event occurs. Keys must be defined
    statically.
  }
```



```
}  
}
```

Results and conditions

None.

Errors

- `NoMatchingError` - if no other Error matches.

Restrictions

This is supported in all types of flows.

Corresponding blocks in the UI

- [Set customer queue flow](#)
- [Set event flow](#)
- [Set hold flow](#)
- [Set whisper flow](#)

UpdateContactMediaStreamingBehavior

Enables or disables contact media streaming for a set of participants.

Parameter object

```
{  
  "MediaStreamingState": One of "Enabled" or "Disabled". Must be specified  
  statically.  
  "Participants": [ A list of participants to include in the stream if enabling the  
  stream, or disable if disabling the stream  
    {  
      "ParticipantType": The type of participant to stream. Currently, only  
      "Customer" is supported. Must be defined statically.  
      "MediaDirections": [ ] A list of the directions of media to include in the  
      stream - "From" and "To". Must be defined statically.  
    }  
  ],  
}
```

```
"MediaStreamType": The type of media to enable or disable from the stream.  
Currently, only "Audio" is supported. Must be defined statically.  
}
```

Results and conditions

None.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

This is supported in contact flows, customer queue flows, transfer flows, and whisper flows. It is not supported in hold flows.

This is supported only by the voice channel.

Corresponding block in the UI

[Start media streaming](#) and [Stop media streaming](#)

UpdateContactRecordingBehavior

Sets contact recording behavior, including analysis behavior and which participants of the contact to record.

Parameter object

```
{  
  "RecordingBehavior": { an object that holds the recording behavior  
    "RecordedParticipants": [ ] a list of participants to record, chosen from  
    "Agent" and "Customer". An empty list disables recording. Must be set statically.  
    "ScreenRecordedParticipants": [ ] a list of participants for which to record  
    their screen, can only include "Agent". Must be set statically.  
  },  
  "AnalyticsBehavior": { an object that holds the analytics behavior. Can only be set  
    if the RecordedParticipants contains both Agent and Customer  
    "Enabled": either "True" or "False". Must be set statically.  
}
```

"AnalyticsLanguage": Must be one of languages supported by Contact Lens post-call analysis. Must be set statically. Use the format xx-XX, for example, en-US for US English.

"AnalyticsRedactionBehavior": either Enabled or Disabled. Defaults to Disabled if not set. Determines whether to redact sensitive data, such as personal information, in the Contact Lens output file and audio recording.

"AnalyticsRedactionResults": either "RedactedAndOriginal" or "RedactedOnly". Can be set dynamically. Determines whether the customer gets both the redacted and the original transcripts and audio files, or just the redacted transcripts and audio files.

"AnalyticsRedactionMaskMode": either "EntityType" or "PII". Must be set statically.

"AnalyticsRedactionEntities": ["BANK_ACCOUNT_NUMBER", "BANK_ROUTING", "CREDIT_DEBIT_NUMBER", "CREDIT_DEBIT_CVV", "CREDIT_DEBIT_EXPIRY", "INTERNATIONAL_BANK_ACCOUNT_NUMBER", "PIN", "SWIFT_CODE", "CA_HEALTH_NUMBER", "UK_NATIONAL_HEALTH_SERVICE_NUMBER", "CA_SOCIAL_INSURANCE_NUMBER", "SSN", "UK_NATIONAL_INSURANCE_NUMBER", "PASSPORT_NUMBER", "DRIVER_ID", "IN_AADHAAR", "NAME", "AGE", "EMAIL", "PHONE", "ADDRESS", "US_INDIVIDUAL_TAX_IDENTIFICATION_NUMBER", "UK_UNIQUE_TAXPAYER_REFERENCE_NUMBER", "IN_PERMANENT_ACCOUNT_NUMBER", "IN_NREGA", "AWS_ACCESS_KEY", "AWS_SECRET_KEY", "IP_ADDRESS", "MAC_ADDRESS", "PASSWORD", "URL", "USERNAME", "LICENSE_PLATE", "VEHICLE_IDENTIFICATION_NUMBER", "IN_VOTER_NUMBER", "DATE_TIME", "AGENT_DISPLAY_NAME", "CUSTOMER_DISPLAY_NAME", "ATTACHMENT_NAME"],

"ChannelConfiguration": {

"Chat": {

"AnalyticsModes": ["ContactLens"] Can only be set to ContactLens

},

"Voice": {

"AnalyticsModes": ["RealTime"] Can be set to RealTime and PostContact

}

}

}

}

Notes

- **AnalyticsRedactionMaskMode:** Optional, String. Allowed values:
 - PII: All PII data is replaced with [PII]. For example, Jane Doe is replaced with [PII]
 - EntityType: Each PII entity is replaced with its type. For example, Jane Doe is replaced with [NAME].
 - If no value is provided, the default PII is used.
- **AnalyticsRedactionEntities:** Optional, Array of strings.

- Valid values include: "BANK_ACCOUNT_NUMBER", "BANK_ROUTING", "CREDIT_DEBIT_NUMBER", "CREDIT_DEBIT_CVV", "CREDIT_DEBIT_EXPIRY", "INTERNATIONAL_BANK_ACCOUNT_NUMBER", "PIN", "SWIFT_CODE", "CA_HEALTH_NUMBER", "UK_NATIONAL_HEALTH_SERVICE_NUMBER", "CA_SOCIAL_INSURANCE_NUMBER", "SSN", "UK_NATIONAL_INSURANCE_NUMBER", "PASSPORT_NUMBER", "DRIVER_ID", "IN_AADHAAR", "NAME", "AGE", "EMAIL", "PHONE", "ADDRESS", "US_INDIVIDUAL_TAX_IDENTIFICATION_NUMBER", "UK_UNIQUE_TAXPAYER_REFERENCE_NUMBER", "IN_PERMANENT_ACCOUNT_NUMBER", "IN_NREGA", "AWS_ACCESS_KEY", "AWS_SECRET_KEY", "IP_ADDRESS", "MAC_ADDRESS", "PASSWORD", "URL", "USERNAME", "LICENSE_PLATE", "VEHICLE_IDENTIFICATION_NUMBER", "IN_VOTER_NUMBER", "DATE_TIME", "AGENT_DISPLAY_NAME", "CUSTOMER_DISPLAY_NAME", "ATTACHMENT_NAME".
- An empty array is not allowed.
- If `AnalyticsRedactionEntities` is not present, the default "redact all PII data" is used.

For more information on sensitive data redaction, see [Enable redaction of sensitive data](#) in the *Amazon Connect Administrator's Guide*.

For a list of languages supported by Contact Lens post-call analysis, see [Contact Lens supported languages](#). For the 4-character language code to use, see [Supported languages](#) in the *Amazon Transcribe Developer Guide*.

Results and conditions

None.

Errors

None.

Restrictions

This is supported only in contact flows, transfer flows, outbound whispers, and customer queue flows. This is not supported in agent/customer whispers or hold flows.

Analytics is only supported by the voice channel.

Corresponding block in the UI

[Set recording and analytics behavior](#)

ResumeContact

Resumes a contact from a paused state.

Parameter object

No parameters are expected.

Results and conditions

None.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

None. This action can be used everywhere.

UpdateContactRoutingBehavior

Updates the contact's routing details. This can move the contact forward or backward in queue, or specify a queue priority.

Parameter object

```
{
  "QueuePriority": An integer that represents the queue priority to be applied to
the contact (lower priorities are routed preferentially). Cannot be specified if
QueueTimeAdjustmentSeconds is specified. Must be statically defined, must be larger
than zero, and a valid integer value.
  "QueueTimeAdjustmentSeconds": An integer that represents the queue time adjust
to be applied to the contact, in seconds (longer / larger queue times are routed
preferentially). Cannot be specified if QueuePriority is specified. Must be statically
defined and a valid integer value.
}
```

Results and conditions

None.

Errors

None.

Restrictions

This is supported only in inbound contact flows. It is not supported in transfer flows, whisper flows, customer queue flows, or hold flows.

Corresponding block in the UI

[Change routing priority / age](#)

UpdateContactTargetQueue

Sets the contact's TargetQueue. This is the queue is used by all other instructions that check a queue implicitly, and for TransferContactToQueue.

Parameter object

```
{
  "QueueId": [Optional] A queue ID or queue ARN. If AgentId is specified, this may
  not be specified. This must be either defined fully statically or as a single valid
  JSONPath identifier.
  "AgentId": [Optional] An agent ID or agent ARN, representing an agent queue. If
  QueueId is specified, this may not be specified. This must be either defined fully
  statically or as a single valid JSONPath identifier.
}
```

Results and conditions

None.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

This action is supported only in inbound contact flows and transfer flows. It is not supported in whisper flows, hold flows, or customer queue flows.

Corresponding block in the UI

[Set working queue](#)

UpdateContactTextToSpeechVoice

Updates the Amazon Polly voice used by text-to-speech for voice contacts (message with text-to-speech, or Amazon Lex bots). This defaults to Joanna if this action is never run.

Parameter object

```
{
  "TextToSpeechVoice": A string holding the name of an Amazon Polly voice. Must be
  defined statically. If this is an invalid text to speech voice, text to speech is no
  longer function for this contact.
  "TextToSpeechEngine": The engine associated with the Amazon Polly voice, if it is a
  neural voice. Must be defined statically.
  "TextToSpeechStyle" : The speech style associated with the Amazon Polly Voice. It
  could be None, Conversational or Newscaster. Must be defined statically.
}
```

Results and conditions

None.

Errors

None.

Restrictions

None. This action is supported in all flow types, and across all channels.

Corresponding block in the UI

[Set voice](#)

UpdatePreviousContactParticipantState

This action is primarily used to prevent previous participants on the contact from observing the contact. Common use cases are disconnecting the agent that initiates a transfer when they transfer a contact to a secure destination, or putting the agent on hold when transferring to a quick connect that securely gathers customer input such as credit card numbers.

Parameter object

```
{
  "PreviousContactParticipantState": One of ["AgentOnHold", "CustomerOnHold",
  "OffHold"], which are only supported for voice contacts.
}
```

Execution results and conditions

None.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

This action is supported only in inbound contact flows and transfer flows.

Corresponding block in the UI

[Hold customer or agent](#)

Flow control actions in the Amazon Connect Flow language

These actions don't have any side effects and are only used to determine the path through a flow. Certain data may not be available (such as contact data, if the action is determining its path based on contact data). These actions generally work in every circumstance.

A flow control action is an action that:

- Does not need a contact or a participant to succeed.
- Controls the behavior of the flow, by either enabling or disabling flow behavior (such as logging) or by choosing a branch when the flow runs.

Contents

- [CheckHoursOfOperation](#)
- [CheckMetricData](#)
- [CheckOutboundCallStatus](#)

- [CheckVoiceld](#)
- [Compare](#)
- [DistributeByPercentage](#)
- [EndFlowExecution](#)
- [GetMetricData](#)
- [Loop](#)
- [StartVoiceldStream](#)
- [TransferToFlow](#)
- [UpdateFlowAttributes](#)
- [UpdateFlowLoggingBehavior](#)
- [UpdateRoutingCriteria](#)
- [Wait](#)

CheckHoursOfOperation

Returns whether the specified hours of operation object (or the hours of operation object associated with the current queue if no hours of operation is referenced) is in hours or out of hours as its result, allowing comparisons against it.

Parameter object

```
{
  "HoursOfOperationId": [Optional] An hours of operation ID or hours of operation ARN.
  *Must be either fully static or fully dynamic*. If not specified, the TargetQueue's
  hours of operation for the contact are used
}
```

Results and conditions

True or **False** based on whether the hours of operation object specified is in hours or out of hours. There must be a Condition provided for Equals **True** and a Condition for Equals **False**, and no other conditions.

Errors

- **NoMatchingError** - if no other Error matches.

Restrictions

This action is available in inbound flows, transfer flows, and customer queue flows. It is not available to hold flows or to whisper flows.

Corresponding block in the UI

[Check hours of operation](#)

CheckMetricData

A shortcut single action to avoid using GetMetricData and Compare for a set of simple metrics. This action loads the specified metric data for the specified queue, and allows comparisons to the loaded value. For example, it loads number of contacts in queue, age of oldest contact in queue, number of agents staffed on the queue, number of agents available on the queue, or number of agents online on the queue.

Parameter object

```
{
  "MetricType": One of [NumberOfAgentsAvailable, NumberOfAgentsStaffed,
  NumberOfAgentsOnline, OldestContactInQueueAgeSeconds, NumberOfContactsInQueue].
  **Dynamic values are not supported**,
  "QueueId": [Optional] A queue ID or queue ARN. If AgentId is specified, this may not
  be specified. *Dynamic values are supported*,
  "AgentId": [Optional] An agent ID or agent ARN, representing an agent queue. If
  QueueId is specified, this may not be specified. *Dynamic values are supported*. If
  neither this nor QueueId are specified, the contact TargetQueue is used
}
```

Execution results and conditions

A number, representing the value of the metric that was requested. This can be used for conditions. If the MetricType is NumberOfAgents* then the only supported condition is "NumberGreaterThan 0", otherwise Equals and any Number* Operands are allowed.

Errors

- NoMatchingError - if no other Error matches.
- NoMatchingCondition - if no other Condition matches (only supported if the MetricType is OldestContactInQueueAgeSeconds or NumberOfContactsInQueue).

Restrictions

This action is only usable in flows, queue and agent transfers, and customer queue flows. It is not available in any type of whisper or hold flows.

Corresponding block in the UI

- [Check staffing](#)
- [Check queue status](#)

CheckOutboundCallStatus

Engages with the output provided by an answering machine, and provides branches to route the contact accordingly.

Parameter object

```
{  
  
}
```

Execution results and conditions

- "CallAnswered" if the call has been answered by a person.
- "VoicemailBeep" if Amazon Connect identifies that the call ended in a voice mail and it detects a beep.
- "VoicemailNoBeep" if Amazon Connect identifies that call ended in a voicemail, but it doesn't detect a beep, or the beep is unknown.
- "NotDetected" if Amazon Connect could not detect whether there is a voicemail. This happens when Amazon Connect is unable to make a positive determination of whether a call was answered by a live voice or an answering machine. Typical situations that result in this state include long silences or excessive background noise.

Conditions are supported, but only the "Equals" operator is supported. "CallAnswered", "VoicemailBeep" , "VoicemailNoBeep" and "NotDetected" are the only supported operands.

Errors

- NoMatchingError if no condition matches.

Restrictions

This action works with [Amazon Connect outbound campaigns](#) only.

Corresponding block in the UI

[Check call progress](#)

CheckVoiceId

Checks the enrollment status, voice authentication or fraud detection results of the voice analysis returned by Voice ID.

Parameter object

```
{
  "CheckVoiceIdOption": "enrollmentStatus"
}
```

```
{
  "CheckVoiceIdOption": "voiceAuthentication"
}
```

```
{
  "CheckVoiceIdOption": "fraudDetection"
}
```

Execution results and conditions

The checkVoiceId action returns results of the voice analysis and the status returned by Voice ID. The following is returned when CheckVoiceIdOption input is set as:

- **enrollmentStatus:**
 - **Enrolled:** The caller is enrolled in voice authentication.
 - **Not enrolled:** The caller has not yet been enrolled in voice authentication. When this status is returned, for example, you may want to directly route the call to an agent for enrollment.
 - **Opted out:** The caller has opted out of voice authentication.

You are not charged for checking enrollment status.

- **voiceAuthentication:**

- **Authenticated:** The caller's identity has been verified. That is, the authentication score is greater than or equal to the threshold (default threshold of 90 or your custom threshold).
- **Not authenticated:** The authentication score is lower than threshold that you configured.
- **Inconclusive:** Unable to analyze a caller's speech for authentication. This is usually because Voice ID did not get the required 10 seconds to provide a result for authentication.
- **Not enrolled:** The caller has not yet been enrolled in voice authentication. When this status is returned, for example, you may want to directly route the call to an agent for enrollment.
- **Opted out:** The caller has opted out of voice authentication.

You are not charged if the result is **Inconclusive**, **Not enrolled** or **Opted out**.

- **fraudDetection:**
 - **High risk:** The risk score meets or exceeds the set threshold.
 - **Low risk:** The risk score did not meet the set threshold.
 - **Inconclusive:** Unable to analyze a caller's voice for detection of fraudsters in a watchlist.

Errors

- NoMatchingError if no condition matches.

Restrictions

Only supported for voice channel. If used with the chat or task channels, the action takes the **Error** branch.

Corresponding block in the UI

[Check Voice ID](#)

Compare

Allows comparisons against the specified value.

Parameter object

