aws

API Reference

AWS Support App in Slack

API Version 2021-08-20

AWS Support App in Slack: API Reference

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Welcome

You can use the AWS Support App in Slack API to manage your support cases in Slack for your AWS account. After you configure your Slack workspace and channel with the AWS Support App, you can perform the following tasks directly in your Slack channel:

- Create, search, update, and resolve your support cases

- Request service quota increases for your account

- Invite AWS Support agents to your channel so that you can chat directly about your support cases

For more information about how to perform these actions in Slack, see the following documentation in the *AWS Support User Guide*:

- [AWS Support App in Slack](#)

- [Joining a live chat session with AWS Support](#)

- [Requesting service quota increases](#)

- [AWS Support App commands in Slack](#)

You can also use the AWS Management Console instead of the AWS Support App API to manage your Slack configurations. For more information, see [Authorize a Slack workspace to enable the AWS Support App](#).

> **ⓘ Note**
>
> - You must have a Business or Enterprise Support plan to use the AWS Support App API.
>
> - For more information about the AWS Support App endpoints, see the [AWS Support App in Slack endpoints](#) in the *AWS General Reference*.

This document was last published on October 1, 2024.

Actions

The following actions are supported:

- CreateSlackChannelConfiguration

- DeleteAccountAlias

- DeleteSlackChannelConfiguration

- DeleteSlackWorkspaceConfiguration

- GetAccountAlias

- ListSlackChannelConfigurations

- ListSlackWorkspaceConfigurations

- PutAccountAlias

- RegisterSlackWorkspaceForOrganization

- UpdateSlackChannelConfiguration

CreateSlackChannelConfiguration

Creates a Slack channel configuration for your AWS account.

> **ⓘ Note**
>
> - You can add up to 5 Slack workspaces for your account.
> - You can add up to 20 Slack channels for your account.

A Slack channel can have up to 100 AWS accounts. This means that only 100 accounts can add the same Slack channel to the AWS Support App. We recommend that you only add the accounts that you need to manage support cases for your organization. This can reduce the notifications about case updates that you receive in the Slack channel.

> **ⓘ Note**
>
> We recommend that you choose a private Slack channel so that only members in that channel have read and write access to your support cases. Anyone in your Slack channel can create, update, or resolve support cases for your account. Users require an invitation to join private channels.

Request Syntax

```
POST /control/create-slack-channel-configuration HTTP/1.1
Content-type: application/json

{
    "channelId": "string",
    "channelName": "string",
    "channelRoleArn": "string",
    "notifyOnAddCorrespondenceToCase": boolean,
    "notifyOnCaseSeverity": "string",
    "notifyOnCreateOrReopenCase": boolean,
    "notifyOnResolveCase": boolean,
    "teamId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

channelId

The channel ID in Slack. This ID identifies a channel within a Slack workspace.

Type: String

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

Pattern: ^\S+$

Required: Yes

channelName

The name of the Slack channel that you configure for the AWS Support App.

Type: String

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

Pattern: ^.+$

Required: No

channelRoleArn

The Amazon Resource Name (ARN) of an IAM role that you want to use to perform operations on AWS services. For more information, see Managing access to the AWS Support App in the *AWS Support User Guide*.

Type: String

Length Constraints: Minimum length of 31. Maximum length of 2048.

Pattern: `^arn:aws:iam::[0-9]{12}:role/(.+)$`

Required: Yes

notifyOnAddCorrespondenceToCase

Whether you want to get notified when a support case has a new correspondence.

Type: Boolean

Required: No

notifyOnCaseSeverity

The case severity for a support case that you want to receive notifications.

If you specify `high` or `all`, you must specify `true` for at least one of the following parameters:

- `notifyOnAddCorrespondenceToCase`
- `notifyOnCreateOrReopenCase`
- `notifyOnResolveCase`

If you specify `none`, the following parameters must be null or `false`:

- `notifyOnAddCorrespondenceToCase`
- `notifyOnCreateOrReopenCase`
- `notifyOnResolveCase`

> ⓘ **Note**
>
> If you don't specify these parameters in your request, they default to `false`.

Type: String

Valid Values: `none | all | high`

Required: Yes

notifyOnCreateOrReopenCase

Whether you want to get notified when a support case is created or reopened.

Type: Boolean

Required: No

notifyOnResolveCase

Whether you want to get notified when a support case is resolved.

Type: Boolean

Required: No

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

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 don't have sufficient permission to perform this action.

HTTP Status Code: 403

ConflictException

Your request has a conflict. For example, you might receive this error if you try the following:

- Add, update, or delete a Slack channel configuration before you add a Slack workspace to your AWS account.

- Add a Slack channel configuration that already exists in your AWS account.

- Delete a Slack channel configuration for a live chat channel.

- Delete a Slack workspace from your AWS account that has an active live chat channel.

- Call the `RegisterSlackWorkspaceForOrganization` API from an AWS account that doesn't belong to an organization.

- Call the `RegisterSlackWorkspaceForOrganization` API from a member account, but the management account hasn't registered that workspace yet for the organization.

HTTP Status Code: 409

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

ServiceQuotaExceededException

Your Service Quotas request exceeds the quota for the service. For example, your Service Quotas request to AWS Support App might exceed the maximum number of workspaces or channels per account, or the maximum number of accounts per Slack channel.

HTTP Status Code: 402

ValidationException

Your request input doesn't meet the constraints that the AWS Support App specifies.

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](#)

DeleteAccountAlias

Deletes an alias for an AWS account ID. The alias appears in the AWS Support App page of the AWS Support Center. The alias also appears in Slack messages from the AWS Support App.

Request Syntax

