aws

API Reference

Amazon Connect

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Amazon Connect: API Reference

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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 use an endpoint to connect programmatically to an AWS service. For a list of Amazon Connect endpoints, see Amazon Connect Endpoints.

Amazon AppIntegrations Service

- Amazon AppIntegrations actions
- Amazon AppIntegrations data types

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

- Contact Lens actions
- Contact Lens data types

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

- Outbound campaigns actions
- Outbound campaigns data types

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*.

> **Note**
>
> Outbound campaigns version 1 APIs are not supported in the af-south-1 Africa (Cape Town) region. You can use the Outbound campaigns version 2 API actions and data types in this region.

Amazon Connect Outbound Campaigns V2

- Outbound campaignsV2 actions
- Outbound campaignsV2 data types

With the outbound campaignsV2 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

- Cases actions
- Cases data types

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

- Participant Service actions
- Participant Service data types

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

Important

End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

- Voice ID actions
- Voice ID data types

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 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 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. If you need higher throughput, you can submit a request for higher dialing capacity. 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	• 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 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
- Data table actions
- Email actions
- Evaluation actions
- Files actions
- Flows / Flow module actions
- Hierarchy group actions
- Hours of operation actions
- Instance actions
- Integration association actions
- Metrics actions
- Notifications 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
- Workspace 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
- SearchAgentStatuses
- UpdateAgentStatus

> **Note**
>
> Agent status ARNs cannot be deleted but can be renamed or disabled if needed.

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:

- AssociateContactWithUser
- BatchPutContact
- CreateContact
- CreateParticipant
- CreatePushNotificationRegistration
- DeletePushNotificationRegistration
- DescribeContact
- DismissUserContact
- GetContactAttributes
- ListAssociatedContacts
- ListContactReferences
- ListRealtimeContactAnalysisSegments
- ListRealtimeContactAnalysisSegmentsV2
- MonitorContact
- SearchContacts

- StartContactStreaming
- StartOutboundChatContact
- StartOutboundVoiceContact
- StartScreenSharing
- StartTaskContact
- StartWebRTCContact
- StopContactStreaming
- StopContact
- TagContact
- TransferContact
- UntagContact
- UpdateContact
- UpdateContactAttributes
- UpdateContactRoutingData
- 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

Data table actions

The following API actions are available for data tables:

- BatchCreateDataTableValue
- BatchDeleteDataTableValue
- BatchDescribeDataTableValue
- BatchUpdateDataTableValue

- CreateDataTable
- CreateDataTableAttribute
- DeleteDataTable
- DeleteDataTableAttribute
- DescribeDataTable
- DescribeDataTableAttribute
- EvaluateDataTableValues
- ListDataTableAttributes
- ListDataTablePrimaryValues
- ListDataTables
- ListDataTableValues
- SearchDataTables
- UpdateDataTableAttribute
- UpdateDataTableMetadata
- UpdateDataTablePrimaryValues

For more information about data tables, see Data tables in the *Amazon Connect Administrator Guide*.

Email actions

The following API actions are available for email:

- AssociateEmailAddressAlias
- CreateEmailAddress
- DeleteEmailAddress
- DescribeEmailAddress
- DisassociateEmailAddressAlias
- SearchEmailAddresses
- SendOutboundEmail
- StartEmailContact

- StartOutboundEmailContact
- UpdateEmailAddressMetadata
- UpdateQueueOutboundEmailConfig

For more information about email, see Set up email in Amazon Connect in the *Amazon Connect Administrator Guide*.

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 *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
- CreateContactFlowVersion
- DeleteContactFlow
- DeleteContactFlowModule
- DescribeContactFlow
- DescribeContactFlowModule
- DisassociateFlow
- GetFlowAssociation
- ListContactFlows
- ListContactFlowModules
- ListContactFlowVersions
- 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
- SearchUserHierarchyGroups
- 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 managing hours of operation:

- CreateHoursOfOperation
- DescribeHoursOfOperation
- DeleteHoursOfOperation
- ListHoursOfOperations
- SearchHoursOfOperations
- UpdateHoursOfOperation
- ListChildHoursOfOperations
- AssociateHoursOfOperations
- DisassociateHoursOfOperations

The following API actions are available for managing hours of operation overrides:

- CreateHoursOfOperationOverride
- DeleteHoursOfOperationOverride
- DescribeHoursOfOperationOverride
- GetEffectiveHoursOfOperations
- ListHoursOfOperationOverrides
- SearchHoursOfOperationOverrides
- UpdateHoursOfOperationOverride

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

- AWS::Connect::HoursOfOperation

For more information about hours of operation and overrides, 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:

- GetContactMetrics

- GetCurrentMetricData
- GetCurrentUserData
- GetMetricData
- GetMetricDataV2

For more information about metrics, see Metrics, dashboards, and reports in Amazon Connect in the *Amazon Connect Administrator Guide*.

Notifications actions

The following API actions are available for notifications:

- CreateNotification
- DeleteNotification
- DescribeNotification
- ListNotifications
- ListUserNotifications
- SearchNotifications
- UpdateNotificationContent
- UpdateUserNotificationStatus

For more information about notifications, see Notifications Amazon Connect 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*.

Predefined attributes actions

The following API actions are available for predefined attributes:

- CreatePredefinedAttribute
- DescribePredefinedAttribute
- ListPredefinedAttributes
- SearchPredefinedAttributes
- UpdatePredefinedAttribute

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

- AWS::Connect::PredefinedAttribute

For more information about predefined attributes, see Create predefined attributes for routing contacts to agents 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

- ListRoutingProfileManualAssignmentQueues
- 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:

- AssociateUserProficiencies
- CreateUser
- DeleteUser
- DescribeUser
- DisassociateUserProficiencies
- ListUsers
- ListUserProficiencies
- PutUserStatus
- SearchUsers
- UpdateUserConfig
- 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

Workspace actions

The following API actions are available for workspaces:

- AssociateWorkspace

- CreateWorkspace
- CreateWorkspacePage
- DeleteWorkspace
- DeleteWorkspaceMedia
- DeleteWorkspacePage
- DescribeWorkspace
- DisassociateWorkspace
- ImportWorkspaceMedia
- ListWorkspaceMedia
- ListWorkspacePages
- ListWorkspaces
- SearchWorkspaceAssociations
- SearchWorkspaces
- UpdateWorkspaceMetadata
- UpdateWorkspacePage
- UpdateWorkspaceTheme
- UpdateWorkspaceVisibility

For more information about workspaces, see Workspaces in the *Amazon Connect Administrator Guide*.

Actions

The following actions are supported by Amazon Connect Service:

- ActivateEvaluationForm
- AssociateAnalyticsDataSet
- AssociateApprovedOrigin
- AssociateBot
- AssociateContactWithUser
- AssociateDefaultVocabulary
- AssociateEmailAddressAlias
- AssociateFlow
- AssociateHoursOfOperations
- AssociateInstanceStorageConfig
- AssociateLambdaFunction
- AssociateLexBot
- AssociatePhoneNumberContactFlow
- AssociateQueueEmailAddresses
- AssociateQueueQuickConnects
- AssociateRoutingProfileQueues
- AssociateSecurityKey
- AssociateSecurityProfiles
- AssociateTrafficDistributionGroupUser
- AssociateUserProficiencies
- AssociateWorkspace
- BatchAssociateAnalyticsDataSet
- BatchCreateDataTableValue
- BatchDeleteDataTableValue
- BatchDescribeDataTableValue
- BatchDisassociateAnalyticsDataSet
- BatchGetAttachedFileMetadata

- BatchGetFlowAssociation
- BatchPutContact
- BatchUpdateDataTableValue
- ClaimPhoneNumber
- CompleteAttachedFileUpload
- CreateAgentStatus
- CreateContact
- CreateContactFlow
- CreateContactFlowModule
- CreateContactFlowModuleAlias
- CreateContactFlowModuleVersion
- CreateContactFlowVersion
- CreateDataTable
- CreateDataTableAttribute
- CreateEmailAddress
- CreateEvaluationForm
- CreateHoursOfOperation
- CreateHoursOfOperationOverride
- CreateInstance
- CreateIntegrationAssociation
- CreateNotification
- CreateParticipant
- CreatePersistentContactAssociation
- CreatePredefinedAttribute
- CreatePrompt
- CreatePushNotificationRegistration
- CreateQueue
- CreateQuickConnect
- CreateRoutingProfile
- CreateRule

- CreateSecurityProfile
- CreateTaskTemplate
- CreateTestCase
- CreateTrafficDistributionGroup
- CreateUseCase
- CreateUser
- CreateUserHierarchyGroup
- CreateView
- CreateViewVersion
- CreateVocabulary
- CreateWorkspace
- CreateWorkspacePage
- DeactivateEvaluationForm
- DeleteAttachedFile
- DeleteContactEvaluation
- DeleteContactFlow
- DeleteContactFlowModule
- DeleteContactFlowModuleAlias
- DeleteContactFlowModuleVersion
- DeleteContactFlowVersion
- DeleteDataTable
- DeleteDataTableAttribute
- DeleteEmailAddress
- DeleteEvaluationForm
- DeleteHoursOfOperation
- DeleteHoursOfOperationOverride
- DeleteInstance
- DeleteIntegrationAssociation
- DeleteNotification
- DeletePredefinedAttribute

- DeletePrompt
- DeletePushNotificationRegistration
- DeleteQueue
- DeleteQuickConnect
- DeleteRoutingProfile
- DeleteRule
- DeleteSecurityProfile
- DeleteTaskTemplate
- DeleteTestCase
- DeleteTrafficDistributionGroup
- DeleteUseCase
- DeleteUser
- DeleteUserHierarchyGroup
- DeleteView
- DeleteViewVersion
- DeleteVocabulary
- DeleteWorkspace
- DeleteWorkspaceMedia
- DeleteWorkspacePage
- DescribeAgentStatus
- DescribeAuthenticationProfile
- DescribeContact
- DescribeContactEvaluation
- DescribeContactFlow
- DescribeContactFlowModule
- DescribeContactFlowModuleAlias
- DescribeDataTable
- DescribeDataTableAttribute
- DescribeEmailAddress
- DescribeEvaluationForm

- DescribeHoursOfOperation
- DescribeHoursOfOperationOverride
- DescribeInstance
- DescribeInstanceAttribute
- DescribeInstanceStorageConfig
- DescribeNotification
- DescribePhoneNumber
- DescribePredefinedAttribute
- DescribePrompt
- DescribeQueue
- DescribeQuickConnect
- DescribeRoutingProfile
- DescribeRule
- DescribeSecurityProfile
- DescribeTestCase
- DescribeTrafficDistributionGroup
- DescribeUser
- DescribeUserHierarchyGroup
- DescribeUserHierarchyStructure
- DescribeView
- DescribeVocabulary
- DescribeWorkspace
- DisassociateAnalyticsDataSet
- DisassociateApprovedOrigin
- DisassociateBot
- DisassociateEmailAddressAlias
- DisassociateFlow
- DisassociateHoursOfOperations
- DisassociateInstanceStorageConfig
- DisassociateLambdaFunction

- DisassociateLexBot
- DisassociatePhoneNumberContactFlow
- DisassociateQueueEmailAddresses
- DisassociateQueueQuickConnects
- DisassociateRoutingProfileQueues
- DisassociateSecurityKey
- DisassociateSecurityProfiles
- DisassociateTrafficDistributionGroupUser
- DisassociateUserProficiencies
- DisassociateWorkspace
- DismissUserContact
- EvaluateDataTableValues
- GetAttachedFile
- GetContactAttributes
- GetContactMetrics
- GetCurrentMetricData
- GetCurrentUserData
- GetEffectiveHoursOfOperations
- GetFederationToken
- GetFlowAssociation
- GetMetricData
- GetMetricDataV2
- GetPromptFile
- GetTaskTemplate
- GetTestCaseExecutionSummary
- GetTrafficDistribution
- ImportPhoneNumber
- ImportWorkspaceMedia
- ListAgentStatuses
- ListAnalyticsDataAssociations

- ListAnalyticsDataLakeDataSets
- ListApprovedOrigins
- ListAssociatedContacts
- ListAuthenticationProfiles
- ListBots
- ListChildHoursOfOperations
- ListContactEvaluations
- ListContactFlowModuleAliases
- ListContactFlowModules
- ListContactFlowModuleVersions
- ListContactFlows
- ListContactFlowVersions
- ListContactReferences
- ListDataTableAttributes
- ListDataTablePrimaryValues
- ListDataTables
- ListDataTableValues
- ListDefaultVocabularies
- ListEntitySecurityProfiles
- ListEvaluationForms
- ListEvaluationFormVersions
- ListFlowAssociations
- ListHoursOfOperationOverrides
- ListHoursOfOperations
- ListInstanceAttributes
- ListInstances
- ListInstanceStorageConfigs
- ListIntegrationAssociations
- ListLambdaFunctions
- ListLexBots

- ListNotifications
- ListPhoneNumbers
- ListPhoneNumbersV2
- ListPredefinedAttributes
- ListPrompts
- ListQueueEmailAddresses
- ListQueueQuickConnects
- ListQueues
- ListQuickConnects
- ListRealtimeContactAnalysisSegmentsV2
- ListRoutingProfileManualAssignmentQueues
- ListRoutingProfileQueues
- ListRoutingProfiles
- ListRules
- ListSecurityKeys
- ListSecurityProfileApplications
- ListSecurityProfileFlowModules
- ListSecurityProfilePermissions
- ListSecurityProfiles
- ListTagsForResource
- ListTaskTemplates
- ListTestCaseExecutionRecords
- ListTestCaseExecutions
- ListTestCases
- ListTrafficDistributionGroups
- ListTrafficDistributionGroupUsers
- ListUseCases
- ListUserHierarchyGroups
- ListUserNotifications
- ListUserProficiencies

- ListUsers
- ListViews
- ListViewVersions
- ListWorkspaceMedia
- ListWorkspacePages
- ListWorkspaces
- MonitorContact
- PauseContact
- PutUserStatus
- ReleasePhoneNumber
- ReplicateInstance
- ResumeContact
- ResumeContactRecording
- SearchAgentStatuses
- SearchAvailablePhoneNumbers
- SearchContactEvaluations
- SearchContactFlowModules
- SearchContactFlows
- SearchContacts
- SearchDataTables
- SearchEmailAddresses
- SearchEvaluationForms
- SearchHoursOfOperationOverrides
- SearchHoursOfOperations
- SearchNotifications
- SearchPredefinedAttributes
- SearchPrompts
- SearchQueues
- SearchQuickConnects
- SearchResourceTags

- SearchRoutingProfiles
- SearchSecurityProfiles
- SearchTestCases
- SearchUserHierarchyGroups
- SearchUsers
- SearchViews
- SearchVocabularies
- SearchWorkspaceAssociations
- SearchWorkspaces
- SendChatIntegrationEvent
- SendOutboundEmail
- StartAttachedFileUpload
- StartChatContact
- StartContactEvaluation
- StartContactMediaProcessing
- StartContactRecording
- StartContactStreaming
- StartEmailContact
- StartOutboundChatContact
- StartOutboundEmailContact
- StartOutboundVoiceContact
- StartScreenSharing
- StartTaskContact
- StartTestCaseExecution
- StartWebRTCContact
- StopContact
- StopContactMediaProcessing
- StopContactRecording
- StopContactStreaming
- StopTestCaseExecution

- SubmitContactEvaluation
- SuspendContactRecording
- TagContact
- TagResource
- TransferContact
- UntagContact
- UntagResource
- UpdateAgentStatus
- UpdateAuthenticationProfile
- UpdateContact
- UpdateContactAttributes
- UpdateContactEvaluation
- UpdateContactFlowContent
- UpdateContactFlowMetadata
- UpdateContactFlowModuleAlias
- UpdateContactFlowModuleContent
- UpdateContactFlowModuleMetadata
- UpdateContactFlowName
- UpdateContactRoutingData
- UpdateContactSchedule
- UpdateDataTableAttribute
- UpdateDataTableMetadata
- UpdateDataTablePrimaryValues
- UpdateEmailAddressMetadata
- UpdateEvaluationForm
- UpdateHoursOfOperation
- UpdateHoursOfOperationOverride
- UpdateInstanceAttribute
- UpdateInstanceStorageConfig
- UpdateNotificationContent

- UpdateParticipantAuthentication
- UpdateParticipantRoleConfig
- UpdatePhoneNumber
- UpdatePhoneNumberMetadata
- UpdatePredefinedAttribute
- UpdatePrompt
- UpdateQueueHoursOfOperation
- UpdateQueueMaxContacts
- UpdateQueueName
- UpdateQueueOutboundCallerConfig
- UpdateQueueOutboundEmailConfig
- UpdateQueueStatus
- UpdateQuickConnectConfig
- UpdateQuickConnectName
- UpdateRoutingProfileAgentAvailabilityTimer
- UpdateRoutingProfileConcurrency
- UpdateRoutingProfileDefaultOutboundQueue
- UpdateRoutingProfileName
- UpdateRoutingProfileQueues
- UpdateRule
- UpdateSecurityProfile
- UpdateTaskTemplate
- UpdateTestCase
- UpdateTrafficDistribution
- UpdateUserConfig
- UpdateUserHierarchy
- UpdateUserHierarchyGroupName
- UpdateUserHierarchyStructure
- UpdateUserIdentityInfo
- UpdateUserNotificationStatus

- UpdateUserPhoneConfig
- UpdateUserProficiencies
- UpdateUserRoutingProfile
- UpdateUserSecurityProfiles
- UpdateViewContent
- UpdateViewMetadata
- UpdateWorkspaceMetadata
- UpdateWorkspacePage
- UpdateWorkspaceTheme
- UpdateWorkspaceVisibility

The following actions are supported by Amazon AppIntegrations Service:

- CreateApplication
- CreateDataIntegration
- CreateDataIntegrationAssociation
- CreateEventIntegration
- DeleteApplication
- DeleteDataIntegration
- DeleteEventIntegration
- GetApplication
- GetDataIntegration
- GetEventIntegration
- ListApplicationAssociations
- ListApplications
- ListDataIntegrationAssociations
- ListDataIntegrations
- ListEventIntegrationAssociations
- ListEventIntegrations
- ListTagsForResource
- TagResource

- UntagResource
- UpdateApplication
- UpdateDataIntegration
- UpdateDataIntegrationAssociation
- 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 Outbound Campaigns V2:

- CreateCampaign
- DeleteCampaign
- DeleteCampaignChannelSubtypeConfig
- DeleteCampaignCommunicationLimits
- DeleteCampaignCommunicationTime
- DeleteConnectInstanceConfig
- DeleteConnectInstanceIntegration
- DeleteInstanceOnboardingJob
- DescribeCampaign
- GetCampaignState
- GetCampaignStateBatch
- GetConnectInstanceConfig
- GetInstanceOnboardingJobStatus
- ListCampaigns
- ListConnectInstanceIntegrations
- ListTagsForResource
- PauseCampaign
- PutConnectInstanceIntegration
- PutOutboundRequestBatch
- PutProfileOutboundRequestBatch
- ResumeCampaign
- StartCampaign
- StartInstanceOnboardingJob
- StopCampaign
- TagResource
- UntagResource

- UpdateCampaignChannelSubtypeConfig
- UpdateCampaignCommunicationLimits
- UpdateCampaignCommunicationTime
- UpdateCampaignFlowAssociation
- UpdateCampaignName
- UpdateCampaignSchedule
- UpdateCampaignSource

The following actions are supported by Amazon Connect Cases:

- BatchGetCaseRule
- BatchGetField
- BatchPutFieldOptions
- CreateCase
- CreateCaseRule
- CreateDomain
- CreateField
- CreateLayout
- CreateRelatedItem
- CreateTemplate
- DeleteCase
- DeleteCaseRule
- DeleteDomain
- DeleteField
- DeleteLayout
- DeleteRelatedItem
- DeleteTemplate
- GetCase
- GetCaseAuditEvents
- GetCaseEventConfiguration
- GetDomain

- GetLayout
- GetTemplate
- ListCaseRules
- ListCasesForContact
- ListDomains
- ListFieldOptions
- ListFields
- ListLayouts
- ListTagsForResource
- ListTemplates
- PutCaseEventConfiguration
- SearchAllRelatedItems
- SearchCases
- SearchRelatedItems
- TagResource
- UntagResource
- UpdateCase
- UpdateCaseRule
- UpdateField
- UpdateLayout
- UpdateRelatedItem
- UpdateTemplate

The following actions are supported by Amazon Connect Participant Service:

- CancelParticipantAuthentication
- CompleteAttachmentUpload
- CreateParticipantConnection
- DescribeView
- DisconnectParticipant
- GetAttachment

- GetAuthenticationUrl
- GetTranscript
- SendEvent
- SendMessage
- StartAttachmentUpload

The following actions are supported by Amazon Connect Customer Profiles:

- AddProfileKey
- BatchGetCalculatedAttributeForProfile
- BatchGetProfile
- CreateCalculatedAttributeDefinition
- CreateDomain
- CreateDomainLayout
- CreateEventStream
- CreateEventTrigger
- CreateIntegrationWorkflow
- CreateProfile
- CreateRecommender
- CreateSegmentDefinition
- CreateSegmentEstimate
- CreateSegmentSnapshot
- CreateUploadJob
- DeleteCalculatedAttributeDefinition
- DeleteDomain
- DeleteDomainLayout
- DeleteDomainObjectType
- DeleteEventStream
- DeleteEventTrigger
- DeleteIntegration
- DeleteProfile

- DeleteProfileKey
- DeleteProfileObject
- DeleteProfileObjectType
- DeleteRecommender
- DeleteSegmentDefinition
- DeleteWorkflow
- DetectProfileObjectType
- GetAutoMergingPreview
- GetCalculatedAttributeDefinition
- GetCalculatedAttributeForProfile
- GetDomain
- GetDomainLayout
- GetDomainObjectType
- GetEventStream
- GetEventTrigger
- GetIdentityResolutionJob
- GetIntegration
- GetMatches
- GetObjectTypeAttributeStatistics
- GetProfileHistoryRecord
- GetProfileObjectType
- GetProfileObjectTypeTemplate
- GetProfileRecommendations
- GetRecommender
- GetSegmentDefinition
- GetSegmentEstimate
- GetSegmentMembership
- GetSegmentSnapshot
- GetSimilarProfiles
- GetUploadJob

- GetUploadJobPath
- GetWorkflow
- GetWorkflowSteps
- ListAccountIntegrations
- ListCalculatedAttributeDefinitions
- ListCalculatedAttributesForProfile
- ListDomainLayouts
- ListDomainObjectTypes
- ListDomains
- ListEventStreams
- ListEventTriggers
- ListIdentityResolutionJobs
- ListIntegrations
- ListObjectTypeAttributes
- ListObjectTypeAttributeValues
- ListProfileAttributeValues
- ListProfileHistoryRecords
- ListProfileObjects
- ListProfileObjectTypes
- ListProfileObjectTypeTemplates
- ListRecommenderRecipes
- ListRecommenders
- ListRuleBasedMatches
- ListSegmentDefinitions
- ListTagsForResource
- ListUploadJobs
- ListWorkflows
- MergeProfiles
- PutDomainObjectType
- PutIntegration

- PutProfileObject
- PutProfileObjectType
- SearchProfiles
- StartRecommender
- StartUploadJob
- StopRecommender
- StopUploadJob
- TagResource
- UntagResource
- UpdateCalculatedAttributeDefinition
- UpdateDomain
- UpdateDomainLayout
- UpdateEventTrigger
- UpdateProfile
- UpdateRecommender

The following actions are supported by Amazon Q Connect:

- ActivateMessageTemplate
- CreateAIAgent
- CreateAIAgentVersion
- CreateAIGuardrail
- CreateAIGuardrailVersion
- CreateAIPrompt
- CreateAIPromptVersion
- CreateAssistant
- CreateAssistantAssociation
- CreateContent
- CreateContentAssociation
- CreateKnowledgeBase
- CreateMessageTemplate

- CreateMessageTemplateAttachment
- CreateMessageTemplateVersion
- CreateQuickResponse
- CreateSession
- DeactivateMessageTemplate
- DeleteAIAgent
- DeleteAIAgentVersion
- DeleteAIGuardrail
- DeleteAIGuardrailVersion
- DeleteAIPrompt
- DeleteAIPromptVersion
- DeleteAssistant
- DeleteAssistantAssociation
- DeleteContent
- DeleteContentAssociation
- DeleteImportJob
- DeleteKnowledgeBase
- DeleteMessageTemplate
- DeleteMessageTemplateAttachment
- DeleteQuickResponse
- GetAIAgent
- GetAIGuardrail
- GetAIPrompt
- GetAssistant
- GetAssistantAssociation
- GetContent
- GetContentAssociation
- GetContentSummary
- GetImportJob
- GetKnowledgeBase

- GetMessageTemplate
- GetNextMessage
- GetQuickResponse
- GetRecommendations
- GetSession
- ListAIAgents
- ListAIAgentVersions
- ListAIGuardrails
- ListAIGuardrailVersions
- ListAIPrompts
- ListAIPromptVersions
- ListAssistantAssociations
- ListAssistants
- ListContentAssociations
- ListContents
- ListImportJobs
- ListKnowledgeBases
- ListMessages
- ListMessageTemplates
- ListMessageTemplateVersions
- ListQuickResponses
- ListSpans
- ListTagsForResource
- NotifyRecommendationsReceived
- PutFeedback
- QueryAssistant
- RemoveAssistantAIAgent
- RemoveKnowledgeBaseTemplateUri
- RenderMessageTemplate
- Retrieve

- SearchContent
- SearchMessageTemplates
- SearchQuickResponses
- SearchSessions
- SendMessage
- StartContentUpload
- StartImportJob
- TagResource
- UntagResource
- UpdateAIAgent
- UpdateAIGuardrail
- UpdateAIPrompt
- UpdateAssistantAIAgent
- UpdateContent
- UpdateKnowledgeBaseTemplateUri
- UpdateMessageTemplate
- UpdateMessageTemplateMetadata
- UpdateQuickResponse
- UpdateSession
- UpdateSessionData

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
- AssociateContactWithUser

- AssociateDefaultVocabulary
- AssociateEmailAddressAlias
- AssociateFlow
- AssociateHoursOfOperations
- AssociateInstanceStorageConfig
- AssociateLambdaFunction
- AssociateLexBot
- AssociatePhoneNumberContactFlow
- AssociateQueueEmailAddresses
- AssociateQueueQuickConnects
- AssociateRoutingProfileQueues
- AssociateSecurityKey
- AssociateSecurityProfiles
- AssociateTrafficDistributionGroupUser
- AssociateUserProficiencies
- AssociateWorkspace
- BatchAssociateAnalyticsDataSet
- BatchCreateDataTableValue
- BatchDeleteDataTableValue
- BatchDescribeDataTableValue
- BatchDisassociateAnalyticsDataSet
- BatchGetAttachedFileMetadata
- BatchGetFlowAssociation
- BatchPutContact
- BatchUpdateDataTableValue
- ClaimPhoneNumber
- CompleteAttachedFileUpload
- CreateAgentStatus
- CreateContact
- CreateContactFlow

- CreateContactFlowModule
- CreateContactFlowModuleAlias
- CreateContactFlowModuleVersion
- CreateContactFlowVersion
- CreateDataTable
- CreateDataTableAttribute
- CreateEmailAddress
- CreateEvaluationForm
- CreateHoursOfOperation
- CreateHoursOfOperationOverride
- CreateInstance
- CreateIntegrationAssociation
- CreateNotification
- CreateParticipant
- CreatePersistentContactAssociation
- CreatePredefinedAttribute
- CreatePrompt
- CreatePushNotificationRegistration
- CreateQueue
- CreateQuickConnect
- CreateRoutingProfile
- CreateRule
- CreateSecurityProfile
- CreateTaskTemplate
- CreateTestCase
- CreateTrafficDistributionGroup
- CreateUseCase
- CreateUser
- CreateUserHierarchyGroup
- CreateView

- CreateViewVersion
- CreateVocabulary
- CreateWorkspace
- CreateWorkspacePage
- DeactivateEvaluationForm
- DeleteAttachedFile
- DeleteContactEvaluation
- DeleteContactFlow
- DeleteContactFlowModule
- DeleteContactFlowModuleAlias
- DeleteContactFlowModuleVersion
- DeleteContactFlowVersion
- DeleteDataTable
- DeleteDataTableAttribute
- DeleteEmailAddress
- DeleteEvaluationForm
- DeleteHoursOfOperation
- DeleteHoursOfOperationOverride
- DeleteInstance
- DeleteIntegrationAssociation
- DeleteNotification
- DeletePredefinedAttribute
- DeletePrompt
- DeletePushNotificationRegistration
- DeleteQueue
- DeleteQuickConnect
- DeleteRoutingProfile
- DeleteRule
- DeleteSecurityProfile
- DeleteTaskTemplate

- DeleteTestCase
- DeleteTrafficDistributionGroup
- DeleteUseCase
- DeleteUser
- DeleteUserHierarchyGroup
- DeleteView
- DeleteViewVersion
- DeleteVocabulary
- DeleteWorkspace
- DeleteWorkspaceMedia
- DeleteWorkspacePage
- DescribeAgentStatus
- DescribeAuthenticationProfile
- DescribeContact
- DescribeContactEvaluation
- DescribeContactFlow
- DescribeContactFlowModule
- DescribeContactFlowModuleAlias
- DescribeDataTable
- DescribeDataTableAttribute
- DescribeEmailAddress
- DescribeEvaluationForm
- DescribeHoursOfOperation
- DescribeHoursOfOperationOverride
- DescribeInstance
- DescribeInstanceAttribute
- DescribeInstanceStorageConfig
- DescribeNotification
- DescribePhoneNumber
- DescribePredefinedAttribute

- DescribePrompt
- DescribeQueue
- DescribeQuickConnect
- DescribeRoutingProfile
- DescribeRule
- DescribeSecurityProfile
- DescribeTestCase
- DescribeTrafficDistributionGroup
- DescribeUser
- DescribeUserHierarchyGroup
- DescribeUserHierarchyStructure
- DescribeView
- DescribeVocabulary
- DescribeWorkspace
- DisassociateAnalyticsDataSet
- DisassociateApprovedOrigin
- DisassociateBot
- DisassociateEmailAddressAlias
- DisassociateFlow
- DisassociateHoursOfOperations
- DisassociateInstanceStorageConfig
- DisassociateLambdaFunction
- DisassociateLexBot
- DisassociatePhoneNumberContactFlow
- DisassociateQueueEmailAddresses
- DisassociateQueueQuickConnects
- DisassociateRoutingProfileQueues
- DisassociateSecurityKey
- DisassociateSecurityProfiles
- DisassociateTrafficDistributionGroupUser

- DisassociateUserProficiencies
- DisassociateWorkspace
- DismissUserContact
- EvaluateDataTableValues
- GetAttachedFile
- GetContactAttributes
- GetContactMetrics
- GetCurrentMetricData
- GetCurrentUserData
- GetEffectiveHoursOfOperations
- GetFederationToken
- GetFlowAssociation
- GetMetricData
- GetMetricDataV2
- GetPromptFile
- GetTaskTemplate
- GetTestCaseExecutionSummary
- GetTrafficDistribution
- ImportPhoneNumber
- ImportWorkspaceMedia
- ListAgentStatuses
- ListAnalyticsDataAssociations
- ListAnalyticsDataLakeDataSets
- ListApprovedOrigins
- ListAssociatedContacts
- ListAuthenticationProfiles
- ListBots
- ListChildHoursOfOperations
- ListContactEvaluations
- ListContactFlowModuleAliases

- ListContactFlowModules
- ListContactFlowModuleVersions
- ListContactFlows
- ListContactFlowVersions
- ListContactReferences
- ListDataTableAttributes
- ListDataTablePrimaryValues
- ListDataTables
- ListDataTableValues
- ListDefaultVocabularies
- ListEntitySecurityProfiles
- ListEvaluationForms
- ListEvaluationFormVersions
- ListFlowAssociations
- ListHoursOfOperationOverrides
- ListHoursOfOperations
- ListInstanceAttributes
- ListInstances
- ListInstanceStorageConfigs
- ListIntegrationAssociations
- ListLambdaFunctions
- ListLexBots
- ListNotifications
- ListPhoneNumbers
- ListPhoneNumbersV2
- ListPredefinedAttributes
- ListPrompts
- ListQueueEmailAddresses
- ListQueueQuickConnects
- ListQueues

- ListQuickConnects
- ListRealtimeContactAnalysisSegmentsV2
- ListRoutingProfileManualAssignmentQueues
- ListRoutingProfileQueues
- ListRoutingProfiles
- ListRules
- ListSecurityKeys
- ListSecurityProfileApplications
- ListSecurityProfileFlowModules
- ListSecurityProfilePermissions
- ListSecurityProfiles
- ListTagsForResource
- ListTaskTemplates
- ListTestCaseExecutionRecords
- ListTestCaseExecutions
- ListTestCases
- ListTrafficDistributionGroups
- ListTrafficDistributionGroupUsers
- ListUseCases
- ListUserHierarchyGroups
- ListUserNotifications
- ListUserProficiencies
- ListUsers
- ListViews
- ListViewVersions
- ListWorkspaceMedia
- ListWorkspacePages
- ListWorkspaces
- MonitorContact
- PauseContact

- PutUserStatus
- ReleasePhoneNumber
- ReplicateInstance
- ResumeContact
- ResumeContactRecording
- SearchAgentStatuses
- SearchAvailablePhoneNumbers
- SearchContactEvaluations
- SearchContactFlowModules
- SearchContactFlows
- SearchContacts
- SearchDataTables
- SearchEmailAddresses
- SearchEvaluationForms
- SearchHoursOfOperationOverrides
- SearchHoursOfOperations
- SearchNotifications
- SearchPredefinedAttributes
- SearchPrompts
- SearchQueues
- SearchQuickConnects
- SearchResourceTags
- SearchRoutingProfiles
- SearchSecurityProfiles
- SearchTestCases
- SearchUserHierarchyGroups
- SearchUsers
- SearchViews
- SearchVocabularies
- SearchWorkspaceAssociations

- SearchWorkspaces
- SendChatIntegrationEvent
- SendOutboundEmail
- StartAttachedFileUpload
- StartChatContact
- StartContactEvaluation
- StartContactMediaProcessing
- StartContactRecording
- StartContactStreaming
- StartEmailContact
- StartOutboundChatContact
- StartOutboundEmailContact
- StartOutboundVoiceContact
- StartScreenSharing
- StartTaskContact
- StartTestCaseExecution
- StartWebRTCContact
- StopContact
- StopContactMediaProcessing
- StopContactRecording
- StopContactStreaming
- StopTestCaseExecution
- SubmitContactEvaluation
- SuspendContactRecording
- TagContact
- TagResource
- TransferContact
- UntagContact
- UntagResource
- UpdateAgentStatus

- UpdateAuthenticationProfile
- UpdateContact
- UpdateContactAttributes
- UpdateContactEvaluation
- UpdateContactFlowContent
- UpdateContactFlowMetadata
- UpdateContactFlowModuleAlias
- UpdateContactFlowModuleContent
- UpdateContactFlowModuleMetadata
- UpdateContactFlowName
- UpdateContactRoutingData
- UpdateContactSchedule
- UpdateDataTableAttribute
- UpdateDataTableMetadata
- UpdateDataTablePrimaryValues
- UpdateEmailAddressMetadata
- UpdateEvaluationForm
- UpdateHoursOfOperation
- UpdateHoursOfOperationOverride
- UpdateInstanceAttribute
- UpdateInstanceStorageConfig
- UpdateNotificationContent
- UpdateParticipantAuthentication
- UpdateParticipantRoleConfig
- UpdatePhoneNumber
- UpdatePhoneNumberMetadata
- UpdatePredefinedAttribute
- UpdatePrompt
- UpdateQueueHoursOfOperation
- UpdateQueueMaxContacts

- UpdateQueueName
- UpdateQueueOutboundCallerConfig
- UpdateQueueOutboundEmailConfig
- UpdateQueueStatus
- UpdateQuickConnectConfig
- UpdateQuickConnectName
- UpdateRoutingProfileAgentAvailabilityTimer
- UpdateRoutingProfileConcurrency
- UpdateRoutingProfileDefaultOutboundQueue
- UpdateRoutingProfileName
- UpdateRoutingProfileQueues
- UpdateRule
- UpdateSecurityProfile
- UpdateTaskTemplate
- UpdateTestCase
- UpdateTrafficDistribution
- UpdateUserConfig
- UpdateUserHierarchy
- UpdateUserHierarchyGroupName
- UpdateUserHierarchyStructure
- UpdateUserIdentityInfo
- UpdateUserNotificationStatus
- UpdateUserPhoneConfig
- UpdateUserProficiencies
- UpdateUserRoutingProfile
- UpdateUserSecurityProfiles
- UpdateViewContent
- UpdateViewMetadata
- UpdateWorkspaceMetadata
- UpdateWorkspacePage

- UpdateWorkspaceTheme
- UpdateWorkspaceVisibility

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

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateAnalyticsDataSet

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateContactWithUser

Service: Amazon Connect Service

Associates a queued contact with an agent.