```
{
  "ComparisonValue": Any **single** JSONPath identifier that is valid for the flow data
  object
}
```

Execution results and conditions

The value specified for comparison. This can be used for conditions.

Errors

- NoMatchingCondition - if no other Condition matches.

Restrictions

This action is available in every type of flow.

Corresponding block in the UI

[Check contact attributes](#)

DistributeByPercentage

Returns a random number between 1 and 100 (inclusive) as its result, allowing comparisons against it.

Parameter object

```
{  
  
}
```

Results and conditions

A number between 1 and 100, inclusive, chosen randomly. Comparisons are supported, but they must be a chain of NumericLessThan comparisons, with each subsequent comparison checking the previous value, plus the percentage that is desired to go down this next action, and no Comparison comparing a value larger than 100.

Errors

- NoMatchingCondition if no Condition matches. This is the default option in the flow editor.

Restrictions

This action is available in inbound flows, transfer flows, and customer queue flows. It is not available to hold flows or to whisper flows.

Corresponding block in the UI

[Distribute by percentage](#)

EndFlowExecution

Finishes flow, but does not explicitly disconnect the participant. The participant may be disconnected by contact logic after this. For example, if a flow ends before the contact is put into queue, ending the flow results in the contact being ended.

Parameter object

```
{  
  
}
```

Results and conditions

None. No conditions are supported.

Errors

None. This is always a terminal action.

Restrictions

This action is available only in whisper flows and customer queue flows. It is not available in flows, hold flows, or transfer flows.

Corresponding block in the UI

[End flow / Resume](#)

GetMetricData

Loads real time queue metrics for the queue specified by queue ID, agent ID (for agent queues), or the target queue, and makes them available on the flow run data. May be extended in the future to allow getting historical metric data in addition to current metric data, and to getting agent metrics in addition to queue metrics.

Parameter object

```
{
```

```
"QueueId": [Optional] A queue ID or queue ARN. If AgentId is specified, this may not be specified. *Dynamic values are supported*,  
"AgentId": [Optional] An agent ID or agent ARN, representing an agent queue. If QueueId is specified, this may not be specified. *Dynamic values are supported*  
"QueueChannel": [Optional] Either "Voice" or "Chat". Can be set dynamically.  
Determines the channel for which metrics are returned. If not specified, metrics are returned for all channels.  
}
```

Execution results and conditions

None. No conditions are supported.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

This action is available in every type of flow.

Corresponding block in the UI

[Get queue metrics](#)

Loop

When the same action (the same Action Identifier) is run multiple times, this block returns a result of "NotDone" a number of times equal to the specified loop count, then "Done" once, then reset.

Parameter object

```
{  
  "LoopCount": Number of times to loop, must be between 0 and 100 (inclusive). Must either be fully static or fully dynamic.  
}
```

Execution results and conditions

"ContinueLooping" if the loop should continue. "DoneLooping" if the loop should finish. Conditions are supported, there must be a Condition provided for Equals ContinueLooping and for Equals DoneLooping, and no other Conditions can be specified.

Errors

None.

Restrictions

This is supported in every type of flow.

Corresponding block in the UI

[Loop](#)

StartVoiceIdStream

Sends audio to Amazon Connect Voice ID to verify the caller's identity and match against fraudsters in watchlist, as soon as the call is connected to a flow.

Parameter object

```
{  
  
}
```

Execution results and conditions

None. No conditions are supported.

Errors

- NoMatchingError if no condition matches.

Restrictions

Only supported for the voice channel. If used with the chat or task channels, the action takes the **Error** branch. Not supported in hold flows.

Corresponding block in the UI

[Set Voice ID](#)

TransferToFlow

Execution jumps to a different flow, and continues running at that flow's beginning.

Parameter object

```
{
  "ContactFlowId": A flow ID or flow ARN. *Must be either fully static or a single
  valid JSONPath identifier*
}
```

Execution results and conditions

None.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

This action is available in inbound flows and transfer flows. It is not available to hold flows, customer queue flows, or whisper flows.

Corresponding block in the UI

[Transfer to flow](#)

UpdateFlowAttributes

Sets a collection of attributes on the current flow. These attributes are not carried over to the subsequent flows. With this type of operation, either all attributes are set or none are set.

Parameter object

```
{
  ""FlowAttributes": { An Object that holds the attributes to be set. Keys are of
  type String, Values are of type FlowAttribute
    "Type": {
      FlowAttribute" : "Value"
    }
  }
}
```

Results and conditions

None. No conditions are supported.

Errors

None.

Restrictions

This action is supported on all channels and in all flow types.

Corresponding block in the UI

[Set contact attributes](#)

UpdateFlowLoggingBehavior

Enables or disables flow logging. If this is a flow, this same behavior remains unless it is overridden for the rest of the contact segment. It is also automatically inherited by new segments in the chain.

Parameter object

```
{
  "FlowLoggingBehavior": One of [Enabled,Disabled]. *Dynamic values are not supported*
}
```

Results and conditions

None. No conditions are supported.

Errors

None.

Restrictions

This action is available in every type of flow.

Corresponding block in the UI

[Set logging behavior](#)

UpdateRoutingCriteria

Sets the routing criteria for the contact.

Parameter object

```

{
  "RoutingCriteria": { Required. RoutingCriteria is a JSON object.
    "Steps": [{ Required. List of routing steps. When Amazon Connect not find
an available agent meeting the requirements in a step for a given step duration, the
routing criteria will move on to the next step sequentially until a join is completed
with an agent. When all steps are exhausted, the contact will be offered to any agent
in the queue. May be set statically or dynamically
      "Expression": { Required. An object to specify the expression of a
routing step. It is a tagged union to specify expression for a routing step.
        "AttributeCondition": {An object to specify the predefined
attribute condition.
          "Name": The name of predefined attribute. It is a string and
has length constraints between 1-64.
          "Value": The value of predefined attribute. It is a string and
has length constraints between 1-64.
          "ProficiencyLevel": The proficiency level of the condition. It
is a float value. Valid values are: 1.0, 2.0, 3.0, 4.0 and 5.0
          "ComparisonOperator": The operator of the condition. It is a
string. Valid values: NumberGreaterOrEqualTo
        }
        "AndExpression": [List of routing expressions (attribute conditions)
which will be AND-ed together.]
      },
      "Expiry": { An object to specify the expiration of a routing step.
        "DurationInSeconds": The number of seconds to wait before expiring
the routing step. Can be set only statically
      }
    }]
  }
}

```

Results and conditions

None. No conditions are supported.

Errors

NoMatchingError - if no other Error matches.

Restrictions

This action is supported on all channels and in only in Inbound flow, Customer Queue flow, Transfer to Agent flow, and Transfer to Queue flow types.

Corresponding block in the UI

[Set routing criteria](#)

Wait

Pauses the flow for a specified duration, or until a specified event happens, whichever happens first.

Parameter object

```
{
  "TimeoutSeconds": The amount of time to wait before the action finishes with the
  "WaitCompleted" result. This can be either statically defined, or a single valid
  JSONPath identifier. If defined statically, this must be a positive integer value no
  greater than 604800 (seven days),
  "Events": An optional list of all events that can trigger an interrupt. The
  supported events currently are "CustomerReturned" and "BotParticipantDisconnected".
  This must be defined statically.
}
```

Execution results and conditions

If an event interrupts the wait, the run result is the event that interrupted. If no event interrupts the Wait and the time elapses, the run result is WaitCompleted. Conditions are supported, but only the "Equals" operator is supported. "WaitCompleted" is always required operand, and every specified event is also required to be present as a condition operand.

Errors

- NoMatchingError - If no other Error matches.
- ParticipantNotFound - The supported event currently is "BotParticipantDisconnected".

Restrictions

This is supported in every type of flow, but is supported only by the chat channel.

Corresponding block in the UI

[Wait](#)

Interactions in the Amazon Connect Flow language

Interactions actions have side effects, but they don't require a contact or a participant. They include actions such as invoking an AWS Lambda function. They generally work in every circumstance.

Contents

- [AssociateContactToCustomerProfile](#)
- [CreateCallbackContact](#)
- [CreateCustomerProfile](#)
- [InvokeLambdaFunction](#)
- [GetCustomerProfile](#)
- [GetCustomerProfileObject](#)
- [GetCalculatedAttributesForCustomerProfile](#)
- [UpdateCustomerProfile](#)

AssociateContactToCustomerProfile

Associate a contact to a customer profile. Customer Profiles must be enabled for your Amazon Connect instance.

See [AddProfileKey](#) in the *Amazon Connect Customer Profiles API Reference*.

Parameter object

A `ProfileId` and `ContactId` must be present.

```
{
  "ProfileRequestData": {
    "ProfileId": Profile being associated
    "ContactId": ContactId being associated
  },
  "ProfileResponseData": {
    None.
  }
}
```

Results and conditions

None. Conditions are not supported.

Errors

- NoMatchingError - if no other Error matches.

Corresponding block in the UI

[Customer profiles block](#)

CreateCallbackContact

Creates a new callback contact. If no customer number is specified, and this is run in context of a contact, the contact's CustomerCallbackNumber is used as the customer number.

Parameter object

```
{
  "QueueId": [Optional] A queue ID or queue ARN. The callback contact is routed with this queue, or if this is not specified, the contact's current TargetQueue. Must be specified fully statically or with a single valid JSONPath identifier.
  "AgentId": [Optional] An agent ID or agent ARN, representing an agent queue. If QueueId is specified, this may not be specified. This must be either defined fully statically or as a single valid JSONPath identifier.
  "InitialCallDelaySeconds": The amount of time, in seconds, to wait at a minimum before routing the callback contact. This gives the customer enough time to end their existing contact before being called back. Must be larger than 0, no greater than 259,200 (three days), and an integer. Must be defined statically.
  "MaximumConnectionAttempts": The number of attempts at a maximum to connect this contact to a customer, if the callback is not answered. Must be larger than zero, and an integer. Must be defined statically.
  "RetryDelaySeconds": The minimum amount of time to wait, in seconds, between an unanswered callback attempt is made and the next attempt to reach the customer. Must be larger than 0, no greater than 259,200 (three days), and an integer. Must be defined statically.
}
```

Results and conditions

None. No conditions are supported.

Errors

- `NoMatchingError` - if no other Error matches.

Restrictions

This action is supported in contact flows, transfer flows, and customer queue flows. It is not supported in whisper flows or hold flows.

Corresponding block in the UI

[Set callback number](#)

CreateCustomerProfile

Create a customer profile. Customer Profiles must be enabled for your Amazon Connect instance.

See [CreateProfile](#) in the *Amazon Connect Customer Profiles API Reference*.

Parameter object

```
{
  "ProfileRequestData": {
    All of these fields are optional.
    "FirstName",
    "MiddleName",
    "LastName",
    "PhoneNumber",
    "EmailAddress",
    "AccountNumber",
    "AdditionalInformation",
    "PartyType",
    "BusinessName",
    "BirthDate",
    "Gender",
    "MobilePhoneNumber",
    "HomePhoneNumber",
    "BusinessPhoneNumber",
    "BusinessEmailAddress",
    "Address1",
    "Address2",
    "Address3",
    "Address4",
```



```

    "City",
    "County",
    "Country",
    "PostalCode",
    "Province",
    "State",
    "ShippingAddress1",
    "ShippingAddress2",
    "ShippingAddress3",
    "ShippingAddress4",
    "ShippingCity",
    "ShippingCounty",
    "ShippingCountry",
    "ShippingPostalCode",
    "ShippingProvince",
    "ShippingState",
    "MailingAddress1",
    "MailingAddress2",
    "MailingAddress3",
    "MailingAddress4",
    "MailingCity",
    "MailingCounty",
    "MailingCountry",
    "MailingPostalCode",
    "MailingProvince",
    "MailingState",
    "BillingAddress1",
    "BillingAddress2",
    "BillingAddress3",
    "BillingAddress4",
    "BillingCity",
    "BillingCounty",
    "BillingCountry",
    "BillingPostalCode",
    "BillingProvince",
    "BillingState",
    "Attributes.x"
  },
  "ProfileResponseData": {
    All of these fields are optional.
    Newly created profile ID is persisted under the Customer -> ProfileID attribute
+ $.Customer.ProfileId
    "FirstName",
    "MiddleName",

```

```
"LastName",
"PhoneNumber",
"EmailAddress",
"AccountNumber",
"AdditionalInformation",
"PartyType",
"BusinessName",
"BirthDate",
"Gender",
"MobilePhoneNumber",
"HomePhoneNumber",
"BusinessPhoneNumber",
"BusinessEmailAddress",
"Address1",
"Address2",
"Address3",
"Address4",
"City",
"County",
"Country",
"PostalCode",
"Province",
"State",
"ShippingAddress1",
"ShippingAddress2",
"ShippingAddress3",
"ShippingAddress4",
"ShippingCity",
"ShippingCounty",
"ShippingCountry",
"ShippingPostalCode",
"ShippingProvince",
"ShippingState",
"MailingAddress1",
"MailingAddress2",
"MailingAddress3",
"MailingAddress4",
"MailingCity",
"MailingCounty",
"MailingCountry",
"MailingPostalCode",
"MailingProvince",
"MailingState",
"BillingAddress1",
```

```
"BillingAddress2",
"BillingAddress3",
"BillingAddress4",
"BillingCity",
"BillingCounty",
"BillingCountry",
"BillingPostalCode",
"BillingProvince",
"BillingState",
"Attributes.x"
}
```

Results and conditions

None. Conditions are not supported. If an error does not occur, the response's attributes are available dynamically under the \$.Customer path based on the attributes included in ProfileResponseData.

Errors

- NoMatchingError - if no other Error matches.

Corresponding block in the UI

[Customer profiles block](#)

InvokeLambdaFunction

Invokes an AWS Lambda function with a collection of optional parameters. This AWS Lambda function is also given a copy of the flow run data if there is an associated contact with the flow.

Parameter object

```
{
  "LambdaFunctionARN": The ARN of the AWS Lambda function to be invoked. May be
  defined statically or dynamically.
  "InvocationTimeLimitSeconds": The number of seconds to wait for a response from the
  AWS Lambda function. Must be greater than 0, no larger than 8, and an integer. Must be
  set statically.
  "LambdaInvocationAttributes" { A map of additional data to send to the AWS Lambda
  function when invoking it. Keys and values may be set statically or dynamically.
  }
  "ResponseValidation": {
```

```

    "ResponseType": "STRING_MAP" or "JSON", If response validation is set to
    STRING_MAP, then the Lambda function should return a flat object of key/value pairs of
    the string type. Otherwise, if response validation is set to JSON, the Lambda function
    can return any valid JSON, including nested JSON. Must be set statically.
  }
}

```

Results and conditions

None. Conditions are not supported. If an error does not occur, the response's attributes are available dynamically under the \$.External path.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

None. This action is supported by all channels and in all types of flows.

Corresponding block in the UI

[Invoke AWS Lambda function](#)

GetCustomerProfile

Retrieve a customer profile based any search identifier, up to five total. Customer Profiles must be enabled for your Amazon Connect instance.

See [SearchProfiles](#) in the *Amazon Connect Customer Profiles API Reference*.

Parameter object

At least one search identifier must be present.

```

{
  "ProfileRequestData": {
    Requires either IdentifierName and IdentifierValue, or SearchCriteria.