```
POST /control/delete-account-alias HTTP/1.1
```

URI Request Parameters

The request does not use any URI parameters.

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 don't have sufficient permission to perform this action.

HTTP Status Code: 403

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource is missing or doesn't exist, such as an account alias, Slack channel configuration, or Slack workspace configuration.

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](#)

DeleteSlackChannelConfiguration

Deletes a Slack channel configuration from your AWS account. This operation doesn't delete your Slack channel.

Request Syntax

```
POST /control/delete-slack-channel-configuration HTTP/1.1
Content-type: application/json

{
    "channelId": "string",
    "teamId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

channelId

The channel ID in Slack. This ID identifies a channel within a Slack workspace.

Type: String

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

Pattern: ^\S+$

Required: Yes

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

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 don't have sufficient permission to perform this action.

HTTP Status Code: 403

ConflictException

Your request has a conflict. For example, you might receive this error if you try the following:

- Add, update, or delete a Slack channel configuration before you add a Slack workspace to your AWS account.

- Add a Slack channel configuration that already exists in your AWS account.

- Delete a Slack channel configuration for a live chat channel.

- Delete a Slack workspace from your AWS account that has an active live chat channel.

- Call the `RegisterSlackWorkspaceForOrganization` API from an AWS account that doesn't belong to an organization.

- Call the `RegisterSlackWorkspaceForOrganization` API from a member account, but the management account hasn't registered that workspace yet for the organization.

HTTP Status Code: 409

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource is missing or doesn't exist, such as an account alias, Slack channel configuration, or Slack workspace configuration.

HTTP Status Code: 404

ValidationException

Your request input doesn't meet the constraints that the AWS Support App specifies.

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](#)

DeleteSlackWorkspaceConfiguration

Deletes a Slack workspace configuration from your AWS account. This operation doesn't delete your Slack workspace.

Request Syntax

```
POST /control/delete-slack-workspace-configuration HTTP/1.1
Content-type: application/json

{
   "teamId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

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 don't have sufficient permission to perform this action.

HTTP Status Code: 403

ConflictException

Your request has a conflict. For example, you might receive this error if you try the following:

- Add, update, or delete a Slack channel configuration before you add a Slack workspace to your AWS account.

- Add a Slack channel configuration that already exists in your AWS account.

- Delete a Slack channel configuration for a live chat channel.

- Delete a Slack workspace from your AWS account that has an active live chat channel.

- Call the `RegisterSlackWorkspaceForOrganization` API from an AWS account that doesn't belong to an organization.

- Call the `RegisterSlackWorkspaceForOrganization` API from a member account, but the management account hasn't registered that workspace yet for the organization.

HTTP Status Code: 409

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource is missing or doesn't exist, such as an account alias, Slack channel configuration, or Slack workspace configuration.

HTTP Status Code: 404

ValidationException

Your request input doesn't meet the constraints that the AWS Support App specifies.

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

GetAccountAlias

Retrieves the alias from an AWS account ID. The alias appears in the AWS Support App page of the AWS Support Center. The alias also appears in Slack messages from the AWS Support App.

Request Syntax

```
POST /control/get-account-alias HTTP/1.1
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request does not have a request body.

Response Syntax

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

{
    "accountAlias": "string"
}
```

Response Elements

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

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

accountAlias

An alias or short name for an AWS account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 30.

Pattern: ^[\w\-]+$

Errors

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

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

See Also

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

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

ListSlackChannelConfigurations

Lists the Slack channel configurations for an AWS account.

Request Syntax

```
POST /control/list-slack-channel-configurations HTTP/1.1
Content-type: application/json

{
    "nextToken": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

nextToken

If the results of a search are large, the API only returns a portion of the results and includes a `nextToken` pagination token in the response. To retrieve the next batch of results, reissue the search request and include the returned token. When the API returns the last set of results, the response doesn't include a pagination token value.