Use cases

Following are common uses cases for this API:

- Programmatically assign queued contacts to available users.
- Leverage the IAM context key `connect:PreferredUserArn` to restrict contact association to specific preferred user.

Important things to know

- Use this API with chat, email, and task contacts. It does not support voice contacts.
- Use it to associate contacts with users regardless of their current state, including custom states. Ensure your application logic accounts for user availability before making associations.
- It honors the IAM context key `connect:PreferredUserArn` to prevent unauthorized contact associations.
- It respects the IAM context key `connect:PreferredUserArn` to enforce authorization controls and prevent unauthorized contact associations. Verify that your IAM policies are properly configured to support your intended use cases.
- The service quota *Queues per routing profile per instance* applies to manually assigned queues, too. For more information about this quota, see Amazon Connect quotas in the *Amazon Connect Administrator Guide*.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
POST /contacts/InstanceId/ContactId/associate-user HTTP/1.1
Content-type: application/json

{
   "UserId": "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.

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: 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example request to associate a queued contact with a user

Following is an example of associating a queued contact with a user.

```
POST https://connect.us-west-2.amazonaws.com/contacts/{InstanceId}/{ContactId}/
associate-user HTTP/1.1
Content-type: application/json

{
     "UserId": "string"
}
```

Example response if the association succeeds

If the association succeeds an HTTP 200 OK response is returned.

```
HTTP/1.1 200
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | ca-ES | da-DK | fi-FI | id-ID | ms-MY | nl-NL | no-NO | pl-PL | sv-SE | tl-PH`

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateEmailAddressAlias

Service: Amazon Connect Service

Associates an email address alias with an existing email address in an Amazon Connect instance. This creates a forwarding relationship where emails sent to the alias email address are automatically forwarded to the primary email address.

Use cases

Following are common uses cases for this API:

- **Unified customer support**: Create multiple entry points (for example, support@example.com, help@example.com, customercare@example.com) that all forward to a single agent queue for streamlined management.
- **Department consolidation**: Forward emails from legacy department addresses (for example, sales@example.com, info@example.com) to a centralized customer service email during organizational restructuring.
- **Brand management**: Enable you to use familiar brand-specific email addresses that forward to the appropriate Amazon Connect instance email address.

Important things to know

- Each email address can have a maximum of one alias. You cannot create multiple aliases for the same email address.
- If the alias email address already receives direct emails, it continues to receive direct emails plus forwarded emails.
- You cannot chain email aliases together (that is, create an alias of an alias).

`AssociateEmailAddressAlias` does not return the following information:

- A confirmation of the alias relationship details (you must call DescribeEmailAddress to verify).
- The timestamp of when the association occurred.
- The status of the forwarding configuration.

Endpoints: See Amazon Connect endpoints and quotas.

Related operations

- DisassociateEmailAddressAlias: Removes the alias association between two email addresses in an Amazon Connect instance.
- DescribeEmailAddress: View current alias configurations for an email address.
- SearchEmailAddresses: Find email addresses and their alias relationships across an instance.
- CreateEmailAddress: Create new email addresses that can participate in alias relationships.
- DeleteEmailAddress: Remove email addresses (automatically removes any alias relationships).
- UpdateEmailAddressMetadata: Modify email address properties (does not affect alias relationships).

Request Syntax

```
POST /email-addresses/InstanceId/EmailAddressId/associate-alias HTTP/1.1
Content-type: application/json

{
   "AliasConfiguration": {
      "EmailAddressId": "string"
   },
   "ClientToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

EmailAddressId

The identifier of the email address.

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.

AliasConfiguration

Configuration object that specifies which email address will serve as the alias. The specified email address must already exist in the Amazon Connect instance and cannot already be configured as an alias or have an alias of its own.

Type: AliasConfiguration 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: 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example 1: Basic alias association

The following example creates a forwarding relationship where support@example.com (87654321-4321-4321-4321-210987654321) forwards to customerservice@example.com (11111111-2222-3333-4444-555555555555).

Request

```
POST / HTTP/1.1
Host: connect.us-east-1.amazonaws.com
Content-Length: 152
X-Amz-Target: AmazonConnectService.AssociateEmailAddressAlias
X-Amz-Date: 20170705T211529Z
Authorization: AWS4-HMAC-SHA256\
 Credential=AKIAI44QH8DHBEXAMPLE/20170705/us-east-1/connect/aws4_request,\
 SignedHeaders=content-type;host;x-amz-date;x-amz-target,\
 Signature=6bcb6a5ef9ee7585d83955e8a5c3f6d47cf581596208fc0e436fa1de26ef3f6a
Content-Type: application/x-amz-json-1.1
{
    "InstanceId": "12345678-1234-1234-1234-123456789012",
    "EmailAddressId": "87654321-4321-4321-4321-210987654321",
    "AliasConfiguration": {
        "EmailAddressId": "11111111-2222-3333-4444-555555555555"
    }
}
```

Example 2: Alias association with client token for idempotency

The following example response shows a safely created alias association with guaranteed idempotency for retry scenarios.

```
HTTP/1.1 200 OK
Date: Wed, 05 Jul 2017 21:15:29 GMT
Content-Type: application/x-amz-json-1.1
Content-Length: 2
Connection: keep-alive
x-amzn-RequestId: 12345678-1234-1234-1234-123456789012
{}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

- AWS End User Messaging SMS phone number ARN when using `SMS_PHONE_NUMBER`
- AWS End User Messaging Social phone number ARN when using `WHATSAPP_MESSAGING_PHONE_NUMBER`

Type: String

Required: Yes

ResourceType

A valid resource type.

Type: String

Valid Values: `SMS_PHONE_NUMBER | INBOUND_EMAIL | OUTBOUND_EMAIL | ANALYTICS_CONNECTOR | WHATSAPP_MESSAGING_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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateHoursOfOperations

Service: Amazon Connect Service

Associates a set of hours of operations with another hours of operation. Refer to Administrator Guide here for more information on inheriting overrides from parent hours of operation(s).

Request Syntax

```
POST /hours-of-operations/InstanceId/HoursOfOperationId/associate-hours HTTP/1.1
Content-type: application/json

{
   "ParentHoursOfOperationConfigs": [
      {
         "HoursOfOperationId": "string"
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier of the child 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.

ParentHoursOfOperationConfigs

The Amazon Resource Names (ARNs) of the parent hours of operation resources to associate with the child hours of operation resource.

Type: Array of ParentHoursOfOperationConfig objects

Array Members: Minimum number of 0 items. Maximum number of 3 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.

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

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

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 | EMAIL_MESSAGES

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateQueueEmailAddresses

Service: Amazon Connect Service

Associates a set of email addresses with a queue to enable agents to select different "From" (system) email addresses when replying to inbound email contacts or initiating outbound email contacts. This allows agents to handle email contacts across different brands and business units within the same queue.

Important things to know

- You can associate up to 49 additional email addresses with a single queue, plus 1 default outbound email address, for a total of 50.
- The email addresses must already exist in the Amazon Connect instance before they can be associated with a queue.
- Agents will be able to select from these associated email addresses when handling email contacts in the queue.
- For inbound email contacts, agents can select from email addresses associated with the queue where the contact was accepted.
- For outbound email contacts, agents can select from email addresses associated with their default outbound queue configured in their routing profile.

Request Syntax

```
POST /queues/InstanceId/QueueId/associate-email-addresses HTTP/1.1
Content-type: application/json

{
   "ClientToken": "string",
   "EmailAddressesConfig": [
      {
         "EmailAddressId": "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.

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

EmailAddressesConfig

Configuration list containing the email addresses to associate with the queue. Each configuration specifies an email address ID that should be linked to this queue for routing purposes.

Type: Array of EmailAddressConfig objects

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.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateQueueQuickConnects

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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

{
   "ManualAssignmentQueueConfigs": [
      {
         "QueueReference": {
            "Channel": "string",
            "QueueId": "string"
         }
      }
   ],
   "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.

ManualAssignmentQueueConfigs

The manual assignment queues to associate with this routing profile.

Note: Use this config for chat, email, and task contacts. It does not support voice contacts.

Type: Array of RoutingProfileManualAssignmentQueueConfig objects

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

Required: No

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: 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

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

Key

A valid security key in PEM format as a String.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateSecurityProfiles

Service: Amazon Connect Service

Associate security profiles with an Entity in an Amazon Connect instance.

Request Syntax

```
POST /associate-security-profiles/InstanceId HTTP/1.1
Content-type: application/json

{
   "EntityArn": "string",
   "EntityType": "string",
   "SecurityProfiles": [
      {
         "Id": "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.

EntityArn

Arn of a Q in Connect AI Agent.

Type: String

Length Constraints: Minimum length of 1.

Required: Yes

EntityType

Only supported type is AI_AGENT.

Type: String

Valid Values: `USER | AI_AGENT`

Required: Yes

SecurityProfiles

List of Security Profile Object.

Type: Array of SecurityProfileItem 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.

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. This API can be called only in the Region where the traffic distribution group is created.

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 of the traffic distribution group.

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.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

AssociateWorkspace

Service: Amazon Connect Service

Associates a workspace with one or more users or routing profiles, allowing them to access the workspace's configured views and pages.

Request Syntax

```
POST /workspaces/InstanceId/WorkspaceId/associate HTTP/1.1
Content-type: application/json

{
   "ResourceArns": [ "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

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

ResourceArns

The Amazon Resource Names (ARNs) of the resources to associate with the workspace. Valid resource types are users and routing profiles.

Type: Array of strings

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

Required: Yes

Response Syntax

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

{
   "FailedList": [
      {
         "ErrorCode": "string",
         "ErrorMessage": "string",
         "ResourceArn": "string"
      }
   ],
   "SuccessfulList": [
      {
         "ResourceArn": "string"
      }
   ]
}
```

Response Elements

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

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

FailedList

A list of resources that failed to be associated with the workspace, including error details.

Type: Array of FailedBatchAssociationSummary objects

SuccessfulList

A list of resources that were successfully associated with the workspace.

Type: Array of SuccessfulBatchAssociationSummary 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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchAssociateAnalyticsDataSet

Service: Amazon Connect Service

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",
         "ResourceShareStatus": "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchCreateDataTableValue

Service: Amazon Connect Service

Creates values for attributes in a data table. The value may be a default or it may be associated with a primary value. The value must pass all customer defined validation as well as the default validation for the value type. The operation must conform to Batch Operation API Standards. Although the standard specifies that successful and failed entities are listed separately in the response, authorization fails if any primary values or attributes are unauthorized. The combination of primary values and the attribute name serve as the identifier for the individual item request.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/create HTTP/1.1
Content-type: application/json

{
   "Values": [
      {
         "AttributeName": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ],
         "Value": "string"
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias. If no alias is provided, the default behavior is identical to providing the $LATEST alias.

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

Required: Yes

InstanceId

The unique identifier for 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.

Values

A list of values to create. Each value must specify the attribute name and optionally primary values if the table has primary attributes.

Type: Array of DataTableValue objects

Array Members: Minimum number of 1 item.

Required: Yes

Response Syntax

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

{
   "Failed": [
      {
         "AttributeName": "string",
```

```
            "Message": "string",
            "PrimaryValues": [
               {
                  "AttributeName": "string",
                  "Value": "string"
               }
            ]
         }
      ],
      "Successful": [
         {
            "AttributeName": "string",
            "LockVersion": {
               "Attribute": "string",
               "DataTable": "string",
               "PrimaryValues": "string",
               "Value": "string"
            },
            "PrimaryValues": [
               {
                  "AttributeName": "string",
                  "Value": "string"
               }
            ],
            "RecordId": "string"
         }
      ]
}
```

Response Elements

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

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

Failed

A list of values that failed to be created with error messages explaining the failure reason.

Type: Array of BatchCreateDataTableValueFailureResult objects

Successful

A list of successfully created values with their identifiers and lock versions.

Type: Array of BatchCreateDataTableValueSuccessResult 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

ConflictException

Operation cannot be performed at this time as there is a conflict with another operation or contact state.

HTTP Status Code: 409

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchDeleteDataTableValue

Service: Amazon Connect Service

Deletes multiple values from a data table. API users may delete values at any time. When deletion is requested from the admin website, a warning is shown alerting the user of the most recent time the attribute and its values were accessed. System managed values are not deletable by customers.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/delete HTTP/1.1
Content-type: application/json

{
   "Values": [
      {
         "AttributeName": "string",
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ]
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias.

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

Required: Yes

InstanceId

The unique identifier for 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.

Values

A list of value identifiers to delete, each specifying primary values, attribute name, and lock version information.

Type: Array of DataTableDeleteValueIdentifier objects

Required: Yes

Response Syntax

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

{
   "Failed": [
      {
         "AttributeName": "string",
         "Message": "string",
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ]
      }
   ],
   "Successful": [
```

```
      {
         "AttributeName": "string",
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "PrimaryValues": [
            {
               "AttributeName": "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.

Failed

A list of values that failed to be deleted with error messages explaining the failure reason.

Type: Array of BatchDeleteDataTableValueFailureResult objects

Successful

A list of successfully deleted values with their identifiers and updated lock versions.

Type: Array of BatchDeleteDataTableValueSuccessResult 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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchDescribeDataTableValue

Service: Amazon Connect Service

Retrieves multiple values from a data table without evaluating expressions. Returns the raw stored values along with metadata such as lock versions and modification timestamps. "Describe" is a deprecated term but is allowed to maintain consistency with existing operations.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/describe HTTP/1.1
Content-type: application/json

{
   "Values": [
      {
         "AttributeName": "string",
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ]
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias.

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

Required: Yes

InstanceId

The unique identifier for 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.

Values

A list of value identifiers to retrieve, each specifying primary values and attribute names.

Type: Array of DataTableValueIdentifier objects

Required: Yes

Response Syntax

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

{
   "Failed": [
      {
         "AttributeName": "string",
         "Message": "string",
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ]
      }
   ],
   "Successful": [
      {
         "AttributeId": "string",
         "AttributeName": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "LockVersion": {
            "Attribute": "string",
```

```
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "PrimaryValues": [
            {
               "AttributeId": "string",
               "AttributeName": "string",
               "Value": "string"
            }
         ],
         "RecordId": "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.

Failed

A list of values that failed to be retrieved with error messages explaining the failure reason.

Type: Array of BatchDescribeDataTableValueFailureResult objects

Successful

A list of successfully retrieved values with their data, metadata, and lock version information.

Type: Array of BatchDescribeDataTableValueSuccessResult 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchDisassociateAnalyticsDataSet

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. The supported resources are Cases and Email.

> **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. Maximum number of 100 items.

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

- AWS End User Messaging SMS phone number ARN when using `SMS_PHONE_NUMBER`
- AWS End User Messaging Social phone number ARN when using `WHATSAPP_MESSAGING_PHONE_NUMBER`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
         },
         "OutboundStrategy": {
            "Config": {
               "AgentFirst": {
                  "Preview": {
                     "AllowedUserActions": [ "string" ],
                     "PostAcceptTimeoutConfig": {
                        "DurationInSeconds": number
```

```
                    }
                }
            }
        },
        "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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchUpdateDataTableValue

Service: Amazon Connect Service

Updates multiple data table values using all properties from BatchCreateDataTableValue. System managed values are not modifiable by customers. The operation requires proper lock versions to prevent concurrent modification conflicts.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/update HTTP/1.1
Content-type: application/json

{
   "Values": [
      {
         "AttributeName": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ],
         "Value": "string"
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias.

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

Required: Yes

InstanceId

The unique identifier for 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.

Values

A list of values to update, each including the current lock version to ensure optimistic locking.

Type: Array of DataTableValue objects

Array Members: Minimum number of 1 item.

Required: Yes

Response Syntax

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

{
   "Failed": [
      {
         "AttributeName": "string",
         "Message": "string",
```

```
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ]
      }
   ],
   "Successful": [
      {
         "AttributeName": "string",
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "PrimaryValues": [
            {
               "AttributeName": "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.

Failed

A list of values that failed to be updated with error messages explaining the failure reason.

Type: Array of BatchUpdateDataTableValueFailureResult objects

Successful

A list of successfully updated values with their new lock versions and identifiers.

Type: Array of BatchUpdateDataTableValueSuccessResult 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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. The supported resources are Cases and Email.

> **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 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
```

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateAgentStatus

Service: Amazon Connect Service

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateContact

Service: Amazon Connect Service

> **Important**
>
> Only the VOICE, EMAIL, and TASK channels are supported.
>
> - For VOICE: The supported initiation method is `TRANSFER`. The contacts created with this initiation method have a subtype `connect:ExternalAudio`.
> - For EMAIL: The supported initiation methods are `OUTBOUND`, `AGENT_REPLY`, and `FLOW`.
> - For TASK: The supported initiation method is `API`. Contacts created with this API have a sub-type of `connect:ExternalTask`.