    "IdentifierName": Name to search for profiles with one identifier,
    "IdentifierValue": Value to search for profiles with one identifier,

    "SearchCriteria": [
      {

```

```

        "IdentifierName": Name to search for profiles with multiple
identifiers,
        "IdentifierValue": Value to search for profiles with multiple
identifiers
    }
],
Required when using SearchCriteria
"LogicalOperator": AND or OR

},
"ProfileResponseData": {
    All of these fields are optional.
    Newly created profile ID is persisted under the Customer -> ProfileID attribute
+ $.Customer.ProfileId
    "FirstName",
    "MiddleName",
    "LastName",
    "PhoneNumber",
    "EmailAddress",
    "AccountNumber",
    "AdditionalInformation",
    "PartyType",
    "BusinessName",
    "BirthDate",
    "Gender",
    "MobilePhoneNumber",
    "HomePhoneNumber",
    "BusinessPhoneNumber",
    "BusinessEmailAddress",
    "Address1",
    "Address2",
    "Address3",
    "Address4",
    "City",
    "County",
    "Country",
    "PostalCode",
    "Province",
    "State",
    "ShippingAddress1",
    "ShippingAddress2",
    "ShippingAddress3",
    "ShippingAddress4",
    "ShippingCity",

```

```
"ShippingCounty",
"ShippingCountry",
"ShippingPostalCode",
"ShippingProvince",
"ShippingState",
"MailingAddress1",
"MailingAddress2",
"MailingAddress3",
"MailingAddress4",
"MailingCity",
"MailingCounty",
"MailingCountry",
"MailingPostalCode",
"MailingProvince",
"MailingState",
"BillingAddress1",
"BillingAddress2",
"BillingAddress3",
"BillingAddress4",
"BillingCity",
"BillingCounty",
"BillingCountry",
"BillingPostalCode",
"BillingProvince",
"BillingState",
"Attributes.x"
}
```

Results and conditions

None. Conditions are not supported. If an error does not occur, the response's attributes are available dynamically under the \$.Customer path based on the attributes included in ProfileResponseData.

Errors

- MultipleFoundError - if multiple profiles were found for the associated profile search key.
- NoneFoundError - if no profiles were found for the associated profile search key.
- NoMatchingError - if no other Error matches.

Corresponding block in the UI

[Customer profiles block](#)

GetCustomerProfileObject

Retrieve a customer profile object of the desired type, based on recency or any search identifier. Customer Profiles must be enabled for your Amazon Connect instance.

See [ListProfileObjects](#) in the *Amazon Connect Customer Profiles API Reference*.

Parameter object

A `ProfileId` and `ObjectType` must be present. Either `UseLatest`, or `IdentifierName` and `IdentifierValue` must be present.

```
{
  "ProfileRequestData": {
    "ProfileId": Profile owning the object,
    "ObjectType": Type of object being retrieved,

    "IdentifierName": Optional name of search identifier,
    "IdentifierValue": Optional value of search identifier,
    "UseLatset": true / false
  },
  "ProfileResponseData": {
    All of these fields are optional.
    Asset ID, if a single asset is found, is always persisted under the Customer ->
    Asset -> AssetID attribute + $.Customer.Asset.AssetId
    Order ID, if a single order is found, is always persisted under the Customer ->
    Order -> OrderId attribute + $.Customer.Order.OrderId
    Case ID, if a single case is found, is always persisted under the Customer ->
    Case -> CaseID attribute + $.Customer.Case.CaseId
    "AssetAssetId",
    "AssetProfileId",
    "AssetAssetName",
    "AssetSerialNumber",
    "AssetModelNumber",
    "AssetModelName",
    "AssetProductSKU",
    "AssetPurchaseDate",
    "AssetUsageEndDate",
    "AssetStatus",
    "AssetPrice",
  }
}
```

```
"AssetQuantity",
"AssetDescription",
"AssetAdditionalInformation",
"AssetDataSource",
"AssetAttributes.x",
"OrderOrderId",
"OrderProfileId",
"OrderCustomerEmail",
"OrderCustomerPhone",
"OrderCreatedDate",
"OrderUpdatedDate",
"OrderProcessedDate",
"OrderClosedDate",
"OrderCancelledDate",
"OrderCancelReason",
"OrderName",
"OrderAdditionalInformation",
"OrderGateway",
"OrderStatus",
"OrderStatusCode",
"OrderStatusUrl",
"OrderCreditCardNumber",
"OrderCreditCardCompany",
"OrderFulfillmentStatus",
"OrderTotalPrice",
"OrderTotalTax",
"OrderTotalDiscounts",
"OrderTotalItemsPrice",
"OrderTotalShippingPrice",
"OrderTotalTipReceived",
"OrderCurrency",
"OrderTotalWeight",
"OrderBillingName",
"OrderBillingAddress1",
"OrderBillingAddress2",
"OrderBillingAddress3",
"OrderBillingAddress4",
"OrderBillingCity",
"OrderBillingCounty",
"OrderBillingCountry",
"OrderBillingPostalCode",
"OrderBillingProvince",
"OrderBillingState",
"OrderShippingName",
```



```
    "OrderShippingAddress1",
    "OrderShippingAddress2",
    "OrderShippingAddress3",
    "OrderShippingAddress4",
    "OrderShippingCity",
    "OrderShippingCounty",
    "OrderShippingCountry",
    "OrderShippingPostalCode",
    "OrderShippingProvince",
    "OrderShippingState",
    "OrderAttributes.x",
    "CaseCaseId",
    "CaseProfileId",
    "CaseTitle",
    "CaseSummary",
    "CaseStatus",
    "CaseReason",
    "CaseCreatedBy",
    "CaseCreatedDate",
    "CaseUpdatedDate",
    "CaseClosedDate",
    "CaseAdditionalInformation",
    "CaseDataSource",
    "CaseAttributes.x",
    "ObjectAttributes.x"
  }
}
```

Results and conditions

None. Conditions are not supported. If an error does not occur, the response's attributes are available dynamically under the \$.Customer path based on the attributes included in ProfileResponseData.

Errors

- NoneFoundError - if no profiles were found for the associated profile search key.
- NoMatchingError - if no other Error matches.

Corresponding block in the UI

[Customer profiles block](#)

GetCalculatedAttributesForCustomerProfile

Retrieve calculated attributes for a customer profile. Customer Profiles must be enabled for your Amazon Connect instance.

Parameter object

A `ProfileId` must be present.

```
{
  "ProfileRequestData": {
    "ProfileId": Profile owning the calculated attribute
  },
  "ProfileResponseData": {
    All of these fields are optional.
    "CalculatedAttributes._average_hold_time",
    "CalculatedAttributes._frequent_caller",
    "CalculatedAttributes.x",
  }
}
```

Results and conditions

None. Conditions are not supported. If an error does not occur, the response's attributes are available dynamically under the `$.Customer` path based on the attributes included in `ProfileResponseData`.

Errors

- `NotFoundError` - if no profiles were found for the associated profile search key.
- `NoMatchingError` - if no other Error matches.

Corresponding block in the UI

[Customer profiles block](#)

UpdateCustomerProfile

Update a customer profile that was previously created or retrieved in the flow. Customer Profiles must be enabled for your Amazon Connect instance.

See [UpdateProfile](#) in the *Amazon Connect Customer Profiles API Reference*.

Parameter object

```
{
  "ProfileRequestData": {
    All of these fields are optional.
    "FirstName",
    "MiddleName",
    "LastName",
    "PhoneNumber",
    "EmailAddress",
    "AccountNumber",
    "AdditionalInformation",
    "PartyType",
    "BusinessName",
    "BirthDate",
    "Gender",
    "MobilePhoneNumber",
    "HomePhoneNumber",
    "BusinessPhoneNumber",
    "BusinessEmailAddress",
    "Address1",
    "Address2",
    "Address3",
    "Address4",
    "City",
    "County",
    "Country",
    "PostalCode",
    "Province",
    "State",
    "ShippingAddress1",
    "ShippingAddress2",
    "ShippingAddress3",
    "ShippingAddress4",
    "ShippingCity",
    "ShippingCounty",
    "ShippingCountry",
    "ShippingPostalCode",
    "ShippingProvince",
    "ShippingState",
    "MailingAddress1",
    "MailingAddress2",
    "MailingAddress3",
    "MailingAddress4",
```

```
"MailingCity",
"MailingCounty",
"MailingCountry",
"MailingPostalCode",
"MailingProvince",
"MailingState",
"BillingAddress1",
"BillingAddress2",
"BillingAddress3",
"BillingAddress4",
"BillingCity",
"BillingCounty",
"BillingCountry",
"BillingPostalCode",
"BillingProvince",
"BillingState",
"Attributes.x"
},
"ProfileResponseData": {
  All of these fields are optional.
  Newly created profile ID is persisted under the Customer -> ProfileID attribute
+ $.Customer.ProfileId
  "FirstName",
  "MiddleName",
  "LastName",
  "PhoneNumber",
  "EmailAddress",
  "AccountNumber",
  "AdditionalInformation",
  "PartyType",
  "BusinessName",
  "BirthDate",
  "Gender",
  "MobilePhoneNumber",
  "HomePhoneNumber",
  "BusinessPhoneNumber",
  "BusinessEmailAddress",
  "Address1",
  "Address2",
  "Address3",
  "Address4",
  "City",
  "County",
  "Country",
```

```
"PostalCode",
"Province",
"State",
"ShippingAddress1",
"ShippingAddress2",
"ShippingAddress3",
"ShippingAddress4",
"ShippingCity",
"ShippingCounty",
"ShippingCountry",
"ShippingPostalCode",
"ShippingProvince",
"ShippingState",
"MailingAddress1",
"MailingAddress2",
"MailingAddress3",
"MailingAddress4",
"MailingCity",
"MailingCounty",
"MailingCountry",
"MailingPostalCode",
"MailingProvince",
"MailingState",
"BillingAddress1",
"BillingAddress2",
"BillingAddress3",
"BillingAddress4",
"BillingCity",
"BillingCounty",
"BillingCountry",
"BillingPostalCode",
"BillingProvince",
"BillingState",
"Attributes.x"
}
```

Results and conditions

None. Conditions are not supported. If an error does not occur, the response's attributes are available dynamically under the \$.Customer path based on the attributes included in ProfileResponseData.

Errors

- `NoMatchingError` - if no other Error matches.

Corresponding block in the UI

[Customer profiles block](#)

Participant actions in the Amazon Connect Flow language

Participant actions are attempted only when the flow is run in context of a participant. They generally result in an action that the participant experiences, such as playing a prompt or disconnecting.

Contents

- [ConnectParticipantWithLexBot](#)
- [DisconnectParticipant](#)
- [GetParticipantInput](#)
- [MessageParticipant](#)
- [MessageParticipantIteratively](#)
- [ShowView](#)
- [TransferParticipantToThirdParty](#)

ConnectParticipantWithLexBot

Connects the participant with the specified Amazon Lex bot. When the interaction is over, the Intent and Slots of the bot are available to the flow during its run.

Parameter object

Provide either `LexBot` or `LexV2Bot` object depending on the Amazon Lex version in the following format.

LexV2

```
{
```

```

    "PromptId": [Optional] A prompt ID or prompt ARN to play to the participant
    along with gathering input. May not be specified if Text or SSML is also specified.
    Must be specified either statically or as a single valid JSONPath identifier.
    "Text": An optional string that defines text to send to the participant along
    with gathering input. May not be specified if PromptId or SSML is also specified.
    May be specified statically or dynamically.
    "SSML": An optional string that defines SSML to send to the participant along
    with gathering input. May not be specified if Text or PromptId is also specified
    May be specified statically or dynamically.
    "Media": { An optional object that defines an external media source.
      "Uri": Location of the message.
      "SourceType": The source from which the message will be fetched. The only
      supported type is S3.
      "MediaType": The type of the message to be played. The only supported type
      is Audio.
    }
    "LexV2Bot": { The details of the LexV2 bot to invoke.
      "AliasArn": The alias ARN of the LexV2 bot to invoke. May be specified
      statically or dynamically.
    },
    "LexSessionAttributes": { A map of session attributes to pass to the Amazon
    LexV2 bot when it is invoked. The keys and values may be static or dynamic.
    },
    "LexTimeoutSeconds": { [Optional] A mapping that defines the length of Lex timer
    in second, which will timeout inactive customers in a Lex interaction.
      "Text": An optional string that defines the Lex timer length for chat.
    }
  }
}

```

Lex classic

```

{
  "PromptId": [Optional] A prompt ID or prompt ARN to play to the participant
  along with gathering input. May not be specified if Text or SSML is also specified.
  Must be specified either statically or as a single valid JSONPath identifier.
  "Text": An optional string that defines text to send to the participant along
  with gathering input. May not be specified if PromptId or SSML is also specified.
  May be specified statically or dynamically.
  "SSML": An optional string that defines SSML to send to the participant along
  with gathering input. May not be specified if Text or PromptId is also specified
  May be specified statically or dynamically.
  "Media": { An optional object that defines an external media source.
    "Uri": Location of the message.
  }
}

```

```
    "SourceType": The source from which the message will be fetched. The only supported type is S3.
    "MediaType": The type of the message to be played. The only supported type is Audio.
  }
  "LexBot": { The details of the Lex bot to invoke.
    "Name": The name of the Lex bot. May be specified statically or dynamically.
    "Region": The region in which this Lex bot exists. May be specified statically or dynamically.
    "Alias": The specific alias of the Lex bot to invoke. May be specified statically or dynamically.
  },
  "LexSessionAttributes": { A map of session attributes to pass to the Amazon Lex bot when it is invoked. The keys and values may be static or dynamic.
  },
  "LexTimeoutSeconds": { [Optional] A mapping that defines the length of Lex timer in second, which will timeout inactive customers in a Lex interaction.
    "Text": An optional string that defines the Lex timer length for chat.
  }
}
```

Results and conditions

If the Amazon Lex interaction succeeds, the result is the Intent of the bot. Conditions are supported, but only the Equals operator is supported within these conditions.

Errors

- NoMatchingCondition - If no specified condition evaluated to True.
- NoMatchingError - If an error occurred and no other error matched.
- InputTimeLimitExceeded - if there is no response before the configured LexTimeoutSeconds.

Restrictions

This action is supported by all channels.

This action is available only in contact flows, transfer flows, and customer queue flows. It is not available in whisper flows or hold flows.

Corresponding block in the UI

[Get customer input](#)

DisconnectParticipant

Disconnects the participant from the contact and stops this flow from running.

Parameter object

No parameters are expected.

Results and conditions

None. Conditions are not supported.

Errors

None.

Restrictions

This action is supported for all channels and in contact flows, transfer flows, and customer queue flows.

Corresponding block in the UI

[Disconnect / hang up](#)

GetParticipantInput

Gathers customer input (a DTMF collection for voice contacts, or an entered string for other channels). There are many optional behaviors after gathering this: encryption, validation, storing to a "LastParticipantInput" section on the flow run data, specifying a custom DTMF terminator for voice contacts and so on. Details are in the parameter object section.

Parameter object