Type: String

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

Pattern: ^\S+$

Required: No

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
   "nextToken": "string",
   "slackChannelConfigurations": [
      {
         "channelId": "string",
         "channelName": "string",
         "channelRoleArn": "string",
         "notifyOnAddCorrespondenceToCase": boolean,
         "notifyOnCaseSeverity": "string",
         "notifyOnCreateOrReopenCase": boolean,
         "notifyOnResolveCase": boolean,
         "teamId": "string"
      }
   ]
}
```

Response Elements

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 point where pagination should resume when the response returns only partial results.

Type: String

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

Pattern: ^\S+$

slackChannelConfigurations

The configurations for a Slack channel.

Type: Array of SlackChannelConfiguration objects

Errors

For information about the errors that are common to all actions, see Common Errors.

AccessDeniedException

You don't have sufficient permission to perform this action.

HTTP Status Code: 403

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

See Also

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

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

ListSlackWorkspaceConfigurations

Lists the Slack workspace configurations for an AWS account.

Request Syntax

```
POST /control/list-slack-workspace-configurations HTTP/1.1
Content-type: application/json

{
    "nextToken": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

nextToken

If the results of a search are large, the API only returns a portion of the results and includes a `nextToken` pagination token in the response. To retrieve the next batch of results, reissue the search request and include the returned token. When the API returns the last set of results, the response doesn't include a pagination token value.

Type: String

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

Pattern: ^\S+$

Required: No

Response Syntax

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

```
{
    "nextToken": "string",
    "slackWorkspaceConfigurations": [
        {
            "allowOrganizationMemberAccount": boolean,
            "teamId": "string",
            "teamName": "string"
        }
    ]
}
```

Response Elements

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 point where pagination should resume when the response returns only partial results.

Type: String

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

Pattern: ^\S+$

slackWorkspaceConfigurations

The configurations for a Slack workspace.

Type: Array of SlackWorkspaceConfiguration objects

Errors

For information about the errors that are common to all actions, see Common Errors.

AccessDeniedException

You don't have sufficient permission to perform this action.

HTTP Status Code: 403

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

See Also

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

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

PutAccountAlias

Creates or updates an individual alias for each AWS account ID. The alias appears in the AWS Support App page of the AWS Support Center. The alias also appears in Slack messages from the AWS Support App.

Request Syntax

```
POST /control/put-account-alias HTTP/1.1
Content-type: application/json

{
    "accountAlias": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

accountAlias

An alias or short name for an AWS account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 30.

Pattern: ^[\w\-]+$

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 don't have sufficient permission to perform this action.

HTTP Status Code: 403

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

ValidationException

Your request input doesn't meet the constraints that the AWS Support App specifies.

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](#)

RegisterSlackWorkspaceForOrganization

Registers a Slack workspace for your AWS account. To call this API, your account must be part of an organization in AWS Organizations.

If you're the *management account* and you want to register Slack workspaces for your organization, you must complete the following tasks:

1. Sign in to the [AWS Support Center](#) and authorize the Slack workspaces where you want your organization to have access to. See [Authorize a Slack workspace](#) in the *AWS Support User Guide*.

2. Call the `RegisterSlackWorkspaceForOrganization` API to authorize each Slack workspace for the organization.

After the management account authorizes the Slack workspace, member accounts can call this API to authorize the same Slack workspace for their individual accounts. Member accounts don't need to authorize the Slack workspace manually through the [AWS Support Center](#).

To use the AWS Support App, each account must then complete the following tasks:

- Create an AWS Identity and Access Management (IAM) role with the required permission. For more information, see [Managing access to the AWS Support App](#).

- Configure a Slack channel to use the AWS Support App for support cases for that account. For more information, see [Configuring a Slack channel](#).

Request Syntax

```
POST /control/register-slack-workspace-for-organization HTTP/1.1
Content-type: application/json

{
   "teamId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.
Specify the Slack workspace that you want to use for your organization.