Creates a new VOICE, EMAIL, or TASK contact.

After a contact is created, you can move it to the desired state by using the `InitiateAs` parameter. While you can use API to create task contacts that are in the `COMPLETED` state, you must contact AWS Support before using it for bulk import use cases. Bulk import causes your requests to be throttled or fail if your CreateContact limits aren't high enough.

Request Syntax

```
PUT /contact/create-contact HTTP/1.1
Content-type: application/json

{
   "Attributes": {
      "string" : "string"
   },
   "Channel": "string",
   "ClientToken": "string",
   "Description": "string",
   "ExpiryDurationInMinutes": number,
   "InitiateAs": "string",
   "InitiationMethod": "string",
   "InstanceId": "string",
   "Name": "string",
   "PreviousContactId": "string",
   "References": {
```

```
      "string" : {
         "Arn": "string",
         "Status": "string",
         "StatusReason": "string",
         "Type": "string",
         "Value": "string"
      }
   },
   "RelatedContactId": "string",
   "SegmentAttributes": {
      "string" : {
         "ValueArn": "string",
         "ValueInteger": number,
         "ValueList": [
            "SegmentAttributeValue"
         ],
         "ValueMap": {
            "string" : "SegmentAttributeValue"
         },
         "ValueString": "string"
      }
   },
   "UserInfo": {
      "UserId": "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

Channel

The channel for the contact.

> **Important**
>
> The CHAT channel is not supported. The following information is incorrect. We're working to correct it.

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

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

Description

A description of the contact.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

ExpiryDurationInMinutes

Number of minutes the contact will be active for before expiring

Type: Integer

Required: No

InitiateAs

Initial state of the contact when it's created. Only TASK channel contacts can be initiated with `COMPLETED` state.

Type: String

Valid Values: `CONNECTED_TO_USER | COMPLETED`

Required: No

InitiationMethod

Indicates how the contact was initiated.

> **Important**
>
> CreateContact only supports the following initiation methods. Valid values by channel are:
>
> - For VOICE: `TRANSFER` and the subtype `connect:ExternalAudio`
> - For EMAIL: `OUTBOUND` | `AGENT_REPLY` | `FLOW`
> - For TASK: `API`
>
> The other channels listed below are incorrect. We're working to correct this information.

Type: String

Valid Values: `INBOUND | OUTBOUND | TRANSFER | QUEUE_TRANSFER | CALLBACK | API | DISCONNECT | MONITOR | EXTERNAL_OUTBOUND | WEBRTC_API | AGENT_REPLY | FLOW`

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 the contact.

Type: String

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

Required: No

PreviousContactId

The ID of the previous contact when creating a transfer contact. This value can be provided only for external audio contacts. For more information, see Integrate Amazon Connect Contact Lens with external voice systems in the *Amazon Connect Administrator Guide*.

Type: String

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

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`.

Type: String to Reference object map

Key Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

RelatedContactId

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

SegmentAttributes

A set of system defined key-value pairs stored on individual contact segments (unique contact ID) 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 set Segment Contact Expiry as a duration in minutes.

> **Note**
>
> To set contact expiry, a ValueMap must be specified containing the integer number of minutes the contact will be active for before expiring, with `SegmentAttributes` like `{ "connect:ContactExpiry": {"ValueMap" : { "ExpiryDuration": { "ValueInteger": 135}}}}`.

Type: String to SegmentAttributeValue object map

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

Required: No

UserInfo

User details for the contact

> **Important**
>
> UserInfo is required when creating an EMAIL contact with `OUTBOUND` and `AGENT_REPLY` contact initiation methods.

Type: UserInfo object

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 created 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

ConflictException

Operation cannot be performed at this time as there is a conflict with another operation or contact state.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 | CAMPAIGN`

Required: Yes

Response Syntax

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

{
   "ContactFlowArn": "string",
   "ContactFlowId": "string",
   "FlowContentSha256": "string"
}
```

Response Elements

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.

FlowContentSha256

Indicates the checksum value of the latest published flow content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9]{64}$`

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.

Message

The message.

HTTP Status Code: 500

InvalidContactFlowException

The flow is not valid.

problems

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

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
   "ExternalInvocationConfiguration": {
      "Enabled": boolean
   },
   "Name": "string",
   "Settings": "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

ExternalInvocationConfiguration

The external invocation configuration for the flow module.

Type: ExternalInvocationConfiguration object

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

Settings

The configuration settings for the flow module.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

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.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateContactFlowModuleAlias

Service: Amazon Connect Service

Creates a named alias that points to a specific version of a contact flow module.

Request Syntax

```
PUT /contact-flow-modules/InstanceId/ContactFlowModuleId/alias HTTP/1.1
Content-type: application/json

{
   "AliasName": "string",
   "ContactFlowModuleVersion": number,
   "Description": "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 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.

AliasName

The name of the alias.

Type: String

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

Pattern: `^([$0-9a-zA-Z][_-]?)+$`

Required: Yes

ContactFlowModuleVersion

The version of the flow module.

Type: Long

Valid Range: Minimum value of 1.

Required: Yes

Description

The description of the alias.

Type: String

Required: No

Response Syntax

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

{
   "ContactFlowModuleArn": "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.

ContactFlowModuleArn

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

Type: String

Id

The identifier of the alias.

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Request

This example illustrates one usage of CreateContactFlowModuleAlias.

```
{
  "AliasName": "production",
  "ContactFlowModuleVersion": 2,
  "Description": "Production version of the customer service module"
}
```

Sample Response

This example illustrates one usage of CreateContactFlowModuleAlias.

```
{
  "ContactFlowModuleArn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-1234-1234-123456789012/flow-module/
abcdefgh-1234-5678-9012-abcdefghijkl",
  "Id": "12345678-1234-1234-1234-1234678-1234-1234-1234-123456789012-12345678"
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateContactFlowModuleVersion

Service: Amazon Connect Service

Creates an immutable snapshot of a contact flow module, preserving its content and settings at a specific point in time for version control and rollback capabilities.

Request Syntax

```
PUT /contact-flow-modules/InstanceId/ContactFlowModuleId/version HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "FlowModuleContentSha256": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

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 version.

Type: String

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

Pattern: `.*\S.*`

Required: No

FlowModuleContentSha256

Indicates the checksum value of the flow module content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9]{64}$`

Required: No

Response Syntax

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

{
   "ContactFlowModuleArn": "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.

ContactFlowModuleArn

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

Type: String

Version

The version of the flow module.

Type: Long

Valid Range: Minimum value 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.

HTTP Status Code: 403

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Request

This example illustrates one usage of CreateContactFlowModuleVersion.

```
{
  "Description": "Initial version of the customer service module"
}
```

Sample Response

This example illustrates one usage of CreateContactFlowModuleVersion.

```
{
  "ContactFlowModuleArn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-1234-1234-123456789012/flow-module/
abcdefgh-1234-5678-9012-abcdefghijkl",
```

```
  "Version": 1
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateContactFlowVersion

Service: Amazon Connect Service

Publishes a new version of the flow provided. Versions are immutable and monotonically increasing. If the `FlowContentSha256` provided is different from the `FlowContentSha256` of the `$LATEST` published flow content, then an error is returned. This API only supports creating versions for flows of type `Campaign`.

Request Syntax

```
PUT /contact-flows/InstanceId/ContactFlowId/version HTTP/1.1
Content-type: application/json

{
   "ContactFlowVersion": number,
   "Description": "string",
   "FlowContentSha256": "string",
   "LastModifiedRegion": "string",
   "LastModifiedTime": number
}
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

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.

ContactFlowVersion

The identifier of the flow version.

Type: Long

Valid Range: Minimum value of 1.

Required: No

Description

The description of the flow version.

Type: String

Required: No

FlowContentSha256

Indicates the checksum value of the flow content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9]{64}$`

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 AWS Region where this resource was last modified.

Type: Timestamp

Required: No

Response Syntax

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

{
   "ContactFlowArn": "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.

ContactFlowArn

The Amazon Resource Name (ARN) of the flow.

Type: String

Version

The identifier of the flow version.

Type: Long

Valid Range: Minimum value 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.

HTTP Status Code: 403

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Request

This example illustrates one usage of CreateContactFlowVersion.

```
{
  "Description": "description of the flow version"
}
```

Sample Response

This example illustrates one usage of CreateContactFlowVersion.

```
{
  "ContactFlowArn": "[contact_flow_arn]",
  "Version": 1
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3

- AWS SDK for Python
- AWS SDK for Ruby V3

CreateDataTable

Service: Amazon Connect Service

Creates a new data table with the specified properties. Supports the creation of all table properties except for attributes and values. A table with no attributes and values is a valid state for a table. The number of tables per instance is limited to 100 per instance. Customers can request an increase by using AWS Service Quotas.

Request Syntax

```
PUT /data-tables/InstanceId HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "Name": "string",
   "Status": "string",
   "Tags": {
      "string" : "string"
   },
   "TimeZone": "string",
   "ValueLockLevel": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The unique identifier for the Amazon Connect instance where the data table will be created.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

An optional description for the data table. Must conform to Connect human readable string specification and have 0-250 characters. Whitespace must be trimmed first.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Pattern: `^[\\P{C}\r\n\t]+$`

Required: No

Name

The name for the data table. Must conform to Connect human readable string specification and have 1-127 characters. Whitespace must be trimmed first. Must not start with the reserved case insensitive values 'connect:' and 'aws:'. Must be unique for the instance using case-insensitive comparison.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Status

The status of the data table. One of PUBLISHED or SAVED. Required parameter that determines the initial state of the table.

Type: String

Valid Values: `PUBLISHED`

Required: Yes

Tags

Key value pairs for attribute based access control (TBAC or ABAC). Optional tags to apply to the data table for organization and access control purposes.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

TimeZone

The IANA timezone identifier to use when resolving time based dynamic values. Required even if no time slices are specified.

Type: String

Required: Yes

ValueLockLevel

The data level that concurrent value edits are locked on. One of DATA_TABLE, PRIMARY_VALUE, ATTRIBUTE, VALUE, and NONE. NONE is the default if unspecified. This determines how concurrent edits are handled when multiple users attempt to modify values simultaneously.

Type: String

Valid Values: `NONE | DATA_TABLE | PRIMARY_VALUE | ATTRIBUTE | VALUE`

Required: Yes

Response Syntax

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

{
   "Arn": "string",
   "Id": "string",
   "LockVersion": {
      "Attribute": "string",
```

```
        "DataTable": "string",
        "PrimaryValues": "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.

Arn

The Amazon Resource Name (ARN) for the created data table. Does not include the version alias.

Type: String

Id

The unique identifier for the created data table. Does not include the version alias.

Type: String

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

LockVersion

The lock version information for the created data table, used for optimistic locking and table versioning.

Type: DataTableLockVersion 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

ConflictException

Operation cannot be performed at this time as there is a conflict with another operation or contact state.

HTTP Status Code: 409

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateDataTableAttribute

Service: Amazon Connect Service

Adds an attribute to an existing data table. Creating a new primary attribute uses the empty value for the specified value type for all existing records. This should not affect uniqueness of published data tables since the existing primary values will already be unique. Creating attributes does not create any values. System managed tables may not allow customers to create new attributes.

Request Syntax

```
PUT /data-tables/InstanceId/DataTableId/attributes HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "Name": "string",
   "Primary": boolean,
   "Validation": {
      "Enum": {
         "Strict": boolean,
         "Values": [ "string" ]
      },
      "ExclusiveMaximum": number,
      "ExclusiveMinimum": number,
      "IgnoreCase": boolean,
      "Maximum": number,
      "MaxLength": number,
      "MaxValues": number,
      "Minimum": number,
      "MinLength": number,
      "MinValues": number,
      "MultipleOf": number
   },
   "ValueType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias. If the version is provided as part of the identifier or ARN, the version must be one of the two available system managed aliases, $SAVED or $LATEST.

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

Required: Yes

InstanceId

The unique identifier for 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

An optional description for the attribute. Must conform to Connect human readable string specification and have 0-250 characters. Whitespace trimmed before persisting.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Pattern: `^[\\P{C}\r\n\t]+$`

Required: No

Name

The name for the attribute. Must conform to Connect human readable string specification and have 1-127 characters. Must not start with the reserved case insensitive values 'connect:' and 'aws:'. Whitespace trimmed before persisting. Must be unique for the data table using case-insensitive comparison.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Primary

Optional boolean that defaults to false. Determines if the value is used to identify a record in the table. Values for primary attributes must not be expressions.

Type: Boolean

Required: No

Validation

Optional validation rules for the attribute. Borrows heavily from JSON Schema - Draft 2020-12. The maximum length of arrays within validations and depth of validations is 5. There are default limits that apply to all types. Customer specified limits in excess of the default limits are not permitted.

Type: Validation object

Required: No

ValueType

The type of value allowed or the resultant type after the value's expression is evaluated. Must be one of TEXT, TEXT_LIST, NUMBER, NUMBER_LIST, and BOOLEAN.

Type: String

Valid Values: `TEXT | NUMBER | BOOLEAN | TEXT_LIST | NUMBER_LIST`

Required: Yes

Response Syntax

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

{
   "AttributeId": "string",
```

```
   "LockVersion": {
      "Attribute": "string",
      "DataTable": "string",
      "PrimaryValues": "string",
      "Value": "string"
   },
   "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.

AttributeId

The unique identifier assigned to the created attribute.

Type: String

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

LockVersion

The lock version information for the data table and attribute, used for optimistic locking and versioning.

Type: DataTableLockVersion object

Name

The name of the created attribute since it also serves as the identifier. This could be different than the parameter passed in since it will be trimmed for whitespace.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

CreateEmailAddress

Service: Amazon Connect Service

Create new email address in the specified Amazon Connect instance. For more information about email addresses, see Create email addresses in the Amazon Connect Administrator Guide.

Request Syntax

```
PUT /email-addresses/InstanceId HTTP/1.1
Content-type: application/json

{
   "ClientToken": "string",
   "Description": "string",
   "DisplayName": "string",
   "EmailAddress": "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

Description

The description of the email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

DisplayName

The display name of email address

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

EmailAddress

The email address, including the domain.

Type: String

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

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

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

{
   "EmailAddressArn": "string",
   "EmailAddressId": "string"
}
```

Response Elements

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

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

EmailAddressArn

The Amazon Resource Name (ARN) of the email address.

Type: String

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

EmailAddressId

The identifier of the email address.

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "AsDraft": boolean,
   "AutoEvaluationConfiguration": {
      "Enabled": boolean
   },
   "ClientToken": "string",
   "Description": "string",
   "Items": [
      { ... }
   ],
   "LanguageConfiguration": {
      "FormLanguage": "string"
   },
   "ReviewConfiguration": {
      "EligibilityDays": number,
      "ReviewNotificationRecipients": [
         {
            "Type": "string",
            "Value": {
               "UserId": "string"
            }
         }
      ]
   },
   "ScoringStrategy": {
      "Mode": "string",
      "Status": "string"
   },
   "Tags": {
      "string" : "string"
   },
```

```
    "TargetConfiguration": {
       "ContactInteractionType": "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.

AsDraft

A boolean flag indicating whether to create evaluation form in draft state.

Type: Boolean

Required: No

AutoEvaluationConfiguration

Configuration information about automated evaluations.

Type: EvaluationFormAutoEvaluationConfiguration object

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

Description

The description of the evaluation form.

Type: String

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

LanguageConfiguration

Configuration for language settings of the evaluation form.

Type: EvaluationFormLanguageConfiguration object

Required: No

ReviewConfiguration

Configuration information about evaluation reviews.

Type: EvaluationReviewConfiguration object

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

TargetConfiguration

Configuration that specifies the target for the evaluation form.

Type: EvaluationFormTargetConfiguration 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateHoursOfOperation

Service: Amazon Connect Service

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",
   "ParentHoursOfOperationConfigs": [
      {
         "HoursOfOperationId": "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

ParentHoursOfOperationConfigs

Configuration for parent hours of operations. Eg: ResourceArn.

For more information about parent hours of operations, see Link overrides from different hours of operation in the *Administrator Guide*.

Type: Array of ParentHoursOfOperationConfig objects

Array Members: Minimum number of 0 items. Maximum number of 3 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateHoursOfOperationOverride

Service: Amazon Connect Service

Creates an hours of operation override in an Amazon Connect hours of operation resource.

Request Syntax

```
PUT /hours-of-operations/InstanceId/HoursOfOperationId/overrides HTTP/1.1
Content-type: application/json

{
   "Config": [
      {
         "Day": "string",
         "EndTime": {
            "Hours": number,
            "Minutes": number
         },
         "StartTime": {
            "Hours": number,
            "Minutes": number
         }
      }
   ],
   "Description": "string",
   "EffectiveFrom": "string",
   "EffectiveTill": "string",
   "Name": "string",
   "OverrideType": "string",
   "RecurrenceConfig": {
      "RecurrencePattern": {
         "ByMonth": [ number ],
         "ByMonthDay": [ number ],
         "ByWeekdayOccurrence": [ number ],
         "Frequency": "string",
         "Interval": number
      }
   }
}
```

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.

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 override: day, start time, and end time.

Type: Array of HoursOfOperationOverrideConfig objects

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

Required: Yes

Description

The description of the hours of operation override.

Type: String

Pattern: `^[\P{C}\r\n\t]{1,250}$`

Required: No

EffectiveFrom

The date from when the hours of operation override is effective.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: Yes

EffectiveTill

The date until when the hours of operation override is effective.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: Yes

Name

The name of the hours of operation override.