```
{
  "PromptId": [Optional] A prompt ID or prompt ARN to play to the participant along with gathering input. May not be specified if Text or SSML is also specified. Must be either statically defined or a single valid JSONPath identifier.
  "Text": An optional string that defines text to send to the participant along with gathering input. May not be specified if PromptId or SSML is also specified. May be defined statically or dynamically.
```

"SSML": An optional string that defines SSML to send to the participant along with gathering input. May not be specified if Text or PromptId is also specified. May be defined statically or dynamically.

"Media": { An optional object that defines an external media source

 "Uri": Location of the message

 "SourceType": The source from which the message will be fetched. The only supported type is S3

 "MediaType": The type of the message to be played. The only supported type is Audio
}

"InputTimeoutSeconds": The number of seconds to wait for input to be collected before proceeding with a timeout error. For the Voice channel this is the timeout until the *first* DTMF digit is entered. Must be defined statically, and must be a valid integer larger than zero.

"StoreInput": "True" or "False". Must be statically defined.

"InputValidation": { An object that defines how to validate customer inputs, required if and only if StoreInput is True

 "PhoneNumberValidation": { Optional, one of the ways to validate inputs, make sure that it's a valid phone number. May not be specified if CustomValidation is specified.

 "NumberFormat": "Local" or "E164". If "Local" is specified, it is validated to be a local number (without the + and the country code), "E164" enforces that the customer input is a fully defined e.164 phone number. Must be defined statically.

 "CountryCode": If the number format is "Local", this must be defined. This is the two letter country code to be associated with the input number when validating. Must be defined statically.

 }

 "CustomValidation": { Optional, the other way to validate inputs. May not be specified if PhoneNumberValidation is specified.

 "MaxLength": A number representing the maximum length of the input. Must be defined statically.

 }

},

"InputEncryption": { An optional object that defines how to encrypt the customer input. May only be specified if "CustomValidation" is provided.

 "EncryptionKeyId": The identifier of a key that has been uploaded in the AWS console for the purposes of customer input encryption. May be specified statically or dynamically.

 "Key": The PEM definition of the public key to use to encrypt this data. This key must be signed with the encryption key identified by the EncryptionKeyId. May be specified statically or dynamically.

},

```
"DTMFConfiguration": { An optional object to override default DTMF behavior for
voice calls
  "InputTerminationSequence": Up to five digits to serve as the terminating
sequence when gathering DTMF
  "DisableCancelKey": "True" or "False". If "True", the "*" key doesn't cancel
gathering DTMF digits.
}
}
```

Results and conditions

If the "StoreInput" option is "True", there is no run result and conditions are not supported. If the "StoreInput" option is not defined or is "False", the run result is the participant input, and conditions are supported but only the Equals operator may be used on conditions. The values being compared must be static and be a single character - 0-9 numeric, *, or #.

Errors

- NoMatchingCondition - None of the specified conditions evaluated to true. Must be defined only if StoreInput is False.
- NoMatchingError - if no other Error matches. Must always be defined.
- InvalidPhoneNumber - the stored input was not a valid phone number according to the specified PhoneNumberValidation. Must be defined only if StoreInput is true, and PhoneNumberValidation is specified.
- InputTimeLimitExceeded - if there is no response before the configured InputTimeoutSeconds.

Restrictions

This action is only supported on the voice channel.

This action can be used in contact flows, transfer flows, and customer queue flows but not in whisper flows or hold flows.

Corresponding block in the UI

[Get customer input](#)

MessageParticipant

Sends a message to the participant. This is an audio prompt or text-to-speech for voice contacts, or a text message for other channels.

Parameter object

```
{
  "PromptId": [Optional] A prompt ID or prompt ARN to play to the participant along
with gathering input. May not be specified if Text or SSML is also specified. Must be
specified either statically or as a single valid JSONPath identifier.
  "Text": An optional string that defines text to send to the participant along with
gathering input. May not be specified if PromptId or SSML is also specified. May be
specified statically or dynamically.
  "SSML": An optional string that defines SSML to send to the participant along with
gathering input. May not be specified if Text or PromptId is also specified May be
specified statically or dynamically.
  "Media": { An optional object that defines an external media source
    "Uri": Location of the message
    "SourceType": The source from which the message will be fetched. The only
supported type is S3
    "MediaType": The type of the message to be played. The only supported type is
Audio
  }
}
```

Results and conditions

None. No conditions are supported.

Errors

NoMatchingError - If an error occurred and no other error matched.

Restrictions

This action is supported in contact flows, transfer flows, whisper flows, and customer queue flows. It is not supported in hold flows.

"PromptId" and "SSML" are only supported for the voice channel. All other channels support only the "Text" option.

Corresponding block in the UI

[Play](#)

MessageParticipantIteratively

Loops a sequence of prompts while a customer or agent is on hold or in queue. This block can be configured with an interruption timeout when in a Queue flow that interrupts the message loop to run other flow logic. The message loop can include entries for both Text and Prompts.

Parameter object

```
{
  "Messages" : [ A List of messages to be played in a loop. These are defined with
either TTS or a Prompt
    {
      "Text" : An optional string that defines text to send to the participant
    },
    {
      "PromptId" : A prompt ID or prompt ARN to play to the participant
    },
    {
      "SSML" : An optional string that defines the ssml
    },
    {
      "Media": { An optional object that defines an external media source
        "Uri": Location of the message
        "SourceType": The source from which the message will be fetched. The only
supported type is S3
        "MediaType": The type of the message to be played. The only supported type
is Audio
      }
    }
  ],
  "InterruptFrequencySeconds" : [Optional] Time to elapse before the action completes
with "MessagesInterrupted" run result
}
```

Results and conditions

When the timeout elapses, the action completes with the result as "MessagesInterrupted". Conditions are supported, but only the "Equals" operator is supported. The only supported operand is MessagesInterrupted.

Errors

- `NoMatchingError` - if no other Error matches.

Restrictions

This action is supported in Customer Queue, Customer Hold, and Agent Hold flows.

"PromptId" is supported only for the Voice channel, all other channels support only the "Text" option.

If this action is used on the chat channel, it immediately takes the error branch. If no error branch is available, the flow stop running and the contact is routed to next available agent.

Corresponding block in the UI

[Loop prompt](#)

ShowView

Initiates a UI-based workflow that can be surfaced to users of front end applications. This action can be used to create [step-by-step guides](#) for agents who are using the Amazon Connect agent workspace.

Parameter object

```
{
  "ViewResource": {
    "Id": Id of the View Resource that will be shown in the UI
    "Version": Version of the View Resource that will be shown in the UI.
  },
  "InvocationTimeLimitSeconds": The number of seconds to wait for a response. Must
be greater than 0, no larger than 518,400, and an integer. Can be set statically or
dynamically.
  "ViewData": { An optional map of data that will be passed to the View Resource.
Keys and values may be set statically or dynamically.
  }
}
```

Results and conditions

The result that the user selects when interacting with the View. The available conditions will be dependent on the View resource specified in action parameters.

Errors

- `NoMatchingError` - if no other Error matches.
- `NoMatchingCondition` - if no other Condition matches.
- `TimeLimitExceeded` - if there is no response before the configured `InvocationTimeLimitSeconds`.

Restrictions

This action is only supported on the chat channel.

This action can be used in inbound flows and customer queue flows.

Corresponding block in the UI

[Show View](#)

This action routes step-by-step guides that are to be displayed to agents in the agent workspace. It routes the guides as chat contacts. This type of chat contact is different from the customer-based contact that the agent is handling.

This action can only be used in inbound contact flows.

TransferParticipantToThirdParty

Transfers the participant to a specified phone number or voice connector. Optionally continues flow running if the third party disconnects while the participant is still connected.

Parameter object

```
"ThirdPartyPhoneNumber": Optional, Only for phone number type. A phone number, in e.164 format, of the external number to which to transfer the contact. Ignored when using VoiceConnectors. May be defined statically or dynamically.
"ThirdPartyConnectionTimeoutSeconds": An integer, between 0 and 600 (inclusive) representing the number of seconds to wait for the third party to answer before canceling the third party call. Only used if ContinueFlowExecution is not False. Must be defined fully statically or as a single valid JSONPath identifier.
```

```

"ContinueFlowExecution": Optional, Only for phone number type. "True" or "False". If
not defined or True, the flow continues running after the third party call finishes,
if False the flow does not continue, as long as the phone call to the third party
succeeds. Must be defined statically.
"ThirdPartyDTMFDigits": Optional, Only for phone number type. A series of DTMF digits
to send to the third party when the call succeeds. Must be defined fully statically
or as a single valid JSONPath identifier. Must be 50 or fewer characters chosen from
numeric digits, comma, asterisk, and pound sign
"CallerId": { Optional, Only for phone number type, an override of the caller ID to
present when dialing the third party
  "Number": The caller ID number to present when dialing the third party. Must be
defined fully statically or as a single valid JSONPath identifier.
  "Name": The caller ID name to present when dialing the third party. May be defined
statically or dynamically.
}
"VoiceConnector": { Optional, only for voice connector type. Contains the configuration
of the voice connector
  "VoiceConnectorType": Only support "ChimeConnector". Must be defined statically.
  "VoiceConnectorArn": The Arn of Voice Connector. Can be set statically or
dynamically.
  "FromUser": The user who makes the call. Can be set statically or dynamically.
  "ToUser": The user who receives the call. Can be set statically or dynamically.
  "UserToUserInformation": Optional, SIP user to user information. Can be set
statically or dynamically.
}

```

Results and conditions

None. Conditions are not supported.

Errors

- **ConnectionTimeLimitExceeded** - the call has taken longer than the specified time limit to be answered by the third party, and has been canceled. Supported only when **ContinueFlowExecution** is **True**.
- **CallFailed** - The call was unable to connect successfully. Only supported when **ContinueFlowExecution** is **True**.
- **NoMatchingError** - if no other Error matches.

Restrictions

This action is only allowed by the Voice channel.

This action is allowed in contact flows, transfer flows, and customer queue flows.

Corresponding block in the UI

[Transfer to phone number](#)

Amazon Connect Rules Function language

This section describes the Amazon Connect Rules Function language. You can use it to add conditions to rules programmatically. The function language is a JSON-based representation of a series of rule conditions.

Contents

- [Concepts](#)
- [Example rule function in Amazon Connect Rule Function language](#)
- [Conditions in Amazon Connect Rules Function language](#)

Concepts

The following terms are used in the Rules Function language.

Operator

A function that is used to evaluate Operands. The very top Operator has to be either AND or OR.

Operands

An array of objects that Operator is evaluating on. The length the array and the type of each object depends on the Operator defined on the same level.

ComparisonValue

A JSON path string that specifies the value field the rule is comparing.

FilterClause

An object that defines additional criteria that the rule is evaluating against. Depending on **ComparisonValue**, the value of this field varies.

Negate

A Boolean value that indicates if negation should be applied to the operator.

Example rule function in Amazon Connect Rule Function language

The following example shows a simple rule that would be evaluated to true if "refund" is mentioned by the customer who is in a specific queue.

To learn how to use conditions correctly, we recommend creating a new rule in the Amazon Connect console, and then calling the [DescribeRule](#) API for it.

```
{
  "Version": "2022-11-25", // A string representing the version of the rule. Currently
  the only supported version is 2022-11-25.
  "RuleFunction": { // RuleFunction object body
    "Operator": "AND",
    "Operands": [
      {
        "Operator": "CONTAINS_ANY",
        "Operands": [
          "refund"
        ],
        "ComparisonValue": "$.ContactLens.RealTimeCall.ExactMatch.Transcript",
        "FilterClause": {
          "LogicOperator": "AND",
          "Filters": [
            {
              "Type": "ParticipantRole",
              "Data": "CUSTOMER"
            }
          ]
        }
      },
      {
        "Negate": false // If Negate were set to true, it would mean the word "refund"
        was NOT mentioned
      },
      {
        "Operator": "CONTAINS_ANY",
        "Operands": [
          "11111111-1234-5678-9123-12345678012" // QueueId
        ],
        "ComparisonValue": "$.ContactLens.RealTimeCall.Queue.QueueId",
        "Negate": false
      }
    ]
  }
}
```

```
}  
}
```

Conditions in Amazon Connect Rules Function language

A rule function needs to start with either an AND or OR Operator. The Operands of AND or OR Operators is a list of conditions. Conditions vary depending on the TriggerEventSource.

Following are the conditions that you can use.

Contents

- [OnMetricDataUpdate](#)
- [OnContactEvaluationSubmit](#)
- [OnPostCallAnalysisAvailable](#)
- [OnRealTimeCallAnalysisAvailable](#)
- [OnPostChatAnalysisAvailable](#)
- [OnZendeskTicketCreate](#)
- [OnZendeskTicketStatusUpdate](#)
- [OnSalesforceCaseCreate](#)
- [OnCaseCreate](#)
- [OnCaseUpdate](#)
- [PatternMatch Operands](#)

OnMetricDataUpdate

Metric Data Update - Rule Conditions

Parameters

- Operator - "AND" or "OR"
- Operands – An array of MetricGroup, can support up to two groups.
- FilterClause – Rule level metric filter for **End Dimension** or grouping. Choosing an End Dimension restricts the usage of metrics, as described in [Metric Data Update - MetricCondition](#).

```

"Operator": "AND", // "AND or "OR"
"Operand": MetricGroup[], // Upto 2 array elements
"FilterClause" {
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "MetricDataGrouping",
      "Data": ["AGENT" | "QUEUE" | "ROUTING_PROFILE" | "FLOW"] // // Only one is
supported
    },
  ]
}

```

Metric Data Update - MetricGroup

Each MetricGroup can have up to compatible 10 MetricConditions grouped by an "AND" or "OR". Up to two MetricGroups are supported within the same Rule Condition.

```

"Operands": [
  {
    "Operator": "AND", // "AND or "OR"
    "Operands": MetricCondition[], // Upto 10 array elements
  },
  ...
]

```

Metric Data Update - Metric Filters

Every MetricCondition has a compound filter format, and requires a list of mandatory filters and some optional filters.

Required filters

These filters are always required in MetricCondition for the when supported, but not supported in others.

MetricDataPeriodSeconds

The trailing time period window, in seconds, for which the metric is calculated. All MetricCondition within the same MetricGroup are required to have a consistent MetricDataPeriodSeconds, that is, the exact same filter in all of them, or none of them should have these filters. The time window has to less than 24 hours (< 86400).

```
{
  "Type": "MetricDataPeriodSeconds", // Required for Historical metrics
  "Data": { "Past": 300}
}
```

Supported metrics: AVG_HANDLE_TIME, AVG_QUEUE_ANSWER_TIME, AVG_INTERACTION_TIME, AVG_HOLD_TIME, SERVICE_LEVEL_X, AGENT_OCCUPANCY. These metrics cannot be clubbed with other metrics in the same MetricGroup.

AgentActivityDurationSeconds

This filter is only required for AGENT_ACTIVITY metric, and determines the time period window, in seconds, for which the Agent Activity status is held. It has to be less than 24 hours (< 86400).

```
{
  "Type": "AgentActivityDurationSeconds",
  "Data": { "Past": 300}
}
```

MetricDataThresholdSeconds

This filter is only required for SERVICE_LEVEL_X, and is defined [here](#).

```
{
  "Type": "MetricDataThresholdSeconds",
  "Data": { "Comparison": "LT", "ThresholdValue": 300} // Comparison == "LT" only
}
```

End Dimension filters

Exactly one of the below filters is required for every MetricCondition. If the MetricConditions are in the same group, then they are required to have the same End Dimension Filter. For more information about these filters, see [GetMetricDataV2 request filters](#).

MetricDataFilterByAgent

Provide the list of Agent IDs in MetricCondition. Up to 25 values can be provided.

```
{
  "Type": "MetricDataFilterByAgent",
```

```
"Data": ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-a83d2a15081d"]
}
```

MetricDataFilterByAgentHierarchyLevelX

Agent Hierarchy filters can be any of the five types:

1. MetricDataFilterByAgentHierarchyLevelOne
2. MetricDataFilterByAgentHierarchyLevelTwo
3. MetricDataFilterByAgentHierarchyLevelThree
4. MetricDataFilterByAgentHierarchyLevelFour
5. MetricDataFilterByAgentHierarchyLevelFive

Provide the Agent Hierarchy ID in the filter.

```
{
  "Type": "MetricDataFilterByAgentHierarchyLevelFive",
  "Data": ["b99ba702-b84b-4279-abad-5ceda9ff2640"] // One array element only
}
```

Note

Only one value is supported in the filter.

MetricDataFilterByQueue

Provide the list of Queue IDs in MetricCondition. Up to 25 values can be provided.

```
{
  "Type": "MetricDataFilterByQueue",
  "Data": ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-a83d2a15081d"]
}
```

MetricDataFilterByRoutingProfile

Provide the list of Routing Profile IDs in MetricCondition. Up to 25 values can be provided.