Type: String

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

Pattern: ^\S+$

Required: Yes

Response Syntax

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

{
    "accountType": "string",
    "teamId": "string",
    "teamName": "string"
}
```

Response Elements

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

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

accountType

Whether the AWS account is a management or member account that's part of an organization
in AWS Organizations.

Type: String

Valid Values: `management` | `member`

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

teamName

The name of the Slack workspace.

Type: String

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

Pattern: ^.+$

Errors

For information about the errors that are common to all actions, see Common Errors.

AccessDeniedException

You don't have sufficient permission to perform this action.

HTTP Status Code: 403

ConflictException

Your request has a conflict. For example, you might receive this error if you try the following:

- Add, update, or delete a Slack channel configuration before you add a Slack workspace to your AWS account.
- Add a Slack channel configuration that already exists in your AWS account.
- Delete a Slack channel configuration for a live chat channel.
- Delete a Slack workspace from your AWS account that has an active live chat channel.
- Call the `RegisterSlackWorkspaceForOrganization` API from an AWS account that doesn't belong to an organization.

- Call the `RegisterSlackWorkspaceForOrganization` API from a member account, but the management account hasn't registered that workspace yet for the organization.

HTTP Status Code: 409

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource is missing or doesn't exist, such as an account alias, Slack channel configuration, or Slack workspace configuration.

HTTP Status Code: 404

ValidationException

Your request input doesn't meet the constraints that the AWS Support App specifies.

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](#)

UpdateSlackChannelConfiguration

Updates the configuration for a Slack channel, such as case update notifications.

Request Syntax

```
POST /control/update-slack-channel-configuration HTTP/1.1
Content-type: application/json

{
   "channelId": "string",
   "channelName": "string",
   "channelRoleArn": "string",
   "notifyOnAddCorrespondenceToCase": boolean,
   "notifyOnCaseSeverity": "string",
   "notifyOnCreateOrReopenCase": boolean,
   "notifyOnResolveCase": boolean,
   "teamId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

channelId

   The channel ID in Slack. This ID identifies a channel within a Slack workspace.

   Type: String

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

   Pattern: ^\S+$

   Required: Yes

channelName

   The Slack channel name that you want to update.

Type: String

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

Pattern: `^.+$`

Required: No

channelRoleArn

The Amazon Resource Name (ARN) of an IAM role that you want to use to perform operations on AWS services. For more information, see Managing access to the AWS Support App in the *AWS Support User Guide*.

Type: String

Length Constraints: Minimum length of 31. Maximum length of 2048.

Pattern: `^arn:aws:iam::[0-9]{12}:role/(.+)$`

Required: No

notifyOnAddCorrespondenceToCase

Whether you want to get notified when a support case has a new correspondence.

Type: Boolean

Required: No

notifyOnCaseSeverity

The case severity for a support case that you want to receive notifications.

If you specify `high` or `all`, at least one of the following parameters must be `true`:

- `notifyOnAddCorrespondenceToCase`
- `notifyOnCreateOrReopenCase`
- `notifyOnResolveCase`

If you specify none, any of the following parameters that you specify in your request must be `false`:

- `notifyOnAddCorrespondenceToCase`
- `notifyOnCreateOrReopenCase`
- `notifyOnResolveCase`

> **ⓘ Note**
>
> If you don't specify these parameters in your request, the AWS Support App uses the current values by default.

Type: String

Valid Values: `none | all | high`

Required: No

notifyOnCreateOrReopenCase

Whether you want to get notified when a support case is created or reopened.

Type: Boolean

Required: No

notifyOnResolveCase

Whether you want to get notified when a support case is resolved.

Type: Boolean

Required: No

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

Required: Yes

Response Syntax

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

```
{
    "channelId": "string",
    "channelName": "string",
    "channelRoleArn": "string",
    "notifyOnAddCorrespondenceToCase": boolean,
    "notifyOnCaseSeverity": "string",
    "notifyOnCreateOrReopenCase": boolean,
    "notifyOnResolveCase": boolean,
    "teamId": "string"
}
```

Response Elements

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

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

channelId

The channel ID in Slack. This ID identifies a channel within a Slack workspace.

Type: String

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

Pattern: ^\S+$

channelName

The name of the Slack channel that you configure for the AWS Support App.

Type: String

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

Pattern: ^.+$

channelRoleArn

The Amazon Resource Name (ARN) of an IAM role that you want to use to perform operations on AWS services. For more information, see Managing access to the AWS Support App in the *AWS Support User Guide*.

Type: String

Length Constraints: Minimum length of 31. Maximum length of 2048.

Pattern: `^arn:aws:iam::[0-9]{12}:role/(.+)$`

notifyOnAddCorrespondenceToCase

Whether you want to get notified when a support case has a new correspondence.

Type: Boolean

notifyOnCaseSeverity

The case severity for a support case that you want to receive notifications.

Type: String

Valid Values: `none` | `all` | `high`

notifyOnCreateOrReopenCase

Whether you want to get notified when a support case is created or reopened.