Type: String

Pattern: `^[\P{C}\r\n\t]{1,127}$`

Required: Yes

OverrideType

Whether the override will be defined as a *standard* or as a *recurring event*.

For more information about how override types are applied, see Build your list of overrides in the *Administrator Guide*.

Type: String

Valid Values: `STANDARD | OPEN | CLOSED`

Required: No

RecurrenceConfig

Configuration for a recurring event.

Type: RecurrenceConfig object

Required: No

Response Syntax

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

{
   "HoursOfOperationOverrideId": "string"
}
```

Response Elements

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

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

HoursOfOperationOverrideId

The identifier for the hours of operation override.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 36.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

For more information, see Create an Amazon Connect instance in the *Amazon Connect Administrator Guide*.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 AWS End User Messaging, the Amazon Connect and AWS End User Messaging 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 | Q_MESSAGE_TEMPLATES | CASES_DOMAIN | APPLICATION | FILE_SCANNER | SES_IDENTITY | ANALYTICS_CONNECTOR | CALL_TRANSFER_CONNECTOR | COGNITO_USER_POOL | MESSAGE_PROCESSOR`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateNotification

Service: Amazon Connect Service

Creates a new notification to be delivered to specified recipients. Notifications can include localized content with links, and an optional expiration time. Recipients can be specified as individual user ARNs or instance ARNs to target all users in an instance.

Request Syntax

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

{
   "ClientToken": "string",
   "Content": {
      "string" : "string"
   },
   "ExpiresAt": number,
   "PredefinedNotificationId": "string",
   "Priority": "string",
   "Recipients": [ "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 localized content of the notification. A map where keys are locale codes and values are the notification text in that locale. Content supports links. Maximum 250 characters per locale.

Type: String to string map

Valid Keys: `en_US | de_DE | es_ES | fr_FR | id_ID | it_IT | ja_JP | ko_KR | pt_BR | zh_CN | zh_TW`

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

Required: Yes

ExpiresAt

The timestamp when the notification should expire and no longer be displayed to users. If not specified, defaults to one week from creation.

Type: Timestamp

Required: No

PredefinedNotificationId

This parameter has been deprecated.

The unique identifier for a notification.

Type: String

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

Required: No

Priority

The priority level of the notification. Valid values are HIGH and LOW. High priority notifications are displayed above low priority notifications.

Type: String

Valid Values: `HIGH | LOW`

Required: No

Recipients

A list of Amazon Resource Names (ARNs) identifying the recipients of the notification. Can include user ARNs or instance ARNs to target all users in an instance. Maximum of 200 recipients.

Type: Array of strings

Array Members: Maximum number of 200 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
   "NotificationArn": "string",
   "NotificationId": "string"
}
```

Response Elements

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

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

NotificationArn

The Amazon Resource Name (ARN) of the created notification.

Type: String

NotificationId

The unique identifier assigned to the created notification.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 or webRTC call. For more information, see Customize chat flow experiences by integrating custom participants or Enable multi-user web, in-app, and video calling.

Request Syntax

```
POST /contact/create-participant HTTP/1.1
Content-type: application/json

{
   "ClientToken": "string",
   "ContactId": "string",
   "InstanceId": "string",
   "ParticipantDetails": {
      "DisplayName": "string",
      "ParticipantCapabilities": {
         "ScreenShare": "string",
         "Video": "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. Supports contacts in the CHAT channel and VOICE (WebRTC) channels. For WebRTC calls, this should be the initial contact ID that was generated when the contact was first created (from the StartWebRTCContact API) in the VOICE channel

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` for chat contact and `CUSTOMER` for voice contact.

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.

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. A *predefined attribute* is made up of a name and a value.

For the predefined attributes per instance quota, see Amazon Connect quotas.

Use cases

Following are common uses cases for this API:

- Create an attribute for routing proficiency (for example, agent certification) that has predefined values (for example, a list of possible certifications). For more information, see Create predefined attributes for routing contacts to agents.
- Create an attribute for business unit name that has a list of predefined business unit names used in your organization. This is a use case where information for a contact varies between transfers or conferences. For more information, see Use contact segment attributes.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
PUT /predefined-attributes/InstanceId HTTP/1.1
Content-type: application/json

{
   "AttributeConfiguration": {
      "EnableValueValidationOnAssociation": boolean
   },
   "Name": "string",
   "Purposes": [ "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.

AttributeConfiguration

Custom metadata that is associated to predefined attributes to control behavior in upstream services, such as controlling how a predefined attribute should be displayed in the Amazon Connect admin website.

Type: InputPredefinedAttributeConfiguration object

Required: No

Name

The name of the predefined attribute.

Type: String

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

Required: Yes

Purposes

Values that enable you to categorize your predefined attributes. You can use them in custom UI elements across the Amazon Connect admin website.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

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

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following request and response example shows setting the proficiency on an attribute named Name1.

```
PUT https://connect.us-west-2.amazonaws.com/predefined-attributes/InstanceId HTTP/1.1
Content-type: application/json
{
    "Name": "Name1",
    "Values": {
        "StringList": [
            "value1"
        ]
    },
    "Purposes": [
        "proficiency"
    ],
    "Configuration": {
        "EnableValueValidationOnAssociation": true
    }
}

Response:
200
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreatePushNotificationRegistration

Service: Amazon Connect Service

Creates registration for a device token and a chat contact to receive real-time push notifications. For more information about push notifications, see Set up push notifications in Amazon Connect for mobile chat in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /push-notification/InstanceId/registrations HTTP/1.1
Content-type: application/json

{
   "ClientToken": "string",
   "ContactConfiguration": {
      "ContactId": "string",
      "IncludeRawMessage": boolean,
      "ParticipantRole": "string"
   },
   "DeviceToken": "string",
   "DeviceType": "string",
   "PinpointAppArn": "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

ContactConfiguration

The contact configuration for push notification registration.

Type: ContactConfiguration object

Required: Yes

DeviceToken

The push notification token issued by the Apple or Google gateways.

Type: String

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

Required: Yes

DeviceType

The device type to use when sending the message.

Type: String

Valid Values: `GCM | APNS | APNS_SANDBOX`

Required: Yes

PinpointAppArn

The Amazon Resource Name (ARN) of the Pinpoint application.

Type: String

Required: Yes

Response Syntax

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

{
   "RegistrationId": "string"
}
```

Response Elements

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

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

RegistrationId

The identifier for the registration.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateQueue

Service: Amazon Connect Service

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",
   "EmailAddressesConfig": [
      {
         "EmailAddressId": "string"
      }
   ],
   "HoursOfOperationId": "string",
   "MaxContacts": number,
   "Name": "string",
```

```
   "OutboundCallerConfig": {
      "OutboundCallerIdName": "string",
      "OutboundCallerIdNumberId": "string",
      "OutboundFlowId": "string"
   },
   "OutboundEmailConfig": {
      "OutboundEmailAddressId": "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

EmailAddressesConfig

Configuration list containing the email addresses to associate with the queue during creation. Each configuration specifies an email address ID that agents can select when handling email contacts in this queue.

Type: Array of EmailAddressConfig objects

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

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

OutboundEmailConfig

The outbound email address ID for a specified queue.

Type: OutboundEmailConfig 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
      "FlowConfig": {
         "ContactFlowId": "string"
      },
      "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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
   "ManualAssignmentQueueConfigs": [
      {
         "QueueReference": {
            "Channel": "string",
            "QueueId": "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

ManualAssignmentQueueConfigs

The manual assignment queues associated with the routing profile. If no queue is added, agents and supervisors can't pick or assign any contacts from this routing profile. The limit of 10 array members applies to the maximum number of RoutingProfileManualAssignmentQueueConfig 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.

Note: Use this config for chat, email, and task contacts. It does not support voice contacts.

Type: Array of RoutingProfileManualAssignmentQueueConfig objects

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

Required: No

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
         },
         "AssignSlaAction": {
            "CaseSlaConfiguration": {
               "FieldId": "string",
               "Name": "string",
               "TargetFieldValues": [
                  {
                     "BooleanValue": boolean,
                     "DoubleValue": number,
                     "EmptyValue": {
                     },
                     "StringValue": "string"
                  }
               ],
               "TargetSlaMinutes": number,
               "Type": "string"
            },
            "SlaAssignmentType": "string"
         },
         "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",
        "Exclusion": {
            "UserIds": [ "string" ],
            "UserTags": {
                "string" : "string"
            }
        },
        "Recipient": {
            "UserIds": [ "string" ],
            "UserTags": {
                "string" : "string"
            }
        },
        "Subject": "string"
    },
    "SubmitAutoEvaluationAction": {
        "EvaluationFormId": "string"
    },
    "TaskAction": {
        "ContactFlowId": "string",
        "Description": "string",
        "Name": "string",
        "References": {
            "string" : {
                "Arn": "string",
                "Status": "string",
                "StatusReason": "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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateSecurityProfile

Service: Amazon Connect Service

Creates a security profile.

For information about security profiles, see Security Profiles in the *Amazon Connect Administrator Guide*. For a mapping of the API name and user interface name of the security profile permissions, see List of security profile permissions.

Request Syntax

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

{
   "AllowedAccessControlHierarchyGroupId": "string",
   "AllowedAccessControlTags": {
      "string" : "string"
   },
   "AllowedFlowModules": [
      {
         "FlowModuleId": "string",
         "Type": "string"
      }
   ],
   "Applications": [
      {
         "ApplicationPermissions": [ "string" ],
         "Namespace": "string",
         "Type": "string"
      }
   ],
   "Description": "string",
   "GranularAccessControlConfiguration": {
      "DataTableAccessControlConfiguration": {
         "PrimaryAttributeAccessControlConfiguration": {
            "PrimaryAttributeValues": [
               {
                  "AccessType": "string",
                  "AttributeName": "string",
                  "Values": [ "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 4 items.

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

Value Length Constraints: Maximum length of 256.

Required: No

AllowedFlowModules

A list of Flow Modules an AI Agent can invoke as a tool.

Type: Array of FlowModule objects

Array Members: Maximum number of 10 items.

Required: No

Applications

A list of third-party applications or MCP Servers 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

GranularAccessControlConfiguration

The granular access control configuration for the security profile, including data table permissions.

Type: GranularAccessControlConfiguration object

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. For a list of Amazon Connect resources that you can tag, see Add tags to resources in Amazon Connect in the *Amazon Connect Administrator Guide*.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 profle.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
      "SelfAssignFlowId": "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

SelfAssignFlowId

The ContactFlowId for the flow that will be run if this template is used to create a self-assigned task.

Type: String

Length Constraints: Maximum length of 500.

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",
   "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

PropertyValidationException

The property is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateTestCase

Service: Amazon Connect Service

Creates a test case with its content and metadata for the specified Amazon Connect instance.

Request Syntax

```
PUT /test-cases/InstanceId HTTP/1.1
x-amz-resource-id: TestCaseId
x-amz-last-modified-time: LastModifiedTime
x-amz-last-modified-region: LastModifiedRegion
Content-type: application/json

{
   "Content": "string",
   "Description": "string",
   "EntryPoint": {
      "ChatEntryPointParameters": {
         "FlowId": "string"
      },
      "Type": "string",
      "VoiceCallEntryPointParameters": {
         "DestinationPhoneNumber": "string",
         "FlowId": "string",
         "SourcePhoneNumber": "string"
      }
   },
   "InitializationData": "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.

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

LastModifiedRegion

The region in which the resource was last modified

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

LastModifiedTime

The time at which the resource was last modified.

TestCaseId

Id of the test case if you want to create it in a replica region using Amazon Connect Global Resiliency

Length Constraints: Maximum length of 500.

Request Body

The request accepts the following data in JSON format.

Content

The JSON string that represents the content of the test.

Type: String

Required: Yes

Description

The description of the test.

Type: String

Required: No

EntryPoint

Defines the starting point for your test.

Type: TestCaseEntryPoint object

Required: No

InitializationData

Defines the initial custom attributes for your test.

Type: String

Required: No

Name

The name of the test.

Type: String

Length Constraints: Minimum length of 1.

Required: Yes

Status

Indicates the test 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.

Type: String

Valid Values: `PUBLISHED | SAVED`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

Response Syntax

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

{
   "TestCaseArn": "string",
   "TestCaseId": "string"
}
```

Response Elements

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

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

TestCaseArn

The Amazon Resource Name (ARN) of the test.

Type: String

TestCaseId

The identifier of the test.

Type: String

Length Constraints: 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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

InvalidTestCaseException

The test is not valid.

Problems

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

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 of the traffic distribution group.

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ResourceNotReadyException

The resource is not ready.

HTTP Status Code: 409

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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_CAMPAIGNS`

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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`, `FirstName` and `LastName` are required if you are using Amazon Connect or SAML for identity management.

Note

Fields in `PhoneConfig` cannot be set simultaneously with their corresponding channel-specific configuration parameters. Specifically:

- `PhoneConfig.AutoAccept` conflicts with `AutoAcceptConfigs`
- `PhoneConfig.AfterContactWorkTimeLimit` conflicts with `AfterContactWorkConfigs`
- `PhoneConfig.PhoneType` and `PhoneConfig.PhoneNumber` conflict with `PhoneNumberConfigs`
- `PhoneConfig.PersistentConnection` conflicts with `PersistentConnectionConfigs`

We recommend using channel-specific parameters such as `AutoAcceptConfigs`, `AfterContactWorkConfigs`, `PhoneNumberConfigs`, `PersistentConnectionConfigs`, and `VoiceEnhancementConfigs` for per-channel configuration.

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

{
   "AfterContactWorkConfigs": [
      {
         "AfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "AgentFirstCallbackAfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "Channel": "string"
      }
   ],
   "AutoAcceptConfigs": [
      {
         "AgentFirstCallbackAutoAccept": boolean,
         "AutoAccept": boolean,
         "Channel": "string"
      }
   ],
   "DirectoryUserId": "string",
   "HierarchyGroupId": "string",
   "IdentityInfo": {
      "Email": "string",
      "FirstName": "string",
      "LastName": "string",
      "Mobile": "string",
      "SecondaryEmail": "string"
   },
   "Password": "string",
   "PersistentConnectionConfigs": [
      {
         "Channel": "string",
         "PersistentConnection": boolean
      }
   ],
   "PhoneConfig": {
      "AfterContactWorkTimeLimit": number,
      "AutoAccept": boolean,
      "DeskPhoneNumber": "string",
      "PersistentConnection": boolean,
      "PhoneType": "string"
   },
```

```
   "PhoneNumberConfigs": [
      {
         "Channel": "string",
         "PhoneNumber": "string",
         "PhoneType": "string"
      }
   ],
   "RoutingProfileId": "string",
   "SecurityProfileIds": [ "string" ],
   "Tags": {
      "string" : "string"
   },
   "Username": "string",
   "VoiceEnhancementConfigs": [
      {
         "Channel": "string",
         "VoiceEnhancementMode": "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.

AfterContactWorkConfigs

The list of after contact work (ACW) timeout configuration settings for each channel.

Type: Array of AfterContactWorkConfigPerChannel objects

Required: No

AutoAcceptConfigs

The list of auto-accept configuration settings for each channel.

Type: Array of AutoAcceptConfig objects

Required: No

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

PersistentConnectionConfigs

The list of persistent connection configuration settings for each channel.

Type: Array of PersistentConnectionConfig objects

Required: No

PhoneConfig

The phone settings for the user. This parameter is optional. If not provided, the user can be configured using channel-specific parameters such as `AutoAcceptConfigs`, `AfterContactWorkConfigs`, `PhoneNumberConfigs`, `PersistentConnectionConfigs`, and `VoiceEnhancementConfigs`.

Type: UserPhoneConfig object

Required: No

PhoneNumberConfigs

The list of phone number configuration settings for each channel.

Type: Array of PhoneNumberConfig objects

Required: No

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

VoiceEnhancementConfigs

The list of voice enhancement configuration settings for each channel.

Type: Array of VoiceEnhancementConfig objects

Required: No

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 instanceId in the ARN of the instance.

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

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

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}_.:\/=+\-@]*)$`

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}_.:\/=+\-@,()']+[\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: 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | ca-ES | da-DK | fi-FI | id-ID | ms-MY | nl-NL | no-NO | pl-PL | sv-SE | tl-PH`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateWorkspace

Service: Amazon Connect Service

Creates a workspace that defines the user experience by mapping views to pages. Workspaces can be assigned to users or routing profiles.

Request Syntax

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

{
   "Description": "string",
   "Name": "string",
   "Tags": {
      "string" : "string"
   },
   "Theme": {
      "Dark": {
         "Images": {
            "Logo": {
               "Default": "string",
               "Favicon": "string"
            }
         },
         "Palette": {
            "Canvas": {
               "ActiveBackground": "string",
               "ContainerBackground": "string",
               "PageBackground": "string"
            },
            "Header": {
               "Background": "string",
               "InvertActionsColors": boolean,
               "Text": "string",
               "TextHover": "string"
            },
            "Navigation": {
               "Background": "string",
               "InvertActionsColors": boolean,
               "Text": "string",
               "TextActive": "string",
               "TextBackgroundActive": "string",
```

```
            "TextBackgroundHover": "string",
            "TextHover": "string"
         },
         "Primary": {
            "Active": "string",
            "ContrastText": "string",
            "Default": "string"
         }
      },
      "Typography": {
         "FontFamily": {
            "Default": "string"
         }
      }
   },
   "Light": {
      "Images": {
         "Logo": {
            "Default": "string",
            "Favicon": "string"
         }
      },
      "Palette": {
         "Canvas": {
            "ActiveBackground": "string",
            "ContainerBackground": "string",
            "PageBackground": "string"
         },
         "Header": {
            "Background": "string",
            "InvertActionsColors": boolean,
            "Text": "string",
            "TextHover": "string"
         },
         "Navigation": {
            "Background": "string",
            "InvertActionsColors": boolean,
            "Text": "string",
            "TextActive": "string",
            "TextBackgroundActive": "string",
            "TextBackgroundHover": "string",
            "TextHover": "string"
         },
         "Primary": {
```

```
                "Active": "string",
                "ContrastText": "string",
                "Default": "string"
             }
          },
          "Typography": {
             "FontFamily": {
                "Default": "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.

Description

The description of the workspace. Maximum length is 250 characters.

Type: String

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

Pattern: `^[\\P{C}\r\n\t]*$`

Required: No

Name

The name of the workspace. Must be unique within the instance and can contain 1-127 characters.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

Theme

The theme configuration for the workspace, including colors and styling.

Type: WorkspaceTheme object

Required: No

Title

The title displayed for the workspace.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 127.

Pattern: ^[\\P{C}]*$

Required: No

Response Syntax

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

{
   "WorkspaceArn": "string",
   "WorkspaceId": "string"
}
```

Response Elements

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

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

WorkspaceArn

The Amazon Resource Name (ARN) of the workspace.