```
{
  "Type": "MetricDataFilterByRoutingProfile",
  "Data": ["b653beae-0a34-4f0c-83d3-067c9b8370bf" , "60a4c89a-
b485-4bf2-8396-2a151b4e05a7"]
}
```

MetricDataFilterByFlow

Provide the list of Flow IDs in MetricCondition. Up to 25 values can be provided.

```
{
  "Type": "MetricDataFilterByFlow",
  "Data": ["a04377e2-zb01-g182-nc02-a285a66279en", "ae5a6965-zb64-g20d-n8a8-
a83d2a15081n"]
}
```

MetricDataFilterByFlowModule

Provide the list of flow module IDs in MetricCondition. Up to 25 values can be provided.

```
{
  "Type": "MetricDataFilterByFlowModule",
  "Data": ["a04377e2-zb01-g182-nc02-a285a66279en", "ae5a6965-zb64-g20d-n8a8-
a83d2a15081n"]
}
```

MetricDataFilterByFlowOutcomeType

Flow Outcome Type filter values can be any of the following depending on the filter resource is flow/module.

- DROPPED
- DISCONNECTED_PARTICIPANT
- ENDED_FLOW_EXECUTION
- TRANSFERRED_TO_QUEUE
- TRANSFERRED_TO_AGENT
- TRANSFERRED_TO_FLOW
- TRANSFERRED_TO_PHONE_NUMBER
- RETURNED_TO_FLOW


```
{
  "Type": "MetricDataFilterByFlowOutcomeType",
  "Data": ["DROPPED", "TRANSFERRED_TO_QUEUE"] // Multiple values can be provided
}
```

Optional filters

The following filters are optional in MetricCondition.

MetricDataFilterByChannel

This is an optional filter that is supported in MetricCondition for all metrics. However, if used, it is required to be consistent for every MetricCondition.

```
{
  "Type": "MetricDataFilterByChannel",
  "Data": ["VOICE", "CHAT", "TASK"], // any subset of this is valid
}
```

Exception: It cannot be used with AGENT_ACTIVITY and AGENT_OCCUPANCY metrics, but can be used for other metrics in the same RuleCondition but within a different MetricGroup.

Metric Data Update - MetricCondition

Contents

- [AGENT_ACTIVITY](#)
- [OLDEST_CONTACT_AGE](#)
- [AGENTS_AVAILABLE](#)
- [CONTACTS_IN_QUEUE](#)
- [AVG_QUEUE_ANSWER_TIME](#)
- [AVG_INTERACTION_TIME](#)
- [AVG_HOLD_TIME](#)
- [AVG_HANDLE_TIME](#)
- [AGENT_OCCUPANCY](#)
- [SERVICE_LEVEL](#)
- [FLOWS_STARTED](#)

- [AVG_FLOW_TIME](#)
- [MAX_FLOW_TIME](#)
- [MIN_FLOW_TIME](#)
- [FLOWS_OUTCOME](#)
- [PERCENT_FLOWS_OUTCOME](#)

AGENT_ACTIVITY

For more information about the AGENT_ACTIVITY metric, see [AGENT_ACTIVITY](#) and [About agent status](#).

The AGENT_ACTIVITY metric supports an agent statusId, or string values of one of the following states: ERROR, MISSED, REJECTED, ON_CONTACT, AFTER_CONTACT_WORK, INCOMING, AVAILABLE.

The following example shows:

```
Rule: When any agent with Hierarchy Level 1 (filterValue = b99ba702-b84b-4279-abad-5ceda9ff2640) has
        had AGENT_ACTIVITY equal to statusId ee8c71b9-49c2-4d00-ab6d-244f2d9a5c58 for the last 600 seconds, then perform a RuleAction.
```

```
{
  Operator: "EQUALS", // Fixed value
  ComparisonValue: "$.MetricData.AGENT_ACTIVITY",
  Operands: ["ee8c71b9-49c2-4d00-ab6d-244f2d9a5c58"],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByAgentHierarchyLevelOne",
        Data: ["b99ba702-b84b-4279-abad-5ceda9ff2640"],
      },
      {
        Type: "AgentActivityDurationSeconds",
        Data: { Past: 600 },
      },
    ],
  },
  Negate: true, // or false
```

```
},
```

Supported End Dimensions (MetricDataGrouping): AGENT

Required Filters: AgentActivityDurationSeconds

Supported End Dimension Filters: MetricDataFilterByAgent, MetricDataFilterByAgentHierarchyLevelX, MetricDataFilterByQueue, MetricDataFilterByRoutingProfile

OLDEST_CONTACT_AGE

For more information about the OLDEST_CONTACT_AGE metric, see [GetCurrentMetricData](#) and [Oldest](#).

Rule: OLDEST_CONTACT_AGE metric value, filtered by listed queues and channels \geq 900 (15 minutes), then perform a [RuleAction](#).

```
{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.OLDEST_CONTACT_AGE",
  Operands: [900],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByQueue",
        Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-a83d2a15081d"],
      },
      {
        Type: "MetricDataFilterByChannel",
        Data: ["CHAT"],
      },
    ],
  },
  Negate: false, // Fixed value
}
```

Supported End Dimensions (MetricDataGrouping): QUEUE

Required filters: MetricDataFilterByQueue, MetricDataFilterByRoutingProfile

Supported optional filters: `MetricDataFilterByChannel`

AGENTS_AVAILABLE

For more information about the `AGENTS_AVAILABLE` metric, see [GetCurrentMetricData](#) and [Available](#).

Rule: `AGENTS_AVAILABLE` metric value, filtered by listed queues and channels ≤ 5 , then perform a [RuleAction](#).

```
{
  Operator: "NumberLessOrEqualTo", // also supports "NumberGreaterOrEqualTo"
  ComparisonValue: "$.MetricData.AGENTS_AVAILABLE",
  Operands: [5],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByQueue",
        Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-a83d2a15081d"],
      },
      {
        Type: "MetricDataFilterByChannel",
        Data: ["CHAT"],
      },
    ],
  },
  Negate: false, // fixed value
},
```

Supported End Dimensions (MetricDataGrouping): `QUEUE`, `ROUTING_PROFILE`

Supported End Dimension filters: `MetricDataFilterByQueue`, `MetricDataFilterByRoutingProfile`

Supported optional filters: `MetricDataFilterByChannel`

CONTACTS_IN_QUEUE

For more information about the `CONTACTS_IN_QUEUE` metric, see [GetCurrentMetricData](#) and [In queue](#).

Rule: CONTACTS_IN_QUEUE metric value, filtered by listed queues and channels ≥ 100 , then perform a [RuleAction](#).

```
{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.CONTACTS_IN_QUEUE",
  Operands: [100],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByQueue",
        Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-a83d2a15081d"],
      },
      {
        Type: "MetricDataFilterByChannel",
        Data: ["CHAT"],
      },
    ],
  },
  Negate: false, // fixed value
},
```

Supported End Dimensions (MetricDataGrouping): QUEUE

Supported End Dimension filters: MetricDataFilterByQueue, MetricDataFilterByRoutingProfile

Supported optional filters: MetricDataFilterByChannel

AVG_QUEUE_ANSWER_TIME

For more information about the AVG_QUEUE_ANSWER_TIME metric, see [GetCurrentMetricData](#) and [Avg queue answer time](#).

Rule: AVG_QUEUE_ANSWER_TIME metric value, over the given duration of 28800 seconds (8 hours), filtered by listed queues and channels ≥ 900 (15 minutes), then perform a [RuleAction](#).

```
{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.AVG_QUEUE_ANSWER_TIME",
```

```

Operands: [900],
FilterClause: {
  LogicOperator: "AND", // Always "AND"
  Filters: [
    {
      Type: "MetricDataFilterByQueue",
      Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-
a83d2a15081d"],
    },
    {
      Type: "MetricDataFilterByChannel",
      Data: ["CHAT"],
    },
    {
      Type: "MetricDataDurationSeconds",
      Data: { Past: 28800 },
    },
  ],
},
Negate: false, // fixed value
}

```

Supported End Dimensions (MetricDataGrouping): QUEUE

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByQueue,
MetricDataFilterByRoutingProfile

Supported optional filters: MetricDataFilterByChannel

AVG_INTERACTION_TIME

For more information about the AVG_INTERACTION_TIME metric, see [GetMetricDataV2](#).

Rule: AVG_INTERACTION_TIME metric value, over the given duration of 28800 seconds (8 hours), filtered by listed queues and channels \geq 1800 (30 minutes), then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.AVG_INTERACTION_TIME",
  Operands: [1800],
  FilterClause: {

```

```

    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByQueue",
        Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-
a83d2a15081d"],
      },
      {
        Type: "MetricDataFilterByChannel",
        Data: ["CHAT"],
      },
      {
        Type: "MetricDataDurationSeconds",
        Data: { Past: 28800 }, // 8 hours
      },
    ],
  },
  Negate: false, // fixed value
},

```

Supported End Dimensions (MetricDataGrouping): QUEUE

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByQueue,
MetricDataFilterByRoutingProfile

Supported optional filters: MetricDataFilterByChannel

AVG_HOLD_TIME

For more information about the AVG_HOLD_TIME metric, see [GetMetricDataV2](#).

Rule: AVG_HOLD_TIME metric value, over the given duration of 28800 seconds (8 hours), filtered by listed queues and channels ≥ 1800 (30 minutes), then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.AVG_HOLD_TIME",
  Operands: [1800],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [

```

```

    {
      Type: "MetricDataFilterByQueue",
      Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-
a83d2a15081d"],
    },
    {
      Type: "MetricDataFilterByChannel",
      Data: ["CHAT"],
    },
    {
      Type: "MetricDataDurationSeconds",
      Data: { Past: 28800 },
    },
  ],
},
Negate: false, // fixed value
},

```

Supported End Dimensions (MetricDataGrouping): QUEUE

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByQueue,
MetricDataFilterByRoutingProfile

Supported optional filters: MetricDataFilterByChannel

AVG_HANDLE_TIME

For more information about the AVG_HANDLE_TIME metric, see [GetMetricDataV2](#).

Rule: AVG_HANDLE_TIME metric value, over the given duration of 28800 seconds (8 hours), filtered by listed queues and channels ≥ 1800 (30 minutes), then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.AVG_HANDLE_TIME",
  Operands: [1800],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByQueue",

```



```

    Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-
a83d2a15081d"],
  },
  {
    Type: "MetricDataFilterByChannel",
    Data: ["CHAT"],
  },
  {
    Type: "MetricDataDurationSeconds",
    Data: { Past: 28800 },
  },
],
},
Negate: false, // fixed value
},

```

Supported End Dimensions (MetricDataGrouping): QUEUE, AGENT

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: For QUEUE end dimension, MetricDataFilterByQueue and MetricDataFilterByRoutingProfile are supported. For AGENT end dimensions, MetricDataFilterByQueue, MetricDataFilterByRoutingProfile, MetricDataFilterByAgent, and MetricDataFilterByAgentLevelX are supported

Supported optional filters: MetricDataFilterByChannel

AGENT_OCCUPANCY

For more information about the AGENT_OCCUPANCY metric, see [GetMetricDataV2](#).

Rule: AGENT_OCCUPANCY metric value, over the given duration of 28800 seconds (8 hours), filtered by listed queues and channels $\geq 80\%$, then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.AGENT_OCCUPANCY",
  Operands: [80],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByAgent",

```

```

      Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-
a83d2a15081d"],
    },
    {
      Type: "MetricDataDurationSeconds",
      Data: { Past: 300 },
    },
  ],
},
Negate: false, // fixed value
},

```

Supported End Dimensions (MetricDataGrouping): AGENT

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByAgent,
MetricDataFilterByAgentLevelX, MetricDataFilterByRoutingProfile

SERVICE_LEVEL

For more information about the SERVICE_LEVEL metric, see [GetMetricDataV2](#).

Rule: SERVICE_LEVEL metric value, over the given duration of 600 (10 minutes) metric value, over the given duration of 28800 seconds (8 hours), filtered by listed queues and channels $\leq 50\%$, then perform a [RuleAction](#).

```

{
  Operator: "NumberLessOrEqualTo", // also supports "NumberGreaterOrEqualTo"
  ComparisonValue: "$.MetricData.SERVICE_LEVEL",
  Operands: [50],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByQueue",
        Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-
a83d2a15081d"],
      },
      {
        Type: "MetricDataFilterByChannel",
        Data: ["CHAT"],
      },
    ],
  },
}

```

```

    {
      Type: "MetricDataDurationSeconds",
      Data: { Past: 28800 },
    },
    {
      Type: "MetricDataThresholdSeconds",
      Data: { Comparison: MetricThresholdComparison.LT, ThresholdValue: 600},
    },
  ],
},
Negate: false, // fixed value
},

```

Supported End Dimensions (MetricDataGrouping): QUEUE

Required filters: MetricDataDurationSeconds, MetricDataThresholdSeconds

Supported End Dimension filters: MetricDataFilterByQueue,
MetricDataFilterByRoutingProfile

Supported optional filters: MetricDataFilterByChannel

FLOWS_STARTED

For more information about the FLOWS_STARTED metric, see [GetMetricDataV2](#).

Rule : FLOWS_STARTED metric value, over the given duration of 300 seconds (5 minutes), filtered by listed flows and channels 10, then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.FLOWS_STARTED",
  Operands: [10],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByFlow",
        Data: ["c04377e2-db01-4182-bc02-4285a66279e7", "1e5a6965-7b64-420d-88a8-a83d2a15081d"],
      },
      {
        Type: "MetricDataDurationSeconds",

```

```

        Data: { Past: 300 }
      },
      {
        Type: "MetricDataFilterByChannel",
        Data: ["CHAT"],
      },
    ],
  },
  Negate: false, // Fixed value
}

```

Supported End Dimensions (MetricDataGrouping): FLOW

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByFlow,
MetricDataFilterByFlowModule

Supported optional filters: MetricDataFilterByChannel

AVG_FLOW_TIME

For more information about the AVG_FLOW_TIME metric, see [GetMetricDataV2](#).

Rule : AVG_FLOW_TIME metric value, over the given duration of 300 seconds (5 minutes), filtered by listed flows, flow outcomes and channels \geq 600 (10 minutes), then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.AVG_FLOW_TIME",
  Operands: [600],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByFlow",
        Data: ["5f873afb-f359-4c54-b626-ecad1bd3f774"],
      },
      {
        Type: "MetricDataFilterByFlowOutcomeType",
        Data: ["DROPPED", "TRANSFERRED_TO_QUEUE"],
      },
    ],
  },
}

```

```

    {
      Type: "MetricDataDurationSeconds",
      Data: {
        "Past": 300
      },
    },
    {
      Type: "MetricDataFilterByChannel",
      Data: ["CHAT"],
    },
  ],
},
Negate: false, // Fixed value
}

```

Supported End Dimensions (MetricDataGrouping): FLOW

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByFlow,
MetricDataFilterByFlowModule, MetricDataFilterByFlowOutcomeType

Supported optional filters: MetricDataFilterByChannel

MAX_FLOW_TIME

For more information about the MAX_FLOW_TIME metric, see [GetMetricDataV2](#).

Rule : MAX_FLOW_TIME metric value, over the given duration of 300 seconds (5 minutes), filtered by listed flows, flow outcomes and channels >= 600 (10 minutes), then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.MAX_FLOW_TIME",
  Operands: [600],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByFlow",
        Data: ["5f873afb-f359-4c54-b626-ecad1bd3f774"],
      },
      {

```

```

    Type: "MetricDataFilterByFlowOutcomeType",
    Data: ["DROPPED", "TRANSFERRED_TO_QUEUE"],
  },
  {
    Type: "MetricDataDurationSeconds",
    Data: {
      "Past": 300
    },
  },
  {
    Type: "MetricDataFilterByChannel",
    Data: ["CHAT"],
  },
],
Negate: false, // Fixed value
}

```

Supported End Dimensions (MetricDataGrouping): FLOW

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByFlow,
MetricDataFilterByFlowModule, MetricDataFilterByFlowOutcomeType

Supported optional filters: MetricDataFilterByChannel

MIN_FLOW_TIME

For more information about the MIN_FLOW_TIME metric, see [GetMetricDataV2](#).