Type: Boolean

notifyOnResolveCase

Whether you want to get notified when a support case is resolved.

Type: Boolean

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

Errors

For information about the errors that are common to all actions, see Common Errors.

AccessDeniedException

You don't have sufficient permission to perform this action.

HTTP Status Code: 403

ConflictException

Your request has a conflict. For example, you might receive this error if you try the following:

- Add, update, or delete a Slack channel configuration before you add a Slack workspace to your AWS account.

- Add a Slack channel configuration that already exists in your AWS account.

- Delete a Slack channel configuration for a live chat channel.

- Delete a Slack workspace from your AWS account that has an active live chat channel.

- Call the `RegisterSlackWorkspaceForOrganization` API from an AWS account that doesn't belong to an organization.

- Call the `RegisterSlackWorkspaceForOrganization` API from a member account, but the management account hasn't registered that workspace yet for the organization.

HTTP Status Code: 409

InternalServerException

We can't process your request right now because of a server issue. Try again later.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource is missing or doesn't exist, such as an account alias, Slack channel configuration, or Slack workspace configuration.

HTTP Status Code: 404

ValidationException

Your request input doesn't meet the constraints that the AWS Support App specifies.

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 AWS Support App API contains several data types that various actions use. This section describes each data type in detail.

> **ⓘ Note**
>
> The order of each element in a data type structure is not guaranteed. Applications should not assume a particular order.

The following data types are supported:

- SlackChannelConfiguration
- SlackWorkspaceConfiguration

SlackChannelConfiguration

The configuration for a Slack channel that you added for your AWS account.

Contents

channelId

The channel ID in Slack. This ID identifies a channel within a Slack workspace.

Type: String

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

Pattern: ^\S+$

Required: Yes

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

Required: Yes

channelName

The name of the Slack channel that you configured with the AWS Support App for your AWS account.

Type: String

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

Pattern: ^.+$

Required: No

channelRoleArn

The Amazon Resource Name (ARN) of an IAM role that you want to use to perform operations on AWS services. For more information, see [Managing access to the AWS Support App](#) in the *AWS Support User Guide*.

Type: String

Length Constraints: Minimum length of 31. Maximum length of 2048.

Pattern: `^arn:aws:iam::[0-9]{12}:role/(.+)$`

Required: No

notifyOnAddCorrespondenceToCase

Whether you want to get notified when a support case has a new correspondence.

Type: Boolean

Required: No

notifyOnCaseSeverity

The case severity for a support case that you want to receive notifications.

Type: String

Valid Values: `none | all | high`

Required: No

notifyOnCreateOrReopenCase

Whether you want to get notified when a support case is created or reopened.

Type: Boolean

Required: No

notifyOnResolveCase

Whether you want to get notified when a support case is resolved.

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](#)

SlackWorkspaceConfiguration

The configuration for a Slack workspace that you added to an AWS account.

Contents

teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFG.

Type: String

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

Pattern: ^\S+$

Required: Yes

allowOrganizationMemberAccount

Whether to allow member accounts to authorize Slack workspaces. Member accounts must be part of an organization in AWS Organizations.

Type: Boolean

Required: No

teamName

The name of the Slack workspace.

Type: String

Length Constraints: Minimum length of 1. 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](#)

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: 403

ExpiredTokenException

The security token included in the request is expired

HTTP Status Code: 403

IncompleteSignature

The request signature does not conform to AWS standards.

HTTP Status Code: 403

InternalFailure

The request processing has failed because of an unknown error, exception or failure.

HTTP Status Code: 500

MalformedHttpRequestException

Problems with the request at the HTTP level, e.g. we can't decompress the body according to the decompression algorithm specified by the content-encoding.

HTTP Status Code: 400

NotAuthorized

You do not have permission to perform this action.

HTTP Status Code: 401

OptInRequired

The AWS access key ID needs a subscription for the service.

HTTP Status Code: 403

RequestAbortedException

Convenient exception that can be used when a request is aborted before a reply is sent back (e.g. client closed connection).

HTTP Status Code: 400

RequestEntityTooLargeException

Problems with the request at the HTTP level. The request entity is too large.

HTTP Status Code: 413

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

RequestTimeoutException

Problems with the request at the HTTP level. Reading the Request timed out.

HTTP Status Code: 408

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

UnrecognizedClientException

The X.509 certificate or AWS access key ID provided does not exist in our records.

HTTP Status Code: 403

UnknownOperationException

The action or operation requested is invalid. Verify that the action is typed correctly.

HTTP Status Code: 404

ValidationError

The input fails to satisfy the constraints specified by an AWS service.

HTTP Status Code: 400