Type: String

WorkspaceId

The identifier of the workspace.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

CreateWorkspacePage

Service: Amazon Connect Service

Associates a view with a page in a workspace, defining what users see when they navigate to that page.

Request Syntax

```
PUT /workspaces/InstanceId/WorkspaceId/pages HTTP/1.1
Content-type: application/json

{
   "InputData": "string",
   "Page": "string",
   "ResourceArn": "string",
   "Slug": "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

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

InputData

A JSON string containing input parameters for the view, validated against the view's input schema.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

Page

The page identifier. Valid system pages include `HOME` and `AGENT_EXPERIENCE`. Custom pages cannot use the `aws:` or `connect:` prefixes.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 25.

Pattern: `^(?!\\.$)(?!\\.\\.$)[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]+$`

Required: Yes

ResourceArn

The Amazon Resource Name (ARN) of the view to associate with the page.

Type: String

Required: Yes

Slug

The URL-friendly identifier for the page.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 63.

Pattern: `^$|^[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]{3,}$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteContactFlowModuleAlias

Service: Amazon Connect Service

Removes an alias reference, breaking the named connection to the underlying module version without affecting the version itself.

Request Syntax

```
DELETE /contact-flow-modules/InstanceId/ContactFlowModuleId/alias/AliasId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AliasId

The identifier of the alias.

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

Required: Yes

ContactFlowModuleId

The identifier of the flow module.

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 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 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Request

This example illustrates one usage of DeleteContactFlowModuleAlias.

```
DELETE /contact-flow-modules/12345678-1234-1234-1234-123456789012/
abcdefgh-1234-5678-9012-abcdefghijkl/alias/alias-12345678
```

Sample Response

This example illustrates one usage of DeleteContactFlowModuleAlias.

```
HTTP/1.1 200 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteContactFlowModuleVersion

Service: Amazon Connect Service

Removes a specific version of a contact flow module.

Request Syntax

```
DELETE /contact-flow-modules/InstanceId/ContactFlowModuleId/
version/ContactFlowModuleVersion HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

Required: Yes

ContactFlowModuleVersion

The version of the flow module to delete.

Valid Range: Minimum value of 1.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Request

This example illustrates one usage of DeleteContactFlowModuleVersion.

```
DELETE /contact-flow-modules/12345678-1234-1234-1234-123456789012/
abcdefgh-1234-5678-9012-abcdefghijkl/version/2
```

Sample Response

This example illustrates one usage of DeleteContactFlowModuleVersion.

```
HTTP/1.1 200 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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteContactFlowVersion

Service: Amazon Connect Service

Deletes the particular version specified in flow version identifier.

Request Syntax

```
DELETE /contact-flows/InstanceId/ContactFlowId/version/ContactFlowVersion HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

Required: Yes

ContactFlowVersion

The identifier of the flow version.

Valid Range: Minimum value of 1.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteDataTable

Service: Amazon Connect Service

Deletes a data table and all associated attributes, versions, audits, and values. Does not update any references to the data table, even from other data tables. This includes dynamic values and conditional validations. System managed data tables are not deletable by customers. API users may delete the table at any time. When deletion is requested from the admin website, a warning is shown alerting the user of the most recent time the table and its values were accessed.

Request Syntax

```
DELETE /data-tables/InstanceId/DataTableId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table to delete. Must also accept the table ARN. Fails with an error if the version is provided and is not $LATEST.

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

Required: Yes

InstanceId

The unique identifier for 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
```

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteDataTableAttribute

Service: Amazon Connect Service

Deletes an attribute and all its values from a data table.

Request Syntax

```
DELETE /data-tables/InstanceId/DataTableId/attributes/AttributeName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AttributeName

The name of the attribute to delete.

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

DataTableId

The unique identifier for the data table.

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

Required: Yes

InstanceId

The unique identifier for 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

{
   "LockVersion": {
      "Attribute": "string",
      "DataTable": "string",
      "PrimaryValues": "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.

LockVersion

The updated lock version of the data table.

Type: DataTableLockVersion 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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteEmailAddress

Service: Amazon Connect Service

Deletes email address from the specified Amazon Connect instance.

Request Syntax

```
DELETE /email-addresses/InstanceId/EmailAddressId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EmailAddressId

The identifier of the email address.

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.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

DeleteHoursOfOperation

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteHoursOfOperationOverride

Service: Amazon Connect Service

Deletes an hours of operation override in an Amazon Connect hours of operation resource.

Request Syntax

```
DELETE /hours-of-operations/InstanceId/HoursOfOperationId/
overrides/HoursOfOperationOverrideId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier for the hours of operation.

Required: Yes

HoursOfOperationOverrideId

The identifier for the hours of operation override.

Length Constraints: Minimum length of 1. Maximum length of 36.

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
```

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. For more information, see Delete your Amazon Connect instance in the *Amazon Connect Administrator Guide*.

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?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.

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteNotification

Service: Amazon Connect Service

Deletes a notification. Once deleted, the notification is no longer visible to all users and cannot be managed through the Admin Website or APIs.

Request Syntax

```
DELETE /notifications/InstanceId/NotificationId 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

NotificationId

The unique identifier for the notification to delete.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeletePushNotificationRegistration

Service: Amazon Connect Service

Deletes registration for a device token and a chat contact.

Request Syntax

```
DELETE /push-notification/InstanceId/registrations/RegistrationId?contactId=ContactId
 HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactId

The identifier of the contact within the Amazon Connect instance.

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

RegistrationId

The identifier for the registration.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 profle.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example,

DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteTestCase

Service: Amazon Connect Service

Deletes the test case that has already been created for the specified Amazon Connect instance.

Request Syntax

```
DELETE /test-cases/InstanceId/TestCaseId 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 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

TestCaseId

The identifier of the test case to delete.

Length Constraints: 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 permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 of the traffic distribution group.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteWorkspace

Service: Amazon Connect Service

Deletes a workspace and removes all associated view and resource assignments.

Request Syntax

```
DELETE /workspaces/InstanceId/WorkspaceId 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

WorkspaceId

The identifier of the workspace.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteWorkspaceMedia

Service: Amazon Connect Service

Deletes a media asset (such as a logo) from a workspace.

Request Syntax

```
DELETE /workspaces/InstanceId/WorkspaceId/media?mediaType=MediaType 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

MediaType

The type of media to delete. Valid values are: `IMAGE_LOGO_FAVICON` and `IMAGE_LOGO_HORIZONTAL`.

Valid Values: `IMAGE_LOGO_LIGHT_FAVICON | IMAGE_LOGO_DARK_FAVICON | IMAGE_LOGO_LIGHT_HORIZONTAL | IMAGE_LOGO_DARK_HORIZONTAL`

Required: Yes

WorkspaceId

The identifier of the workspace.

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteWorkspacePage

Service: Amazon Connect Service

Removes the association between a view and a page in a workspace. The page will display the default view after deletion.

Request Syntax

```
DELETE /workspaces/InstanceId/WorkspaceId/pages/Page 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

Page

The page identifier.

Length Constraints: Minimum length of 1. Maximum length of 25.

Pattern: `^(?!\\.$)(?!\\.\\.$)[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]+$`

Required: Yes

WorkspaceId

The identifier of the workspace.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

DescribeAgentStatus

Service: Amazon Connect Service

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeAuthenticationProfile

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change. To request access to this API, contact Support.

Describes the target authentication profile.

Request Syntax

```
GET /authentication-profiles/InstanceId/AuthenticationProfileId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AuthenticationProfileId

A unique identifier for the authentication profile.

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
Content-type: application/json
```

```
{
   "AuthenticationProfile": {
      "AllowedIps": [ "string" ],
      "Arn": "string",
      "BlockedIps": [ "string" ],
      "CreatedTime": number,
      "Description": "string",
      "Id": "string",
      "IsDefault": boolean,
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "MaxSessionDuration": number,
      "Name": "string",
      "PeriodicSessionDuration": number,
      "SessionInactivityDuration": number,
      "SessionInactivityHandlingEnabled": 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.

AuthenticationProfile

The authentication profile object being described.

Type: AuthenticationProfile 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Use cases

Following are common uses cases for this API:

- Retrieve contact information such as the caller's phone number and the specific number the caller dialed to integrate into custom monitoring or custom agent experience solutions.
- Detect when a customer chat session disconnects due to a network issue on the agent's end. Use the DisconnectReason field in the ContactTraceRecord to detect this event and then re-queue the chat for followup.
- Identify after contact work (ACW) duration and call recordings information when a COMPLETED event is received by using the contact event stream.

Important things to know

- `SystemEndpoint` is not populated for contacts with initiation method of MONITOR, QUEUE_TRANSFER, or CALLBACK
- Contact information remains available in Amazon Connect for 24 months from the `InitiationTimestamp`, and then it is deleted. Only contact information that is available in Amazon Connect is returned by this API.

Endpoints: See Amazon Connect endpoints and quotas.

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": {
      "AdditionalEmailRecipients": {
         "CcList": [
            {
               "Address": "string",
               "DisplayName": "string"
            }
         ],
         "ToList": [
            {
               "Address": "string",
               "DisplayName": "string"
            }
         ]
      },
      "AgentInfo": {
         "AcceptedByAgentTimestamp": number,
```

```
      "AfterContactWorkDuration": number,
      "AfterContactWorkEndTimestamp": number,
      "AfterContactWorkStartTimestamp": number,
      "AgentInitiatedHoldDuration": number,
      "AgentPauseDurationInSeconds": number,
      "Capabilities": {
         "ScreenShare": "string",
         "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",
      "PreviewEndTimestamp": number,
      "StateTransitions": [
         {
            "State": "string",
            "StateEndTimestamp": number,
            "StateStartTimestamp": number
         }
      ]
   },
   "AnsweringMachineDetectionStatus": "string",
   "Arn": "string",
```

```
      "Attributes": {
         "string" : "string"
      },
      "Campaign": {
         "CampaignId": "string"
      },
      "Channel": "string",
      "ChatMetrics": {
         "AgentMetrics": {
            "ConversationAbandon": boolean,
            "LastMessageTimestamp": number,
            "MaxResponseTimeInMillis": number,
            "MessageLengthInChars": number,
            "MessagesSent": number,
            "NumResponses": number,
            "ParticipantId": "string",
            "ParticipantType": "string",
            "TotalResponseTimeInMillis": number
         },
         "ChatContactMetrics": {
            "AgentFirstResponseTimeInMillis": number,
            "AgentFirstResponseTimestamp": number,
            "ConversationCloseTimeInMillis": number,
            "ConversationTurnCount": number,
            "MultiParty": boolean,
            "TotalBotMessageLengthInChars": number,
            "TotalBotMessages": number,
            "TotalMessages": number
         },
         "CustomerMetrics": {
            "ConversationAbandon": boolean,
            "LastMessageTimestamp": number,
            "MaxResponseTimeInMillis": number,
            "MessageLengthInChars": number,
            "MessagesSent": number,
            "NumResponses": number,
            "ParticipantId": "string",
            "ParticipantType": "string",
            "TotalResponseTimeInMillis": number
         }
      },
      "ConnectedToSystemTimestamp": number,
      "ContactAssociationId": "string",
      "ContactDetails": {
```

```
      "Description": "string",
      "Name": "string"
   },
   "ContactEvaluations": {
      "string" : {
         "DeleteTimestamp": number,
         "EndTimestamp": number,
         "EvaluationArn": "string",
         "ExportLocation": "string",
         "FormId": "string",
         "StartTimestamp": number,
         "Status": "string"
      }
   },
   "Customer": {
      "Capabilities": {
         "ScreenShare": "string",
         "Video": "string"
      },
      "DeviceInfo": {
         "OperatingSystem": "string",
         "PlatformName": "string",
         "PlatformVersion": "string"
      }
   },
   "CustomerEndpoint": {
      "Address": "string",
      "DisplayName": "string",
      "Type": "string"
   },
   "CustomerId": "string",
   "CustomerVoiceActivity": {
      "GreetingEndTimestamp": number,
      "GreetingStartTimestamp": number
   },
   "Description": "string",
   "DisconnectDetails": {
      "PotentialDisconnectIssue": "string"
   },
   "DisconnectReason": "string",
   "DisconnectTimestamp": number,
   "GlobalResiliencyMetadata": {
      "ActiveRegion": "string",
      "OriginRegion": "string",
```

```
      "TrafficDistributionGroupId": "string"
   },
   "Id": "string",
   "InitialContactId": "string",
   "InitiationMethod": "string",
   "InitiationTimestamp": number,
   "LastPausedTimestamp": number,
   "LastResumedTimestamp": number,
   "LastUpdateTimestamp": number,
   "Name": "string",
   "NextContacts": [
      {
         "NextContactMetadata": { ... },
         "Type": "string"
      }
   ],
   "OutboundStrategy": {
      "Config": {
         "AgentFirst": {
            "Preview": {
               "AllowedUserActions": [ "string" ],
               "PostAcceptTimeoutConfig": {
                  "DurationInSeconds": number
               }
            }
         }
      },
      "Type": "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,
      "Recordings": [
         {
            "DeletionReason": "string",
            "FragmentStartNumber": "string",
            "FragmentStopNumber": "string",
            "Location": "string",
            "MediaStreamType": "string",
            "ParticipantType": "string",
            "StartTimestamp": number,
            "Status": "string",
            "StopTimestamp": number,
            "StorageType": "string",
            "UnprocessedTranscriptLocation": "string"
         }
      ],
      "RelatedContactId": "string",
      "RingStartTimestamp": number,
      "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,
                  "Range": {
                     "MaxProficiencyLevel": number,
                     "MinProficiencyLevel": number
                  },
                  "Value": "string"
               },
               "NotAttributeCondition": {
                  "ComparisonOperator": "string",
                  "MatchCriteria": {
                     "AgentsCriteria": {
                        "AgentIds": [ "string" ]
                     }
                  },
                  "Name": "string",
                  "ProficiencyLevel": number,
                  "Range": {
                     "MaxProficiencyLevel": number,
                     "MinProficiencyLevel": number
                  },
                  "Value": "string"
               },
               "OrExpression": [
                  "Expression"
               ]
            },
            "Status": "string"
         }
      ]
   },
   "ScheduledTimestamp": number,
   "SegmentAttributes": {
      "string" : {
         "ValueArn": "string",
         "ValueInteger": number,
         "ValueList": [
            "SegmentAttributeValue"
         ],
         "ValueMap": {
            "string" : "SegmentAttributeValue"
         },
         "ValueString": "string"
      }
   },
```

```
      "SystemEndpoint": {
         "Address": "string",
         "DisplayName": "string",
         "Type": "string"
      },
      "Tags": {
         "string" : "string"
      },
      "TaskTemplateInfo": {
         "Arn": "string",
         "Name": "string"
      },
      "TotalPauseCount": number,
      "TotalPauseDurationInSeconds": number,
      "WisdomInfo": {
         "AiAgents": [
            {
               "AiAgentEscalated": boolean,
               "AiAgentVersionId": "string",
               "AiUseCase": "string"
            }
         ],
         "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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" : {
```

```
            "SuggestedAnswers": [
               {
                  "AnalysisDetails": { ... },
                  "AnalysisType": "string",
                  "Input": {
                     "TranscriptType": "string"
                  },
                  "Status": "string",
                  "Value": { ... }
               }
            ],
            "SystemSuggestedValue": { ... },
            "Value": { ... }
         }
      },
      "CreatedTime": number,
      "EvaluationArn": "string",
      "EvaluationId": "string",
      "EvaluationType": "string",
      "LastModifiedTime": number,
      "Metadata": {
         "Acknowledgement": {
            "AcknowledgedBy": "string",
            "AcknowledgedTime": number,
            "AcknowledgerComment": "string"
         },
         "AutoEvaluation": {
            "AutoEvaluationEnabled": boolean,
            "AutoEvaluationStatus": "string"
         },
         "CalibrationSessionId": "string",
         "ContactAgentId": "string",
         "ContactId": "string",
         "ContactParticipant": {
            "ContactParticipantId": "string",
            "ContactParticipantRole": "string"
         },
         "EvaluatorArn": "string",
         "Review": {
            "CreatedBy": "string",
            "CreatedTime": number,
            "RequestedBy": "string",
            "RequestedTime": number,
            "ReviewId": "string",
```

```
            "ReviewRequestComments": [
               {
                  "Comment": "string",
                  "CreatedBy": "string",
                  "CreatedTime": number
               }
            ]
         },
         "SamplingJobId": "string",
         "Score": {
            "AppliedWeight": number,
            "AutomaticFail": boolean,
            "NotApplicable": boolean,
            "Percentage": number
         }
      },
      "Notes": {
         "string" : {
            "Value": "string"
         }
      },
      "Scores": {
         "string" : {
            "AppliedWeight": number,
            "AutomaticFail": boolean,
            "NotApplicable": boolean,
            "Percentage": number
         }
      },
      "Status": "string",
      "Tags": {
         "string" : "string"
      }
   },
   "EvaluationForm": {
      "AutoEvaluationConfiguration": {
         "Enabled": boolean
      },
      "Description": "string",
      "EvaluationFormArn": "string",
      "EvaluationFormId": "string",
      "EvaluationFormVersion": number,
      "Items": [
         { ... }
```

```
      ],
      "LanguageConfiguration": {
         "FormLanguage": "string"
      },
      "ReviewConfiguration": {
         "EligibilityDays": number,
         "ReviewNotificationRecipients": [
            {
               "Type": "string",
               "Value": {
                  "UserId": "string"
               }
            }
         ]
      },
      "ScoringStrategy": {
         "Mode": "string",
         "Status": "string"
      },
      "TargetConfiguration": {
         "ContactInteractionType": "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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`. After a flow is published, $SAVED needs to be supplied to view saved content that has not been published.

Use `arn:aws:.../contact-flow/{id}:{version}` to retrieve the content of a specific flow version.

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",
      "FlowContentSha256": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "State": "string",
      "Status": "string",
      "Tags": {
         "string" : "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.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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`. After a 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",
      "ExternalInvocationConfiguration": {
         "Enabled": boolean
      },
      "FlowModuleContentSha256": "string",
      "Id": "string",
      "Name": "string",
      "Settings": "string",
      "State": "string",
      "Status": "string",
      "Tags": {
         "string" : "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.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeContactFlowModuleAlias

Service: Amazon Connect Service

Retrieves detailed information about a specific alias, including which version it currently points to and its metadata.

Request Syntax

```
GET /contact-flow-modules/InstanceId/ContactFlowModuleId/alias/AliasId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AliasId

The identifier of the alias.