Rule : MIN_FLOW_TIME metric value, over the given duration of 300 seconds (5 minutes), filtered by listed flows, flow outcomes and channels >= 600 (10 minutes), then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.MIN_FLOW_TIME",
  Operands: [600],
  FilterClause: {
    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByFlow",

```

```

    Data: ["5f873afb-f359-4c54-b626-ecad1bd3f774"],
  },
  {
    Type: "MetricDataFilterByFlowOutcomeType",
    Data: ["DROPPED", "TRANSFERRED_TO_QUEUE"],
  },
  {
    Type: "MetricDataDurationSeconds",
    Data: {
      "Past": 300
    },
  },
  {
    Type: "MetricDataFilterByChannel",
    Data: ["CHAT"],
  },
],
},
Negate: false, // Fixed value
}

```

Supported End Dimensions (MetricDataGrouping): FLOW

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByFlow,
MetricDataFilterByFlowModule MetricDataFilterByFlowOutcomeType

Supported optional filters: MetricDataFilterByChannel

FLOWS_OUTCOME

For more information about the FLOWS_OUTCOME metric, see [GetMetricDataV2](#).

Rule : FLOWS_OUTCOME metric value, over the given duration of 300 seconds (5 minutes), filtered by listed flows, flow outcomes and channels ≥ 10 , then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
  ComparisonValue: "$.MetricData.FLOWS_OUTCOME",
  Operands: [10],
  FilterClause: {

```

```

    LogicOperator: "AND", // Always "AND"
    Filters: [
      {
        Type: "MetricDataFilterByFlow",
        Data: ["5f873afb-f359-4c54-b626-ecad1bd3f774"],
      },
      {
        Type: "MetricDataFilterByFlowOutcomeType",
        Data: ["DROPPED", "TRANSFERRED_TO_QUEUE"],
      },
      {
        Type: "MetricDataDurationSeconds",
        Data: {
          "Past": 300
        },
      },
      {
        Type: "MetricDataFilterByChannel",
        Data: ["CHAT"],
      },
    ],
  },
  Negate: false, // Fixed value
}

```

Supported End Dimensions (MetricDataGrouping): FLOW

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByFlow,
MetricDataFilterByFlowModule, MetricDataFilterByFlowOutcomeType

Supported optional filters: MetricDataFilterByChannel

PERCENT_FLOWS_OUTCOME

For more information about the PERCENT_FLOWS_OUTCOME metric, see [GetMetricDataV2](#).

Rule : PERCENT_FLOWS_OUTCOME metric value, over the given duration of 300 seconds (5 minutes), filtered by listed flows, flow outcomes and channels $\geq 50\%$, then perform a [RuleAction](#).

```

{
  Operator: "NumberGreaterOrEqualTo", // also supports "NumberLessOrEqualTo"
}

```



```

ComparisonValue: "$.MetricData.PERCENT_FLOWS_OUTCOME",
Operands: [50],
FilterClause: {
  LogicOperator: "AND", // Always "AND"
  Filters: [
    {
      Type: "MetricDataFilterByFlow",
      Data: ["5f873afb-f359-4c54-b626-ecad1bd3f774"],
    },
    {
      Type: "MetricDataFilterByFlowOutcomeType",
      Data: ["DROPPED", "TRANSFERRED_TO_QUEUE"],
    },
    {
      Type: "MetricDataDurationSeconds",
      Data: {
        "Past": 300
      },
    },
    {
      Type: "MetricDataFilterByChannel",
      Data: ["CHAT"],
    },
  ],
},
Negate: false, // Fixed value
}

```

Supported End Dimensions (MetricDataGrouping): FLOW

Required Filters: MetricDataDurationSeconds

Supported End Dimension filters: MetricDataFilterByFlow,
MetricDataFilterByFlowModule, MetricDataFilterByFlowOutcomeType

Supported optional filters: MetricDataFilterByChannel

Full examples

Example 1

A rule with AGENTS_AVAILABLE, OLDEST_CONTACT_AGE, CONTACTS_IN_QUEUE in MetricGroup 1 and AVG_QUEUE_ANSWER_TIME, AVG_HOLD_TIME, AVG_INTERACTION_TIME,

AVG_HANDLE_TIME, and SERVICE_LEVEL in Metric Group 2, both of which have End Dimension = QUEUE.

```
{
  "Operator": "OR",
  "Operands": [{
    "Operator": "AND",
    "Operands": [{
      "Operator": "NumberGreaterOrEqualTo",
      "ComparisonValue": "$.MetricData.AGENTS_AVAILABLE",
      "Operands": [0],
      "FilterClause": {
        "LogicOperator": "AND",
        "Filters": [{
          "Type": "MetricDataFilterByQueue",
          "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
        }, {
          "Type": "MetricDataFilterByChannel",
          "Data": ["VOICE"]
        }
      ]
    },
    "Negate": false
  }, {
    "Operator": "NumberGreaterOrEqualTo",
    "ComparisonValue": "$.MetricData.CONTACTS_IN_QUEUE",
    "Operands": [0],
    "FilterClause": {
      "LogicOperator": "AND",
      "Filters": [{
        "Type": "MetricDataFilterByQueue",
        "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
      }, {
        "Type": "MetricDataFilterByChannel",
        "Data": ["VOICE"]
      }
    ]
  },
  "Negate": false
}, {
  "Operator": "NumberGreaterOrEqualTo",
  "ComparisonValue": "$.MetricData.OLDEST_CONTACT_AGE",
  "Operands": [0],
```

```

    "FilterClause": {
      "LogicOperator": "AND",
      "Filters": [{
        "Type": "MetricDataFilterByQueue",
        "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
      }, {
        "Type": "MetricDataFilterByChannel",
        "Data": ["VOICE"]
      }]
    },
    "Negate": false
  ]
}, {
  "Operator": "OR",
  "Operands": [{
    "Operator": "NumberGreaterOrEqualTo",
    "ComparisonValue": "$.MetricData.AVG_HANDLE_TIME",
    "Operands": [0],
    "FilterClause": {
      "LogicOperator": "AND",
      "Filters": [{
        "Type": "MetricDataFilterByQueue",
        "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
      }, {
        "Type": "MetricDataDurationSeconds",
        "Data": {
          "Past": 300
        }
      }, {
        "Type": "MetricDataFilterByChannel",
        "Data": ["VOICE"]
      }]
    },
    "Negate": false
  }, {
    "Operator": "NumberGreaterOrEqualTo",
    "ComparisonValue": "$.MetricData.AVG_QUEUE_ANSWER_TIME",
    "Operands": [0],
    "FilterClause": {
      "LogicOperator": "AND",
      "Filters": [{
        "Type": "MetricDataFilterByQueue",

```

```

        "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
    }, {
        "Type": "MetricDataDurationSeconds",
        "Data": {
            "Past": 300
        }
    }, {
        "Type": "MetricDataFilterByChannel",
        "Data": ["VOICE"]
    }
    ]
},
"Negate": false
}, {
    "Operator": "NumberGreaterOrEqualTo",
    "ComparisonValue": "$.MetricData.AVG_INTERACTION_TIME",
    "Operands": [0],
    "FilterClause": {
        "LogicOperator": "AND",
        "Filters": [{
            "Type": "MetricDataFilterByQueue",
            "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
        }, {
            "Type": "MetricDataDurationSeconds",
            "Data": {
                "Past": 300
            }
        }, {
            "Type": "MetricDataFilterByChannel",
            "Data": ["VOICE"]
        }
    ]
},
"Negate": false
}, {
    "Operator": "NumberGreaterOrEqualTo",
    "ComparisonValue": "$.MetricData.AVG_HOLD_TIME",
    "Operands": [0],
    "FilterClause": {
        "LogicOperator": "AND",
        "Filters": [{
            "Type": "MetricDataFilterByQueue",
            "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]

```

```

    }, {
      "Type": "MetricDataDurationSeconds",
      "Data": {
        "Past": 300
      }
    }, {
      "Type": "MetricDataFilterByChannel",
      "Data": ["VOICE"]
    }
  ]
},
"Negate": false
}, {
  "Operator": "NumberGreaterOrEqualTo",
  "ComparisonValue": "$.MetricData.SERVICE_LEVEL",
  "Operands": [0],
  "FilterClause": {
    "LogicOperator": "AND",
    "Filters": [{
      "Type": "MetricDataFilterByQueue",
      "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
    }, {
      "Type": "MetricDataDurationSeconds",
      "Data": {
        "Past": 300
      }
    }, {
      "Type": "MetricDataThresholdSeconds",
      "Data": {
        "Comparison": "LT",
        "ThresholdValue": 60
      }
    }, {
      "Type": "MetricDataFilterByChannel",
      "Data": ["VOICE"]
    }
  ]
},
"Negate": false
}]
}],
"FilterClause": {
  "LogicOperator": "AND",
  "Filters": [{
    "Type": "MetricDataGrouping",

```

```

        "Data": ["QUEUE"]
    }
}

```

Example 2

A rule with AGENT_OCCUPANCY in MetricGroup 1 and AGENT_ACTIVITY and MetricGroup 2, with End Dimension = AGENT.

```

{
  "Operator": "OR",
  "Operands": [{
    "Operator": "AND",
    "Operands": [{
      "Operator": "NumberGreaterOrEqualTo",
      "ComparisonValue": "$.MetricData.AGENT_OCCUPANCY",
      "Operands": [0],
      "FilterClause": {
        "LogicOperator": "AND",
        "Filters": [{
          "Type": "MetricDataFilterByAgent",
          "Data": ["e7a11ddd-041d-449a-ab1e-6a493cb83626", "26b9c7f4-
ed5c-4cd1-b751-2cbfb4c54ea2"]
        }, {
          "Type": "MetricDataDurationSeconds",
          "Data": {
            "Past": 100
          }
        }
      ]
    }],
    "Negate": false
  }],
  "Operator": "AND",
  "Operands": [{
    "Operator": "EQUALS",
    "ComparisonValue": "$.MetricData.AGENT_ACTIVITY",
    "Operands": ["ee8c71b9-49c2-4d00-ab6d-244f2d9a5c58"],
    "FilterClause": {
      "LogicOperator": "AND",
      "Filters": [{
        "Type": "MetricDataFilterByAgentHierarchyLevelOne",

```

```

        "Data": ["b99ba702-b84b-4279-abad-5ceda9ff2640"]
      }, {
        "Type": "MetricDataDurationSeconds",
        "Data": {
          "Past": 600
        }
      }
    ]
  },
  "Negate": false
}]
}],
"FilterClause": {
  "LogicOperator": "AND",
  "Filters": [{
    "Type": "MetricDataGrouping",
    "Data": ["AGENT"]
  }]
}
}

```

Example 3

A rule with FLOWS_STARTED, AVG_FLOW_TIME, MAX_FLOW_TIME in MetricGroup 1 and FLOWS_OUTCOME, PERCENT_FLOWS_OUTCOME and MIN_FLOW_TIME in Metric Group 2, both of which have End Dimension = FLOW.

```

{
  "Operator": "OR",
  "Operands": [
    {
      "Operator": "AND",
      "Operands": [
        {
          "Operator": "NumberGreaterOrEqualTo",
          "ComparisonValue": "$.MetricData.FLOWS_STARTED",
          "Operands": [
            10
          ],
        },
        "FilterClause": {
          "LogicOperator": "AND",
          "Filters": [
            {
              "Type": "MetricDataFilterByFlow",

```

```
    "Data": [
      "z2a11ddd-041d-449a-ab1e-6a493cb83621",
      "y1b9c7f4-ed5c-4cd1-b751-2cbfb4c54ea3"
    ]
  },
  {
    "Type": "MetricDataFilterByChannel",
    "Data": [
      "VOICE"
    ]
  },
  {
    "Type": "MetricDataDurationSeconds",
    "Data": {
      "Past": 300
    }
  }
]
},
"Negate": false
},
{
  "Operator": "NumberGreaterOrEqualTo",
  "ComparisonValue": "$.MetricData.AVG_FLOW_TIME",
  "Operands": [
    600
  ],
  "FilterClause": {
    "LogicOperator": "AND",
    "Filters": [
      {
        "Type": "MetricDataFilterByFlow",
        "Data": [
          "z2a11ddd-041d-449a-ab1e-6a493cb83621",
          "y1b9c7f4-ed5c-4cd1-b751-2cbfb4c54ea3"
        ]
      },
      {
        "Type": "MetricDataFilterByFlowOutcomeType",
        "Data": [
          "DROPPED",
          "TRANSFERRED_TO_QUEUE"
        ]
      }
    ]
  }
},
```



```

    {
      "Type": "MetricDataFilterByChannel",
      "Data": [
        "VOICE"
      ]
    },
    {
      "Type": "MetricDataDurationSeconds",
      "Data": {
        "Past": 300
      }
    }
  ]
},
"Negate": false
},
{
  "Operator": "NumberGreaterOrEqualTo",
  "ComparisonValue": "$.MetricData.MAX_FLOW_TIME",
  "Operands": [
    600
  ],
  "FilterClause": {
    "LogicOperator": "AND",
    "Filters": [
      {
        "Type": "MetricDataFilterByFlow",
        "Data": [
          "z2a11ddd-041d-449a-ab1e-6a493cb83621",
          "y1b9c7f4-ed5c-4cd1-b751-2cbfb4c54ea3"
        ]
      },
      {
        "Type": "MetricDataFilterByFlowOutcomeType",
        "Data": [
          "DROPPED",
          "TRANSFERRED_TO_QUEUE"
        ]
      }
    ]
  },
  {
    "Type": "MetricDataFilterByChannel",
    "Data": [
      "VOICE"
    ]
  }
}

```

```
    },
    {
      "Type": "MetricDataDurationSeconds",
      "Data": {
        "Past": 300
      }
    }
  ]
},
"Negate": false
}
]
},
{
  "Operator": "OR",
  "Operands": [
    {
      "Operator": "NumberGreaterOrEqualTo",
      "ComparisonValue": "$.MetricData.FLOWS_OUTCOME",
      "Operands": [
        10
      ],
      "FilterClause": {
        "LogicOperator": "AND",
        "Filters": [
          {
            "Type": "MetricDataFilterByFlow",
            "Data": [
              "z2a11ddd-041d-449a-ab1e-6a493cb83621",
              "y1b9c7f4-ed5c-4cd1-b751-2cbfb4c54ea3"
            ]
          },
          {
            "Type": "MetricDataFilterByFlowOutcomeType",
            "Data": [
              "DROPPED",
              "TRANSFERRED_TO_QUEUE"
            ]
          }
        ],
      },
      {
        "Type": "MetricDataFilterByChannel",
        "Data": [
          "VOICE"
        ]
      }
    ]
  }
}
```

```
    },
    {
      "Type": "MetricDataDurationSeconds",
      "Data": {
        "Past": 300
      }
    }
  ]
},
"Negate": false
},
{
  "Operator": "NumberGreaterOrEqualTo",
  "ComparisonValue": "$.MetricData.PERCENT_FLOWS_OUTCOME",
  "Operands": [
    50
  ],
  "FilterClause": {
    "LogicOperator": "AND",
    "Filters": [
      {
        "Type": "MetricDataFilterByFlow",
        "Data": [
          "z2a11ddd-041d-449a-ab1e-6a493cb83621",
          "y1b9c7f4-ed5c-4cd1-b751-2cbfb4c54ea3"
        ]
      },
      {
        "Type": "MetricDataFilterByFlowOutcomeType",
        "Data": [
          "DROPPED",
          "TRANSFERRED_TO_QUEUE"
        ]
      }
    ]
  },
  {
    "Type": "MetricDataFilterByChannel",
    "Data": [
      "VOICE"
    ]
  }
},
{
  "Type": "MetricDataDurationSeconds",
  "Data": {
    "Past": 300
  }
}
```

```
    }
  }
]
},
"Negate": false
},
{
  "Operator": "NumberGreaterOrEqualTo",
  "ComparisonValue": "$.MetricData.MIN_FLOW_TIME",
  "Operands": [
    600
  ],
  "FilterClause": {
    "LogicOperator": "AND",
    "Filters": [
      {
        "Type": "MetricDataFilterByFlow",
        "Data": [
          "z2a11ddd-041d-449a-ab1e-6a493cb83621",
          "y1b9c7f4-ed5c-4cd1-b751-2cbfb4c54ea3"
        ]
      },
      {
        "Type": "MetricDataFilterByFlowOutcomeType",
        "Data": [
          "DROPPED",
          "TRANSFERRED_TO_QUEUE"
        ]
      },
      {
        "Type": "MetricDataFilterByChannel",
        "Data": [
          "VOICE"
        ]
      },
      {
        "Type": "MetricDataDurationSeconds",
        "Data": {
          "Past": 300
        }
      }
    ]
  }
},
"Negate": false
```

```
    }
  ]
}
],
"FilterClause": {
  "LogicOperator": "AND",
  "Filters": [
    {
      "Type": "MetricDataGrouping",
      "Data": [
        "FLOW"
      ]
    }
  ]
}
}
```

OnContactEvaluationSubmit

ContactEvaluation - Results available condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the evaluation form ID.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Form.FormId"
- Negate – false

ContactEvaluation - Form score condition

ContactEvaluation form score condition has a compound condition format where Operator is an AND condition and its operands consist of two conditions that represent the form and the form score.

Parameters that represent the form: See [ContactEvaluation - Results available condition](#)

Parameters that represent the form score:

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is the form score.

- ComparisonValue – "\$.ContactLens.ContactEvaluation.Form.Score"
- Negate – false

Following is an example.

```
{
  "Operator": "AND",
  "Operands": [
    {
      "Operator": "EQUALS",
      "Operands": ["11111111-1234-5678-9123-12345678012"],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Form.FormId",
      "Negate": false
    },
    {
      "Operator": "NumberLessOrEqualTo",
      "Operands": [50],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Form.Score",
      "Negate": false
    }
  ]
}
```

ContactEvaluation - Section Score

ContactEvaluation section score condition has a compound condition format where Operator is an AND condition and its operands consist of three conditions that represent the form, section, and section score respectively.

Parameters that represent the form: See [ContactEvaluation - Results available condition](#)

Parameters that represent the section:

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the section reference ID.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Section.SectionRefId"
- Negate – false

Parameters that represent the section score:

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is the section score.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Section.Score"
- Negate – false

Following is an example.

```
{
  "Operator": "AND",
  "Operands": [
    {
      "Operator": "EQUALS",
      "Operands": ["11111111-1234-5678-9123-12345678012"],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Form.FormId",
      "Negate": false
    },
    {
      "Operator": "EQUALS",
      "Operands": ["s12345678"],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Section.SectionRefId",
      "Negate": false
    },
    {
      "Operator": "NumberLessOrEqualTo",
      "Operands": [50],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Section.Score",
      "Negate": false
    }
  ]
}
```

ContactEvaluation - Question and Answer

ContactEvaluation question and answer condition has a compound condition format where Operator is an AND condition and its operands consist of three conditions that represent the form, question, and answer value respectively.

Parameters that represent the form: See [ContactEvaluation - Results available condition](#)

Parameters that represent the question:

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the question reference ID.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Question.QuestionRefId"
- Negate – false

Parameters that represent a numeric answer:

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is the answer value.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Question.Answer.Value"
- Negate – false

Following is an example for a numeric question type.

```
{
  "Operator": "AND",
  "Operands": [
    {
      "Operator": "EQUALS",
      "Operands": ["11111111-1234-5678-9123-12345678012"],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Form.FormId",
      "Negate": false
    },
    {
      "Operator": "EQUALS",
      "Operands": ["s12345678"],
      "ComparisonValue":
        "$.ContactLens.ContactEvaluation.Question.QuestionRefId",
      "Negate": false
    },
    {
      "Operator": "NumberLessOrEqualTo",
      "Operands": [5],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Question.Answer.Value",
      "Negate": false
    }
  ]
}
```



```
}
```

Parameters that represent a single select answer:

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the answer reference ID.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Question.Answer.ValueRefId"
- Negate – true/false. If set to true, it means *The answer is not equal to the answer reference ID specified in the Operands.*

Following is an example for single select question type.

```
{
  "Operator": "AND",
  "Operands": [
    {
      "Operator": "EQUALS",
      "Operands": ["11111111-1234-5678-9123-12345678012"],
      "ComparisonValue": "$.ContactLens.ContactEvaluation.Form.FormId",
      "Negate": false
    },
    {
      "Operator": "EQUALS",
      "Operands": ["q12345678"],
      "ComparisonValue":
        "$.ContactLens.ContactEvaluation.Question.QuestionRefId",
      "Negate": false
    },
    { // for single select question type
      "Operator": "EQUALS",
      "Operands": ["o12345678"],
      "ComparisonValue":
        "$.ContactLens.ContactEvaluation.Question.Answer.ValueRefId",
      "Negate": false
    }
  ]
}
```

ContactEvaluation - agent condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of agent IDs.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Agent.AgentId"
- Negate – false

ContactEvaluation - queue condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue IDs.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.Queue.QueueId"
- Negate – true/false. If set to true, it means the answer does not equal to the answer reference ID specified in the Operands.

ContactEvaluation - contact attributes condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the contact attribute value.
- ComparisonValue – "\$.ContactLens.ContactEvaluation.ContactAttribute.*YOUR_ATTRIBUTE_KEY*"
- Negate – true/false. If set to true, it means *YOUR_ATTRIBUTE_KEY* does not equal to the attribute value specified in the Operands.

OnPostCallAnalysisAvailable

PostCall words or phrases - Exact match

Parameters

- Operator - "CONTAINS_ANY"

- Operands – A list of strings
- ComparisonValue – "\$.ContactLens.PostCall.ExactMatch.Transcript"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "PostCallContactPeriodSeconds", // Optional filter type. If
omitted, the rule applies to the full contact
      "Data": { // Either "First" or "Last" needs to be specified.
        "First": number
      }
    },
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    }
  ]
}
```

- Negate - true or false. If set to true, it means *If transcript does not contain any of the words mentioned in the Operands.*

PostCall words or phrases - Semantic match

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of strings
- ComparisonValue – "\$.ContactLens.PostCall.SemanticMatch.Transcript"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "PostCallContactPeriodSeconds", // Optional filter type. If
omitted, the rule applies to the full contact
      "Data": { // Either "First" or "Last" needs to be specified.
```

```

        "First": number
      }
    },
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    }
  ]
}

```

- Negate - true or false. If set to true, it means *If transcript does not contain any of the words mentioned in the Operands.*

PostCall words or phrases - Pattern match

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of pattern match objects. See [PatternMatch Operands](#).
- ComparisonValue – "\$.ContactLens.PostCall.PatternMatch.Transcript"
- FilterClause –

```

{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "PostCallContactPeriodSeconds", // Optional filter type. If
omitted, the rule applies to the full contact
      "Data": { // Either "First" or "Last" needs to be specified.
        "First": number
      }
    },
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
    {
      "Type": "PatternMatchLanguageFilter",
      "Data": "EN"|"ES"|"AR"|"DE"|"FR"|"HI"|"IT"|"PT"|"KO"|"JA"|"ZH"
    }
  ]
}

```

```
}
```

- Negate - true or false. If set to true, it means *If transcript does not contain any of the words mentioned in the Operands.*

PostCall agent condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of agent IDs
- ComparisonValue – "\$.ContactLens.PostCall.Agent.AgentId"
- Negate - false

PostCall queue condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue IDs.
- ComparisonValue – "\$.ContactLens.PostCall.Queue.QueueId"
- Negate - true/false. If set to true, it means *If queue is not any of the queues mentioned in the Operands.* .

PostCall contact attributes condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the contact attribute value.
- ComparisonValue – "\$.ContactLens.PostCall.ContactAttribute.*YOUR_ATTRIBUTE_KEY*"
- Negate - true/false. If set to true, it means *YOUR_ATTRIBUTE_KEY does not equal to the attribute value specified in the Operands.* .

PostCall sentiment state condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "POSITIVE", "NEGATIVE", "NEUTRAL".
- ComparisonValue – "\$.ContactLens.PostCall.Sentiment.State"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
  ],
}
```

- Negate - false

PostCall sentiment overall score condition

Parameters

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer between -5 and 5, inclusive.
- ComparisonValue – "\$.ContactLens.PostCall.Sentiment.OverallScore"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
  ],
}
```

```
    ]
  }
```

- Negate - false

PostCall sentiment score shift condition

PostCall sentiment score shift condition has a compound condition format where Operator is an AND condition and its operands consist of two conditions that represent beginning and end score respectively.

Parameters that represent the beginning score

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer between -5 and 5, inclusive.
- ComparisonValue – "\$.ContactLens.PostCall.Sentiment.Score.Beginning"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
  ],
}
```

- Negate - false

Parameters that represent the end score

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer between -5 and 5, inclusive.
- ComparisonValue – "\$.ContactLens.PostCall.Sentiment.Score.End"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
  ]
}
```

- Negate - false

Following is an example:

```
{
  "Operator": "AND",
  "Operands": [
    {
      "Operator": "NumberGreaterOrEqualTo",
      "Operands": [
        2
      ],
      "ComparisonValue": "$.ContactLens.PostCall.Sentiment.Score.Beginning",
      "FilterClause": {
        "LogicOperator": "AND",
        "Filters": [
          {
            "Type": "ParticipantRole",
            "Data": "AGENT"
          }
        ]
      },
      "Negate": false
    },
    {
      "Operator": "NumberGreaterOrEqualTo",
      "Operands": [
        3
      ],
      "ComparisonValue": "$.ContactLens.PostCall.Sentiment.Score.End",
      "FilterClause": {
        "LogicOperator": "AND",
```



```

        "Filters": [
            {
                "Type": "ParticipantRole",
                "Data": "AGENT"
            }
        ],
        "Negate": false
    }
]
}

```

Parameters for overall score

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer between -5 and 5, inclusive.
- ComparisonValue – "\$.ContactLens.PostCall.Sentiment.OverallScore"
- FilterClause –

```

{
    "LogicOperator": "AND", // Only "AND" is supported
    "Filters": [
        {
            "Type": "ParticipantRole",
            "Data": "CUSTOMER" | "AGENT" | "ANY"
        },
    ]
}

```

- Negate - false

PostCall total non-talk time condition

Parameters

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.
- ComparisonValue – "\$.ContactLens.PostCall.NonTalkTime.TotalTimeSecs"

- Negate - false

PostCall longest non-talk time condition

Parameters

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.
- ComparisonValue – "\$.ContactLens.PostCall.NonTalkTime.LongestTimeSecs"
- Negate - false

PostCall interruption condition

Parameters

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.
- ComparisonValue – "\$.ContactLens.PostCall.Interruptions.Instances"
- Negate - false

OnRealTimeCallAnalysisAvailable

RealTimeCall words or phrases - Exact match

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of strings
- ComparisonValue – "\$.ContactLens.RealTimeCall.ExactMatch.Transcript"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
```

```

    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    }
  ]
}

```

- Negate - false.

RealTimeCall words or phrases - Pattern match

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of pattern match objects. See [PatternMatch Operands](#).
- ComparisonValue – "\$.ContactLens.RealTimeCall.PatternMatch.Transcript"
- FilterClause –

```

{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
    {
      "Type": "PatternMatchLanguageFilter",
      "Data": "EN"|"ES"|"AR"|"DE"|"FR"|"HI"|"IT"|"PT"|"KO"|"JA"|"ZH"
    }
  ]
}

```

- Negate - false

RealTimeCall agent condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of agent IDs

- ComparisonValue – "\$.ContactLens.RealTimeCall.Agent.AgentId"
- Negate - false

RealTimeCall queue condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue IDs
- ComparisonValue – "\$.ContactLens.RealTimeCall.Queue.QueueId"
- Negate - true/false. If set to true, it means *If queue is not any of the queues mentioned in the Operands.*

RealTimeCall contact attributes condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the contact attribute value.
- ComparisonValue – "\$.ContactLens.RealTimeCall.ContactAttribute.YOUR_ATTRIBUTE_KEY"
- Negate - true/false. If set to true, it means *YOUR_ATTRIBUTE_KEY does not equal to the attribute value specified in the Operands .*

RealTimeCall sentiment state condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "POSITIVE", "NEGATIVE", "NEUTRAL".
- ComparisonValue – "\$.ContactLens.RealTimeCall.Sentiment.State"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
```

```

    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
    {
      "Type": "RealTimeCallContactPeriodSeconds",
      "Data": {
        "Past": number
      }
    }
  ]
}

```

- Negate - false

OnPostChatAnalysisAvailable

PostChat words or phrases - Exact match

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of strings
- ComparisonValue – "\$.ContactLens.PostChat.ExactMatch.Transcript"
- FilterClause –

```

{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "PostChatContactPeriodSeconds", // Optional filter type. If
omitted, the rule applies to the full contact
      "Data": { // Either "First" or "Last" needs to be specified.
        "First": number
      }
    },
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    }
  ]
}

```

```
}

```

- Negate - true or false. If set to true, it means *If transcript does not contain any of the words mentioned in the Operands.*

PostChat words or phrases - Semantic match

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of strings
- ComparisonValue – "\$.ContactLens.PostChat.SemanticMatch.Transcript"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "PostChatContactPeriodSeconds", // Optional filter type. If
omitted, the rule applies to the full contact
      "Data": { // Either "First" or "Last" needs to be specified.
        "First": number
      }
    },
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    }
  ]
}
```

- Negate - true or false. If set to true, it means *If transcript does not contain any of the words mentioned in the Operands.*

PostChat words or phrases - Pattern match

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of pattern match objects. See [PatternMatch Operands](#).

- ComparisonValue – "\$.ContactLens.PostChat.PatternMatch.Transcript"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "PostChatContactPeriodSeconds", // Optional filter type. If
      omitted, the rule applies to the full contact
      "Data": { // Either "First" or "Last" needs to be specified.
        "First": number
      }
    },
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
    {
      "Type": "PatternMatchLanguageFilter",
      "Data": "EN"|"ES"|"AR"|"DE"|"FR"|"HI"|"IT"|"PT"|"KO"|"JA"|"ZH"
    }
  ]
}
```

- Negate - true or false. If set to true, it means *If the transcript does not contain any of the words mentioned in the Operands.*

PostChat agent condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of agent IDs
- ComparisonValue – "\$.ContactLens.PostChat.Agent.AgentId"
- Negate - false

PostChat queue condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue IDs
- ComparisonValue – "\$.ContactLens.PostChat.Queue.QueueId"
- Negate - true/false. If set to true, it means *If queue is not any of the queues mentioned in the Operands.*

PostChat contact attributes condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the contact attribute value.
- ComparisonValue – "\$.ContactLens.PostChat.ContactAttribute.*YOUR_ATTRIBUTE_KEY*"
- Negate - true/false. If set to true, it means *YOUR_ATTRIBUTE_KEY does not equal to the attribute value specified in the Operands .*

PostChat sentiment state condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "POSITIVE", "NEGATIVE", "NEUTRAL".
- ComparisonValue – "\$.ContactLens.PostChat.Sentiment.State"
- FilterClause –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
  ],
}
```



```
    ]  
  }  
}
```

- Negate - false

PostChat sentiment overall score condition

Parameters

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer between -5 and 5, inclusive.
- ComparisonValue – "\$.ContactLens.PostChat.Sentiment.OverallScore"
- FilterClause –

```
{  
  "LogicOperator": "AND", // Only "AND" is supported  
  "Filters": [  
    {  
      "Type": "ParticipantRole",  
      "Data": "CUSTOMER" | "AGENT" | "ANY"  
    },  
  ],  
}
```

- Negate - false

Postchat sentiment score shift condition

PostChat sentiment score shift condition has a compound condition format where Operator is an AND condition and its operands consist of two conditions that represent beginning and end score respectively.

Parameters that represent the beginning score

- Operator - "NumberLessOrEqualTo | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer between -5 and 5, inclusive.
- ComparisonValue – "\$.ContactLens.PostChat.Sentiment.Score.Beginning"

- **FilterClause** –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
  ],
}
```

- **Negate** - false

Parameters that represent the end score

- **Operator** - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- **Operands** – An array of number, array length can only be 1. Value is an integer between -5 and 5, inclusive.
- **ComparisonValue** – "\$.ContactLens.PostChat.Sentiment.Score.End"
- **FilterClause** –

```
{
  "LogicOperator": "AND", // Only "AND" is supported
  "Filters": [
    {
      "Type": "ParticipantRole",
      "Data": "CUSTOMER" | "AGENT" | "ANY"
    },
  ],
}
```

- **Negate** - false

Following is an example:

```
{
  "Operator": "AND",
  "Operands": [
    {
```

```

    "Operator": "NumberGreaterOrEqualTo",
    "Operands": [
      2
    ],
    "ComparisonValue": "$.ContactLens.PostChat.Sentiment.Score.Beginning",
    "FilterClause": {
      "LogicOperator": "AND",
      "Filters": [
        {
          "Type": "ParticipantRole",
          "Data": "AGENT"
        }
      ]
    },
    "Negate": false
  },
  {
    "Operator": "NumberGreaterOrEqualTo",
    "Operands": [
      3
    ],
    "ComparisonValue": "$.ContactLens.PostChat.Sentiment.Score.End",
    "FilterClause": {
      "LogicOperator": "AND",
      "Filters": [
        {
          "Type": "ParticipantRole",
          "Data": "AGENT"
        }
      ]
    },
    "Negate": false
  }
]
}

```

PostChat agent first response time condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.