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

Required: Yes

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 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 does not have a request body.

Response Syntax

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

{
   "ContactFlowModuleAlias": {
      "AliasId": "string",
      "ContactFlowModuleArn": "string",
      "ContactFlowModuleId": "string",
      "Description": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "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.

ContactFlowModuleAlias

Information about the flow module alias.

Type: ContactFlowModuleAliasInfo 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Response

This example illustrates one usage of DescribeContactFlowModuleAlias.

```
{
  "ContactFlowModuleAlias": {
    "ContactFlowModuleId": "abcdefgh-1234-5678-9012-abcdefghijkl",
    "ContactFlowModuleArn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-1234-1234-123456789012/flow-module/
abcdefgh-1234-5678-9012-abcdefghijkl",
    "AliasId": "production",
    "Version": 2,
    "Name": "production",
    "Description": "Production version of the customer service module",
    "LastModifiedRegion": "us-west-2",
    "LastModifiedTime": "2024-01-15T10:30:00.000Z"
  }
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeDataTable

Service: Amazon Connect Service

Returns all properties for a data table except for attributes and values. All properties from CreateDataTable are returned as well as properties for region replication, versioning, and system tables. "Describe" is a deprecated term but is allowed to maintain consistency with existing operations.

Request Syntax

```
GET /data-tables/InstanceId/DataTableId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias. If no alias is provided, the default behavior is identical to providing the $LATEST alias.

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

Required: Yes

InstanceId

The unique identifier for 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

{
   "DataTable": {
      "Arn": "string",
      "CreatedTime": number,
      "Description": "string",
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "LockVersion": {
         "Attribute": "string",
         "DataTable": "string",
         "PrimaryValues": "string",
         "Value": "string"
      },
      "Name": "string",
      "Status": "string",
      "Tags": {
         "string" : "string"
      },
      "TimeZone": "string",
      "ValueLockLevel": "string",
      "Version": "string",
      "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.

DataTable

The complete data table information including metadata, configuration, and versioning details.

Type: DataTable 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeDataTableAttribute

Service: Amazon Connect Service

Returns detailed information for a specific data table attribute including its configuration, validation rules, and metadata. "Describe" is a deprecated term but is allowed to maintain consistency with existing operations.

Request Syntax

```
GET /data-tables/InstanceId/DataTableId/attributes/AttributeName HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AttributeName

The name of the attribute to retrieve detailed information for.

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias.

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

Required: Yes

InstanceId

The unique identifier for 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

{
   "Attribute": {
      "AttributeId": "string",
      "DataTableArn": "string",
      "DataTableId": "string",
      "Description": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "LockVersion": {
         "Attribute": "string",
         "DataTable": "string",
         "PrimaryValues": "string",
         "Value": "string"
      },
      "Name": "string",
      "Primary": boolean,
      "Validation": {
         "Enum": {
            "Strict": boolean,
            "Values": [ "string" ]
         },
         "ExclusiveMaximum": number,
         "ExclusiveMinimum": number,
         "IgnoreCase": boolean,
         "Maximum": number,
         "MaxLength": number,
         "MaxValues": number,
         "Minimum": number,
         "MinLength": number,
         "MinValues": number,
         "MultipleOf": number
      },
      "ValueType": "string",
      "Version": "string"
```

```
    }
}
```

Response Elements

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 complete attribute information including configuration, validation rules, lock version, and metadata.

Type: DataTableAttribute 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3

- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeEmailAddress

Service: Amazon Connect Service

Describe email address form the specified Amazon Connect instance.

Request Syntax

```
GET /email-addresses/InstanceId/EmailAddressId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EmailAddressId

The identifier of the email address.

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

{
   "AliasConfigurations": [
      {
```

```
            "EmailAddressId": "string"
         }
      ],
      "CreateTimestamp": "string",
      "Description": "string",
      "DisplayName": "string",
      "EmailAddress": "string",
      "EmailAddressArn": "string",
      "EmailAddressId": "string",
      "ModifiedTimestamp": "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.

AliasConfigurations

A list of alias configurations associated with this email address. Contains details about email addresses that forward to this primary email address. The list can contain at most one alias configuration per email address.

Type: Array of AliasConfiguration objects

Array Members: Maximum number of 1 item.

CreateTimestamp

The email address creation timestamp in ISO 8601 Datetime.

Type: String

Description

The description of the email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

DisplayName

The display name of email address

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

EmailAddress

The email address, including the domain.

Type: String

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

Pattern: `[^\s@]+@[^\s@]+\.[^\s@]+`

EmailAddressArn

The Amazon Resource Name (ARN) of the email address.

Type: String

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

EmailAddressId

The identifier of the email address.

Type: String

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

ModifiedTimestamp

The email address last modification timestamp in ISO 8601 Datetime.

Type: String

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

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": {
      "AutoEvaluationConfiguration": {
         "Enabled": boolean
      },
      "CreatedBy": "string",
      "CreatedTime": number,
      "Description": "string",
      "EvaluationFormArn": "string",
      "EvaluationFormId": "string",
      "EvaluationFormVersion": number,
      "Items": [
         { ... }
      ],
      "LanguageConfiguration": {
         "FormLanguage": "string"
      },
      "LastModifiedBy": "string",
      "LastModifiedTime": number,
      "Locked": boolean,
      "ReviewConfiguration": {
         "EligibilityDays": number,
         "ReviewNotificationRecipients": [
            {
               "Type": "string",
               "Value": {
                  "UserId": "string"
               }
            }
         ]
      },
      "ScoringStrategy": {
         "Mode": "string",
         "Status": "string"
      },
      "Status": "string",
      "Tags": {
         "string" : "string"
      },
      "TargetConfiguration": {
         "ContactInteractionType": "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

DescribeHoursOfOperation

Service: Amazon Connect Service

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",
      "ParentHoursOfOperations": [
         {
            "Arn": "string",
            "Id": "string",
            "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeHoursOfOperationOverride

Service: Amazon Connect Service

Describes the hours of operation override.

Request Syntax

```
GET /hours-of-operations/InstanceId/HoursOfOperationId/
overrides/HoursOfOperationOverrideId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier for the hours of operation.

Required: Yes

HoursOfOperationOverrideId

The identifier for the hours of operation override.

Length Constraints: Minimum length of 1. Maximum length of 36.

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

{
   "HoursOfOperationOverride": {
      "Config": [
         {
            "Day": "string",
            "EndTime": {
               "Hours": number,
               "Minutes": number
            },
            "StartTime": {
               "Hours": number,
               "Minutes": number
            }
         }
      ],
      "Description": "string",
      "EffectiveFrom": "string",
      "EffectiveTill": "string",
      "HoursOfOperationArn": "string",
      "HoursOfOperationId": "string",
      "HoursOfOperationOverrideId": "string",
      "Name": "string",
      "OverrideType": "string",
      "RecurrenceConfig": {
         "RecurrencePattern": {
            "ByMonth": [ number ],
            "ByMonthDay": [ number ],
            "ByWeekdayOccurrence": [ number ],
            "Frequency": "string",
            "Interval": 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.

HoursOfOperationOverride

Information about the hours of operations override.

Type: HoursOfOperationOverride 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
      }
   },
   "ReplicationConfiguration": {
      "GlobalSignInEndpoint": "string",
      "ReplicationStatusSummaryList": [
         {
            "Region": "string",
            "ReplicationStatus": "string",
            "ReplicationStatusReason": "string"
         }
      ],
      "SourceRegion": "string"
   }
}
```

Response Elements

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

ReplicationConfiguration

Status information about the replication process. This field is included only when you are using the ReplicateInstance API to replicate an Amazon Connect instance across AWS Regions. For

information about replicating Amazon Connect instances, see Create a replica of your existing Amazon Connect instance in the *Amazon Connect Administrator Guide*.

Type: ReplicationConfiguration 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | MULTI_PARTY_CHAT_CONFERENCE | MESSAGE_STREAMING`

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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 | EMAIL_MESSAGES

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeNotification

Service: Amazon Connect Service

Retrieves detailed information about a specific notification, including its content, priority, recipients, and metadata.

Request Syntax

```
GET /notifications/InstanceId/NotificationId 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

NotificationId

The unique identifier for the notification.

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

{
   "Notification": {
      "Arn": "string",
```

```
      "Content": {
         "string" : "string"
      },
      "CreatedAt": number,
      "ExpiresAt": number,
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Priority": "string",
      "Recipients": [ "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.

Notification

The complete notification information including content, priority, recipients, and metadata.

Type: Notification 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. A *predefined attribute* is made up of a name and a value. You can use predefined attributes for:

- Routing proficiency (for example, agent certification) that has predefined values (for example, a list of possible certifications). For more information, see Create predefined attributes for routing contacts to agents.
- Contact information that varies between transfers or conferences, such as the name of the business unit handling the contact. For more information, see Use contact segment attributes.

For the predefined attributes per instance quota, see Amazon Connect quotas.

Endpoints: See Amazon Connect endpoints and quotas.

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 100.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
   "PredefinedAttribute": {
      "AttributeConfiguration": {
         "EnableValueValidationOnAssociation": boolean,
         "IsReadOnly": boolean
      },
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "Purposes": [ "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example shows a request and response.

```
GET https://connect.us-west-2.amazonaws.com/predefined-attributes/InstanceId/Name
 HTTP/1.1

Response:
{
    "PredefinedAttribute": {
        "AttributeConfiguration": {
            "EnableValueValidationOnAssociation": false,
            "IsReadOnly": false
        },
        "LastModifiedRegion": "us-west-2",
        "LastModifiedTime": 1.756932542054E9,
        "Name": "Custom",
        "Purposes": [
            "proficiency"
        ],
        "Values": {
            "StringList": [
                "value1",
                "value2"
            ]
        }
    }
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeQueue

Service: Amazon Connect Service

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"
      },
      "OutboundEmailConfig": {
         "OutboundEmailAddressId": "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
         "FlowConfig": {
            "ContactFlowId": "string"
         },
         "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeRoutingProfile

Service: Amazon Connect Service

Describes the specified routing profile.

> **Note**
>
> `DescribeRoutingProfile` does not populate AssociatedQueueIds in its response. The example Response Syntax shown on this page is incorrect; we are working to update it. SearchRoutingProfiles does include AssociatedQueueIds.

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",
      "AssociatedManualAssignmentQueueIds": [ "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",
      "NumberOfAssociatedManualAssignmentQueues": number,
      "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
            },
            "AssignSlaAction": {
               "CaseSlaConfiguration": {
                  "FieldId": "string",
                  "Name": "string",
                  "TargetFieldValues": [
                     {
                        "BooleanValue": boolean,
                        "DoubleValue": number,
                        "EmptyValue": {
                        },
                        "StringValue": "string"
                     }
                  ],
                  "TargetSlaMinutes": number,
                  "Type": "string"
               },
               "SlaAssignmentType": "string"
            },
            "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",
            "Exclusion": {
               "UserIds": [ "string" ],
               "UserTags": {
                  "string" : "string"
               }
            },
            "Recipient": {
               "UserIds": [ "string" ],
               "UserTags": {
                  "string" : "string"
               }
            },
            "Subject": "string"
         },
         "SubmitAutoEvaluationAction": {
            "EvaluationFormId": "string"
         },
         "TaskAction": {
            "ContactFlowId": "string",
            "Description": "string",
            "Name": "string",
            "References": {
               "string" : {
                  "Arn": "string",
                  "Status": "string",
                  "StatusReason": "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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

For information about security profiles, see Security Profiles in the *Amazon Connect Administrator Guide*. For a mapping of the API name and user interface name of the security profile permissions, see List of security profile permissions.

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 profle.

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",
      "GranularAccessControlConfiguration": {
         "DataTableAccessControlConfiguration": {
            "PrimaryAttributeAccessControlConfiguration": {
               "PrimaryAttributeValues": [
                  {
                     "AccessType": "string",
                     "AttributeName": "string",
                     "Values": [ "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeTestCase

Service: Amazon Connect Service

Describes the specified test case and allows you to get the content and metadata of the test case for the specified Amazon Connect instance.

Request Syntax

```
GET /test-cases/InstanceId/TestCaseId?status=Status 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 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

Status

The status of the test case version to retrieve. If not specified, returns the published version if available, otherwise returns the saved version.

Valid Values: `PUBLISHED | SAVED`

TestCaseId

The identifier of the test case.

Length Constraints: 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

{
   "TestCase": {
      "Arn": "string",
      "Content": "string",
      "Description": "string",
      "EntryPoint": {
         "ChatEntryPointParameters": {
            "FlowId": "string"
         },
         "Type": "string",
         "VoiceCallEntryPointParameters": {
            "DestinationPhoneNumber": "string",
            "FlowId": "string",
            "SourcePhoneNumber": "string"
         }
      },
      "Id": "string",
      "InitializationData": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "Status": "string",
      "Tags": {
         "string" : "string"
      },
      "TestCaseSha256": "string"
   }
}
```

Response Elements

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

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

TestCase

The test case object containing all test case information.

Type: TestCase 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
      "AfterContactWorkConfigs": [
```

```
            {
               "AfterContactWorkConfig": {
                  "AfterContactWorkTimeLimit": number
               },
               "AgentFirstCallbackAfterContactWorkConfig": {
                  "AfterContactWorkTimeLimit": number
               },
               "Channel": "string"
            }
         ],
         "Arn": "string",
         "AutoAcceptConfigs": [
            {
               "AgentFirstCallbackAutoAccept": boolean,
               "AutoAccept": boolean,
               "Channel": "string"
            }
         ],
         "DirectoryUserId": "string",
         "HierarchyGroupId": "string",
         "Id": "string",
         "IdentityInfo": {
            "Email": "string",
            "FirstName": "string",
            "LastName": "string",
            "Mobile": "string",
            "SecondaryEmail": "string"
         },
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "PersistentConnectionConfigs": [
            {
               "Channel": "string",
               "PersistentConnection": boolean
            }
         ],
         "PhoneConfig": {
            "AfterContactWorkTimeLimit": number,
            "AutoAccept": boolean,
            "DeskPhoneNumber": "string",
            "PersistentConnection": boolean,
            "PhoneType": "string"
         },
         "PhoneNumberConfigs": [
```

```
         {
            "Channel": "string",
            "PhoneNumber": "string",
            "PhoneType": "string"
         }
      ],
      "RoutingProfileId": "string",
      "SecurityProfileIds": [ "string" ],
      "Tags": {
         "string" : "string"
      },
      "Username": "string",
      "VoiceEnhancementConfigs": [
         {
            "Channel": "string",
            "VoiceEnhancementMode": "string"
         }
      ]
   }
}
```

Response Elements

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeWorkspace

Service: Amazon Connect Service

Retrieves details about a workspace, including its configuration and metadata.

Request Syntax

```
GET /workspaces/InstanceId/WorkspaceId 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

WorkspaceId

The identifier of the workspace.

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

{
   "Workspace": {
      "Arn": "string",
      "Description": "string",
```

```
      "Id": "string",
      "LastModifiedRegion": "string",
      "LastModifiedTime": number,
      "Name": "string",
      "Tags": {
         "string" : "string"
      },
      "Theme": {
         "Dark": {
            "Images": {
               "Logo": {
                  "Default": "string",
                  "Favicon": "string"
               }
            },
            "Palette": {
               "Canvas": {
                  "ActiveBackground": "string",
                  "ContainerBackground": "string",
                  "PageBackground": "string"
               },
               "Header": {
                  "Background": "string",
                  "InvertActionsColors": boolean,
                  "Text": "string",
                  "TextHover": "string"
               },
               "Navigation": {
                  "Background": "string",
                  "InvertActionsColors": boolean,
                  "Text": "string",
                  "TextActive": "string",
                  "TextBackgroundActive": "string",
                  "TextBackgroundHover": "string",
                  "TextHover": "string"
               },
               "Primary": {
                  "Active": "string",
                  "ContrastText": "string",
                  "Default": "string"
               }
            },
            "Typography": {
               "FontFamily": {
```

```
            "Default": "string"
         }
      }
   },
   "Light": {
      "Images": {
         "Logo": {
            "Default": "string",
            "Favicon": "string"
         }
      },
      "Palette": {
         "Canvas": {
            "ActiveBackground": "string",
            "ContainerBackground": "string",
            "PageBackground": "string"
         },
         "Header": {
            "Background": "string",
            "InvertActionsColors": boolean,
            "Text": "string",
            "TextHover": "string"
         },
         "Navigation": {
            "Background": "string",
            "InvertActionsColors": boolean,
            "Text": "string",
            "TextActive": "string",
            "TextBackgroundActive": "string",
            "TextBackgroundHover": "string",
            "TextHover": "string"
         },
         "Primary": {
            "Active": "string",
            "ContrastText": "string",
            "Default": "string"
         }
      },
      "Typography": {
         "FontFamily": {
            "Default": "string"
         }
      }
   }
```

```
      },
      "Title": "string",
      "Visibility": "string"
   }
}
```

Response Elements

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

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

Workspace

Information about the workspace.