- ComparisonValue – "\$.ContactLens.PostChat.ResponseTime.Agent.FirstResponseTimeSecs"
- Negate - false

PostChat agent average response time condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.
- ComparisonValue – "\$.ContactLens.PostChat.ResponseTime.Agent.AverageTimeSecs"
- Negate - false

PostChat agent longest response time condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.
- ComparisonValue – "\$.ContactLens.PostChat.ResponseTime.Agent.LongestTimeSecs"
- Negate - false

OnZendeskTicketCreate

Type condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "question", "incident", "problem", "task"
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.Type"
- Negate - true or false. If set to true, it means *If ticket type does not equal to the type specified in the Operands.*

Priority condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "low", "normal", "high", "urgent"
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.Priority"
- Negate - true or false. If set to true, it means *If ticket priority does not equal to the priority specified in the Operands.*

Status condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "open", "pending", "solved", "close", "hold"
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.Status"
- Negate - true or false. If set to true, it means *If ticket status does not equal to the status specified in the Operands..*

RequesterId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a requester id.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.RequesterId"
- Negate - true or false. If set to true, it means *If requester id does not equal to the requester id specified in the Operands..*

SubmitterId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a submitter id.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.SubmitterId"
- Negate - true or false. If set to true, it means *If submitter id does not equal to the submitter id specified in the Operands..*

AssigneeId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is an assignee id.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.AssigneeId"
- Negate - true or false. If set to true, it means *If assignee id does not equal to the assignee id specified in the Operands..*

OrganizationId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is an organization id.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.OrganizationId"
- Negate - true or false. If set to true, it means *If organization id does not equal to the organization id specified in the Operands..*

BrandId condition

Parameters

- Operator - "EQUALS"

- Operands – An array of string, array length can only be 1. Value is a brand id.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.BrandId"
- Negate - true or false. If set to true, it means *If brand id does not equal to the brand id specified in the Operands.*

FormId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a form id.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.FormId"
- Negate - true or false. If set to true, it means *If form id does not equal to the form id specified in the Operands.*

ExternalId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is an external id.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.ExternalId"
- Negate - true or false. If set to true, it means *If external id does not equal to the external id specified in the Operands.*

Channel condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a channel string.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.Channel"
- Negate - true or false. If set to true, it means *If channel value does not equal to the channel string specified in the Operands.*

Tags condition

Parameters

- Operator - "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is a tag string.
- ComparisonValue – "\$.ThirdParty.Zendesk.TicketCreate.Tags"
- Negate - true or false. If set to true, it means *If tag value does not equal to the tag string specified in the Operands.*

OnZendeskTicketStatusUpdate

Type condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "question", "incident", "problem", "task"
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.Type"
- Negate - true or false. If set to true, it means *If ticket type does not equal to the type specified in the Operands.*

Priority condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "low", "normal", "high", "urgent"
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.Priority"
- Negate - true or false. If set to true, it means *If ticket priority does not equal to the priority specified in the Operands.*

Status condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is one of "open", "pending", "solved", "close", "hold"
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.Status"
- Negate - true or false. If set to true, it means *If ticket status does not equal to the status specified in the Operands..*

RequesterId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a requester id.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.RequesterId"
- Negate - true or false. If set to true, it means *If requester id does not equal to the requester id specified in the Operands..*

SubmitterId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a submitter id.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.SubmitterId"
- Negate - true or false. If set to true, it means *If submitter id does not equal to the submitter id specified in the Operands..*

Assigneeld condition

Parameters

- Operator - "EQUALS"

- Operands – An array of string, array length can only be 1. Value is an assignee id.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.AssigneeId"
- Negate - true or false. If set to true, it means *If assignee id does not equal to the assignee id specified in the Operands..*

OrganizationId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is an organization id.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.OrganizationId"
- Negate - true or false. If set to true, it means *If organization id does not equal to the organization id specified in the Operands..*

BrandId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a brand id.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.BrandId"
- Negate - true or false. If set to true, it means *If brand id does not equal to the brand id specified in the Operands.*

FormId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a form id.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.FormId"
- Negate - true or false. If set to true, it means *If form id does not equal to the form id specified in the Operands.*

ExternalId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is an external id.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.ExternalId"
- Negate - true or false. If set to true, it means *If external id does not equal to the external id specified in the Operands.*

Channel condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a channel string.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.Channel"
- Negate - true or false. If set to true, it means *If channel value does not equal to the channel string specified in the Operands.*

Tags condition

Parameters

- Operator - "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is a tag string.
- ComparisonValue – "\$.ThirdParty.Zendesk.StatusUpdate.Tags"
- Negate - true or false. If set to true, it means *If tag value does not equal to the tag string specified in the Operands.*

OnSalesforceCaseCreate

AccountId condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is an account Id string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.AccountId"
- Negate - true or false. If set to true, it means *If account id does not equal to the account id specified in the Operands.*

Name condition

Parameters

- Operator - "EQUALS" or "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is an account Id string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Name"
- Negate - true or false. If set to true, it means *If name does not equal to or does not contain the priority specified in the Operands.*

Email condition

Parameters

- Operator - "EQUALS" or "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is an email string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Email"
- Negate - true or false. If set to true, it means *If email does not equal to or does not contain the email specified in the Operands.*

Phone condition

Parameters

- Operator - "EQUALS" or "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is a phone string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Phone"
- Negate - true or false. If set to true, it means *If phone does not equal to or does not contain the phone specified in the Operands.*

Company condition

Parameters

- Operator - "EQUALS" or "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is a company string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Phone"
- Negate - true or false. If set to true, it means *If company does not equal to or does not contain the company specified in the Operands.*

Type condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a type string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Type"
- Negate - true or false. If set to true, it means *If type does not equal to the type specified in the Operands.*

Reason condition

Parameters

- Operator - "EQUALS"

- Operands – An array of string, array length can only be 1. Value is a reason string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Reason"
- Negate - true or false. If set to true, it means *If reason does not equal to the reason specified in the Operands.*

Origin condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is an origin string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Origin"
- Negate - true or false. If set to true, it means *If origin does not equal to the origin specified in the Operands.*

Subject condition

Parameters

- Operator - "EQUALS" or "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is a subject string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Subject "
- Negate - true or false. If set to true, it means *If subject does not equal to or does not contain the subject specified in the Operands.*

Priority condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is a priority string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Priority"
- Negate - true or false. If set to true, it means *If priority does not equal to the priority specified in the Operands.*

Description condition

Parameters

- Operator - "EQUALS" or "CONTAINS"
- Operands – An array of string, array length can only be 1. Value is a description string.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.Description"
- Negate - true or false. If set to true, it means *If description does not equal to or does not contain the description specified in the Operands.*

CustomAttribute condition

Parameters

- Operator - "EQUALS"
- Operands – An array of string, array length can only be 1. Value is the custom attribute value.
- ComparisonValue – "\$.ThirdParty.Salesforce.CaseCreate.CustomAttribute.*YOUR_ATTRIBUTE_KEY*"
- Negate - true or false. If set to true, it means *If custom attribute does not equal to the custom attribute specified in the Operands.*

OnCaseCreate

Assigned queue condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue ids
- ComparisonValue – "\$.Case.Fields.assigned_queue"
- Negate - false

```
{
  "Operator": "CONTAINS_ANY",
  "Operands": ["queueId"],
```

```
"ComparisonValue": "$.Case.Fields.assigned_queue",  
"Negate": false  
}
```

Assigned user condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue ids
- ComparisonValue – "\$.Case.Fields.assigned_user"
- Negate - false

```
{  
  "Operator": "CONTAINS_ANY",  
  "Operands": ["userId1, userId2"],  
  "ComparisonValue": "$.Case.Fields.assigned_user",  
  "Negate": false  
}
```

Case reason condition

Parameters

- Operator - "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is a case reason.
- ComparisonValue – "\$.Case.Fields.case_reason"
- Negate - true/false

```
{  
  "Operator": "EQUALS",  
  "Operands": ["Refund"],  
  "ComparisonValue": "$.Case.Fields.case_reason",  
  "Negate": false  
}
```


Case status condition

Parameters

- Operator - "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is a case status.
- ComparisonValue – "\$.Case.Fields.status"
- Negate - false

```
{
  "Operator": "EQUALS",
  "Operands": ["open"],
  "ComparisonValue": "$.Case.Fields.status",
  "Negate": false
}
```

Case summary condition

Parameters

- Operator - "CONTAINS" | "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is a case summary.
- ComparisonValue – "\$.Case.Fields.summary"
- Negate - false

```
{
  "Operator": "EQUALS",
  "Operands": ["open"],
  "ComparisonValue": "$.Case.Fields.summary",
  "Negate": false
}
```

Case date/time last closed condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.last_closed_datetime"
- Negate - false

```
{
  "Operator": "NumberLessOrEqualTo",
  "Operands": ["2023-11-11T11:11:11.111111Z"],
  "ComparisonValue": "$.Case.Fields.last_closed_datetime",
  "Negate": false
}
```

Case date/time updated condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.last_updated_datetime"
- Negate - false

```
{
  "Operator": "NumberLessOrEqualTo",
  "Operands": ["2023-11-11T11:11:11.111111Z"],
  "ComparisonValue": "$.Case.Fields.last_updated_datetime",
  "Negate": false
}
```

Case date/time opened condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.created_datetime"
- Negate - true/false

```
{
  "Operator": "NumberLessOrEqualTo",
  "Operands": ["2023-11-11T11:11:11.111111Z"],
  "ComparisonValue": "$.Case.Fields.created_datetime",
  "Negate": false
}
```

Case reference number condition

Parameters

- Operator - "CONTAINS" | "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.reference_number"
- Negate - true

```
{
  "Operator": "CONTAINS",
  "Operands": ["11111111"],
  "ComparisonValue": "$.Case.Fields.reference_number",
  "Negate": false
}
```

Case customer fields condition

Parameters

- Operator - "CONTAINS" | "EQUALS"
- Operands – An array of strings in which the array length can only be 1.
- ComparisonValue – "\$.Case.Fields.custom_case_field_id"
- Negate - true/false

```
{
  "Operator": "EQUALS",
  "Operands": ["vip"],
  "ComparisonValue": "$.Case.Fields.custom_case_field_id",
  "Negate": false
}
```

OnCaseUpdate

Assigned queue condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue ids
- ComparisonValue – "\$.Case.Fields.assigned_queue"
- Negate - false

```
{
  "Operator": "CONTAINS_ANY",
  "Operands": ["queueId"],
  "ComparisonValue": "$.Case.Fields.assigned_queue",
  "Negate": false
}
```

Assigned user condition

Parameters

- Operator - "CONTAINS_ANY"
- Operands – A list of queue ids
- ComparisonValue – "\$.Case.Fields.assigned_user"
- Negate - false

```
{
  "Operator": "CONTAINS_ANY",
  "Operands": ["userId1, userId2"],
  "ComparisonValue": "$.Case.Fields.assigned_user",
  "Negate": false
}
```

Case reason condition

Parameters

- Operator - "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is a case reason.
- ComparisonValue – "\$.Case.Fields.case_reason"
- Negate - true/false

```
{
  "Operator": "EQUALS",
  "Operands": ["Refund"],
  "ComparisonValue": "$.Case.Fields.case_reason",
  "Negate": false
}
```

Case status condition

Parameters

- Operator - "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is a case status.
- ComparisonValue – "\$.Case.Fields.status"
- Negate - false

```
{
  "Operator": "EQUALS",
  "Operands": ["open"],
  "ComparisonValue": "$.Case.Fields.status",
  "Negate": false
}
```

Case summary condition

Parameters

- Operator - "CONTAINS" | "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is a case summary.
- ComparisonValue – "\$.Case.Fields.summary"
- Negate - false

```
{
  "Operator": "EQUALS",
  "Operands": ["open"],
  "ComparisonValue": "$.Case.Fields.summary",
  "Negate": false
}
```

Case date/time last closed condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.last_closed_datetime"
- Negate - false

```
{
  "Operator": "NumberLessOrEqualTo",
  "Operands": ["2023-11-11T11:11:11.111111Z"],
  "ComparisonValue": "$.Case.Fields.last_closed_datetime",
  "Negate": false
}
```

Case date/time updated condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.last_updated_datetime"
- Negate - false

```
{
  "Operator": "NumberLessOrEqualTo",
  "Operands": ["2023-11-11T11:11:11.111111Z"],
  "ComparisonValue": "$.Case.Fields.last_updated_datetime",
  "Negate": false
}
```

Case date/time opened condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.created_datetime"
- Negate - true/false

```
{
  "Operator": "NumberLessOrEqualTo",
  "Operands": ["2023-11-11T11:11:11.111111Z"],
  "ComparisonValue": "$.Case.Fields.created_datetime",
  "Negate": false
}
```

Case reference number condition

Parameters

- Operator - "CONTAINS" | "EQUALS"
- Operands – An array of strings in which the array length can only be 1. The value is interpreted as a numeric value.
- ComparisonValue – "\$.Case.Fields.reference_number"
- Negate - true

```
{
  "Operator": "CONTAINS",
  "Operands": ["11111111"],
  "ComparisonValue": "$.Case.Fields.reference_number",
  "Negate": false
}
```


Case customer fields condition

Parameters

- Operator - "CONTAINS" | "EQUALS"
- Operands – An array of strings in which the array length can only be 1.
- ComparisonValue – "\$.Case.Fields.custom_case_field_id"
- Negate - true/false

```
{
  "Operator": "EQUALS",
  "Operands": ["vip"],
  "ComparisonValue": "$.Case.Fields.custom_case_field_id",
  "Negate": false
}
```

PatternMatch Operands

Each operand is an array of Pattern match objects.

PatternMatch Object

Type

- Description: The type of the pattern match object.
- Type: String
- Valid values: PLAIN | LIST | PROXIMITY | NUMERICAL
- Required: Yes

Value

- Description: Depending on the type, value type varies.
 - If type is PLAIN, Value is a string.
 - If type is LIST, Value is an array of PLAIN PatternMatch object.
 - If type is PROXIMITY, Value is an object for format.

```
{
  "Distance": number,
  "IsWithin": boolean
}
```

- If type is NUMERICAL, Value is an object for format.

```
{
  "Decimal": boolean
}
```