Type: Workspace 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateAnalyticsDataSet

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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?clientToken=ClientToken&origin=Origin
 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.

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateEmailAddressAlias

Service: Amazon Connect Service

Removes the alias association between two email addresses in an Amazon Connect instance. After disassociation, emails sent to the former alias email address are no longer forwarded to the primary email address. Both email addresses continue to exist independently and can receive emails directly.

Use cases

Following are common uses cases for this API:

- **Department separation**: Remove alias relationships when splitting a consolidated support queue back into separate department-specific queues.
- **Email address retirement**: Cleanly remove forwarding relationships before decommissioning old email addresses.
- **Organizational restructuring**: Reconfigure email routing when business processes change and aliases are no longer needed.

Important things to know

- Concurrent operations: This API uses distributed locking, so concurrent operations on the same email addresses may be temporarily blocked.
- Emails sent to the former alias address are still delivered directly to that address if it exists.
- You do not need to delete the email addresses after disassociation. Both addresses remain active independently.
- After a successful disassociation, you can immediately create a new alias relationship with the same addresses.
- 200 status means alias was successfully disassociated.

`DisassociateEmailAddressAlias` does not return the following information:

- Details in the response about the email that was disassociated. The response returns an empty body.
- The timestamp of when the disassociation occurred.

Endpoints: See Amazon Connect endpoints and quotas.

Related operations

- AssociateEmailAddressAlias: Associates an email address alias with an existing email address in an Amazon Connect instance.
- DescribeEmailAddress: View current alias configurations for an email address.
- SearchEmailAddresses: Find email addresses and their alias relationships across an instance.
- CreateEmailAddress: Create new email addresses that can participate in alias relationships.
- DeleteEmailAddress: Remove email addresses (automatically removes any alias relationships).
- UpdateEmailAddressMetadata: Modify email address properties (does not affect alias relationships).

Request Syntax

```
POST /email-addresses/InstanceId/EmailAddressId/disassociate-alias HTTP/1.1
Content-type: application/json

{
   "AliasConfiguration": {
      "EmailAddressId": "string"
   },
   "ClientToken": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

EmailAddressId

The identifier of the email address.

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.

AliasConfiguration

Configuration object that specifies which alias relationship to remove. The alias association must currently exist between the primary email address and the specified alias email address.

Type: AliasConfiguration 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: 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example 1: Basic alias removal

The following example removes the forwarding relationship between two email addresses.

```
POST / HTTP/1.1
Host: connect.us-east-1.amazonaws.com
Content-Length: 156
X-Amz-Target: AmazonConnectService.DisassociateEmailAddressAlias
X-Amz-Date: 20170705T211529Z
Authorization: AWS4-HMAC-SHA256\
 Credential=AKIAI44QH8DHBEXAMPLE/20170705/us-east-1/connect/aws4_request,\
 SignedHeaders=content-type;host;x-amz-date;x-amz-target,\
 Signature=6bcb6a5ef9ee7585d83955e8a5c3f6d47cf581596208fc0e436fa1de26ef3f6a
Content-Type: application/x-amz-json-1.1
{
    "InstanceId": "12345678-1234-1234-1234-123456789012",
    "EmailAddressId": "87654321-4321-4321-4321-210987654321",
    "AliasConfiguration": {
        "EmailAddressId": "11111111-2222-3333-4444-555555555555"
    }
}
```

Example 2: Alias removal with error handling

The following example response shows a safely removed alias with proper error handling for non-existent relationships.

```
HTTP/1.1 200 OK
Date: Wed, 05 Jul 2017 21:15:29 GMT
```

```
Content-Type: application/x-amz-json-1.1
Content-Length: 2
Connection: keep-alive
x-amzn-RequestId: 12345678-1234-1234-1234-123456789012
{}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

- AWS End User Messaging SMS phone number ARN when using `SMS_PHONE_NUMBER`
- AWS End User Messaging Social phone number ARN when using `WHATSAPP_MESSAGING_PHONE_NUMBER`

Required: Yes

ResourceType

A valid resource type.

Valid Values: `SMS_PHONE_NUMBER | INBOUND_EMAIL | OUTBOUND_EMAIL | ANALYTICS_CONNECTOR | WHATSAPP_MESSAGING_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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateHoursOfOperations

Service: Amazon Connect Service

Disassociates a set of hours of operations with another hours of operation. Refer to Administrator Guide here for more information on inheriting overrides from parent hours of operation(s).

Request Syntax

```
POST /hours-of-operations/InstanceId/HoursOfOperationId/disassociate-hours HTTP/1.1
Content-type: application/json

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

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier of the child 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.

ParentHoursOfOperationIds

The Amazon Resource Names (ARNs) of the parent hours of operation resources to disassociate with the child hours of operation resource.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 3 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.

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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?
clientToken=ClientToken&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

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.

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 | EMAIL_MESSAGES

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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?
clientToken=ClientToken&functionArn=FunctionArn 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.

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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&clientToken=ClientToken&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

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.

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateQueueEmailAddresses

Service: Amazon Connect Service

Removes the association between a set of email addresses and a queue. After disassociation, agents will no longer be able to select these email addresses as "From" addresses when replying to inbound email contacts or initiating outbound email contacts in this queue.

Important things to know

- Agents will no longer see these email addresses in their "From" address selection options for this queue.
- The email addresses themselves are not deleted from the instance, only their availability for agent selection in this queue is removed.
- Changes take effect immediately and will affect the agent experience in the Contact Control Panel (CCP).

Request Syntax

```
POST /queues/InstanceId/QueueId/disassociate-email-addresses HTTP/1.1
Content-type: application/json

{
   "ClientToken": "string",
   "EmailAddressesId": [ "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.

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

EmailAddressesId

List of email address identifiers to disassociate from the queue. These are the unique identifiers of email addresses that should no longer be routed to this queue.

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 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 permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateQueueQuickConnects

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Up to 10 queue references can be disassociated in a single API call. More than 10 queue references results in a single call results in an InvalidParameterException.

Request Syntax

```
POST /routing-profiles/InstanceId/RoutingProfileId/disassociate-queues HTTP/1.1
Content-type: application/json

{
   "ManualAssignmentQueueReferences": [
      {
         "Channel": "string",
         "QueueId": "string"
      }
   ],
   "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.

ManualAssignmentQueueReferences

The manual assignment queues to disassociate with this routing profile.

Type: Array of RoutingProfileQueueReference objects

Required: No

QueueReferences

The queues to disassociate from this routing profile.

Type: Array of RoutingProfileQueueReference objects

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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?clientToken=ClientToken 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

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.

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateSecurityProfiles

Service: Amazon Connect Service

Disassociates a security profile attached to a Q in Connect AI Agent Entity in an Amazon Connect instance.

Request Syntax

```
POST /disassociate-security-profiles/InstanceId HTTP/1.1
Content-type: application/json

{
   "EntityArn": "string",
   "EntityType": "string",
   "SecurityProfiles": [
      {
         "Id": "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.

EntityArn

ARN of a Q in Connect AI Agent.

Type: String

Length Constraints: Minimum length of 1.

Required: Yes

EntityType

Only supported type is AI_AGENT.

Type: String

Valid Values: `USER | AI_AGENT`

Required: Yes

SecurityProfiles

List of Security Profile Object.

Type: Array of SecurityProfileItem 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.

AccessDeniedException

You do not have sufficient permissions to perform this action.

HTTP Status Code: 403

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. This API can be called only in the Region where the traffic distribution group is created.

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 of the traffic distribution group.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateWorkspace

Service: Amazon Connect Service

Removes the association between a workspace and one or more users or routing profiles.

Request Syntax

```
POST /workspaces/InstanceId/WorkspaceId/disassociate HTTP/1.1
Content-type: application/json

{
   "ResourceArns": [ "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

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

ResourceArns

The Amazon Resource Names (ARNs) of the resources to disassociate from the workspace.

Type: Array of strings

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

Required: Yes

Response Syntax

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

{
   "FailedList": [
      {
         "ErrorCode": "string",
         "ErrorMessage": "string",
         "ResourceArn": "string"
      }
   ],
   "SuccessfulList": [
      {
         "ResourceArn": "string"
      }
   ]
}
```

Response Elements

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

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

FailedList

A list of resources that failed to be disassociated from the workspace, including error details.

Type: Array of FailedBatchAssociationSummary objects

SuccessfulList

A list of resources that were successfully disassociated from the workspace.

Type: Array of SuccessfulBatchAssociationSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3

- AWS SDK for Python
- AWS SDK for Ruby V3

EvaluateDataTableValues

Service: Amazon Connect Service

Evaluates values at the time of the request and returns them. It considers the request's timezone or the table's timezone, in that order, when accessing time based tables. When a value is accessed, the accessor's identity and the time of access are saved alongside the value to help identify values that are actively in use. The term "Batch" is not included in the operation name since it does not meet all the criteria for a batch operation as specified in Batch Operations: AWS API Standards.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/evaluate?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
Content-type: application/json

{
   "TimeZone": "string",
   "Values": [
      {
         "AttributeNames": [ "string" ],
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ]
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias.

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

Required: Yes

InstanceId

The unique identifier for the Amazon Connect instance.

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

Required: Yes

MaxResults

The maximum number of data table values to return in one page of results.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

Specify the pagination token from a previous request to retrieve the next page of results.

Request Body

The request accepts the following data in JSON format.

TimeZone

Optional IANA timezone identifier to use when resolving time based dynamic values. Defaults to the data table time zone if not provided.

Type: String

Required: No

Values

A list of value evaluation sets specifying which primary values and attributes to evaluate.

Type: Array of DataTableValueEvaluationSet objects

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
   "NextToken": "string",
   "Values": [
      {
         "AttributeName": "string",
         "Error": boolean,
         "EvaluatedValue": "string",
         "Found": boolean,
         "PrimaryValues": [
            {
               "AttributeName": "string",
               "Value": "string"
            }
         ],
         "RecordId": "string",
         "ValueType": "string"
      }
   ]
}
```

Response Elements

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

Specify the pagination token from a previous request to retrieve the next page of results.

Type: String

Values

A list of evaluated values with their computed results, error information, and metadata.

Type: Array of DataTableEvaluatedValue 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. The supported resources are Cases and Email.

> **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 Amazon 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: `EMAIL_MESSAGE | 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetContactMetrics

Service: Amazon Connect Service

Retrieves contact metric data for a specified contact.

Use cases

Following are common use cases for position in queue and estimated wait time:

- Customer-Facing Wait Time Announcements - Display or announce the estimated wait time and position in queue to customers before or during their queue experience.
- Callback Offerings - Offer customers a callback option when the estimated wait time or position in queue exceeds a defined threshold.
- Queue Routing Decisions - Route incoming contacts to less congested queues by comparing estimated wait time and position in queue across multiple queues.
- Self-Service Deflection - Redirect customers to self-service options like chatbots or FAQs when estimated wait time is high or position in queue is unfavorable.

Important things to know

- Metrics are only available while the contact is actively in queue.
- For more information, see the Position in queue metric in the *Amazon Connect Administrator Guide*.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
POST /metrics/contact HTTP/1.1
Content-type: application/json

{
   "ContactId": "string",
   "InstanceId": "string",
   "Metrics": [
      {
         "Name": "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 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

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 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

Metrics

A list of contact level metrics to retrieve.Supported metrics include POSITION_IN_QUEUE (the contact's current position in the queue) and ESTIMATED_WAIT_TIME (the predicted time in seconds until the contact is connected to an agent)

Type: Array of ContactMetricInfo objects

Array Members: Minimum number of 1 item.

Required: Yes

Response Syntax

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

{
   "Arn": "string",
   "Id": "string",
   "MetricResults": [
      {
         "Name": "string",
         "Value": { ... }
      }
   ]
}
```

Response Elements

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 ARN of the contact for which metrics were retrieved.

Type: String

Id

The unique identifier of the contact for which metrics were retrieved. This matches the ContactId provided in the request.

Type: String

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

MetricResults

A list of metric results containing the calculated values for each requested metric. Each result includes the metric name and its corresponding value. For example, POSITION_IN_QUEUE returns a numeric value representing the contact's position in queue, and ESTIMATED_WAIT_TIME returns the predicted wait time in seconds.

Type: Array of ContactMetricResult 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example request to retrieve position in queue and estimated wait time

Following is an example of retrieving the position in queue and estimated wait time for a contact.

```
{
     "InstanceId":"12345678-1234-5678-aabb-123456abcdef",
     "ContactId":"12345678-1234-5678-aabb-123456abcdef",
     "Metrics":[ { "Name": "POSITION_IN_QUEUE"}, { "Name": "ESTIMATED_WAIT_TIME"} ]
     }
```

Example response with the position in queue and estimated wait time

Following is an example response. In this case, the contact is number 3 in the queue with an estimated wait time of 120 seconds.

```
{
     "Id":"12345678-1234-5678-aabb-123456abcdef",
     "Arn":"arn:aws:connect:us-east-1:123456789012:instance/12345678-1234-5678-
aabb-123456abcdef/contact/12345678-1234-5678-aabb-123456abcdef",
```

```
    "MetricResults":[ { "Name": "POSITION_IN_QUEUE","Value":{"Number":3.00}},
{ "Name": "ESTIMATED_WAIT_TIME","Value":{"Number":120.00}}]
    }
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 Metrics definitions in the *Amazon Connect Administrator Guide*.

> **Note**
>
> When you make a successful API request, you can expect the following metric values in the response:
>
> 1. **Metric value is null**: The calculation cannot be performed due to divide by zero or insufficient data
> 2. **Metric value is a number (including 0) of defined type**: The number provided is the calculation result
> 3. **MetricResult list is empty**: The request cannot find any data in the system
>
> The following guidelines can help you work with the API:
>
> - Each dimension in the metric response must contain a value
> - Each item in MetricResult must include all requested metrics
> - If the response is slow due to large result sets, try these approaches:
>   - Add filters to reduce the amount of data returned

Request Syntax

```
POST /metrics/current/InstanceId HTTP/1.1
Content-type: application/json

{
   "CurrentMetrics": [
      {
         "MetricId": "string",
         "Name": "string",
         "Unit": "string"
      }
   ],
```

```
   "Filters": {
      "AgentStatuses": [ "string" ],
      "Channels": [ "string" ],
      "Queues": [ "string" ],
      "RoutingProfiles": [ "string" ],
      "RoutingStepExpressions": [ "string" ],
      "Subtypes": [ "string" ],
      "ValidationTestTypes": [ "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 or metricId, and unit for each metric. The following metrics are available. For a description of all the metrics, see Metrics definitions in the *Amazon Connect Administrator Guide*.

> **Note**
>
> MetricId should be used to reference custom metrics or out of the box metrics as Arn. If using MetricId, the limit is 10 MetricId per request.

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

ESTIMATED_WAIT_TIME

Unit: SECONDS

This metric supports filter and grouping combination only used for core routing purpose. Valid filter and grouping use cases:

- Filter by a list of [Queues] and a list of [Channels], group by [“QUEUE”, “CHANNEL”]
- Filter by a singleton list of [Queue], a singleton list of [Channel], a list of [RoutingStepExpression], group by [“ROUTING_STEP_EXPRESSION”].

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
- AgentStatuses: 50
- Subtypes: 10
- ValidationTestTypes: 10

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 AgentStatuses as filter make sure Queues is added as primary filter.

When using Subtypes as filter make sure Queues is added as primary filter.

When using ValidationTestTypes as filter make sure Queues is added as primary filter.

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

Defines the level of aggregation for metrics data by a dimension(s). Its similar to sorting items into buckets based on a common characteristic, then counting or calculating something for each bucket. For example, when grouped by QUEUE, the metrics returned apply to each queue rather than aggregated for all queues.

The grouping list is an ordered list, with the first item in the list defined as the primary grouping. If no grouping is included in the request, the aggregation happens at the instance-level.

- If you group by CHANNEL, you should include a Channels filter. VOICE, CHAT, and TASK channels are supported.
- If you group by AGENT_STATUS, you must include the QUEUE as the primary grouping and use queue filter. When you group by AGENT_STATUS, the only metric available is the AGENTS_ONLINE metric.
- If you group by SUBTYPE or VALIDATION_TEST_TYPE as secondary grouping then you must include QUEUE as primary grouping and use Queue as filter
- 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.
- 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 | AGENT_STATUS | SUBTYPE | VALIDATION_TEST_TYPE

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": {
                  "MetricId": "string",
                  "Name": "string",
                  "Unit": "string"
               },
               "Value": number
            }
         ],
         "Dimensions": {
            "AgentStatus": {
               "Arn": "string",
               "Id": "string"
            },
            "Channel": "string",
            "Queue": {
               "Arn": "string",
               "Id": "string"
            },
            "RoutingProfile": {
               "Arn": "string",
               "Id": "string"
            },
            "RoutingStepExpression": "string",
            "Subtype": "string",
            "ValidationTestType": "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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"
    },
    {
    "Name": "ESTIMATED_WAIT_TIME",
    "Unit": "SECONDS"
    }
  ],
  "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
        },
        {
            "Metric": {
                "Name": "ESTIMATED_WAIT_TIME",
                "Unit": "SECONDS"
            },
            "Value": 1.00
        }
      ],
      "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetEffectiveHoursOfOperations

Service: Amazon Connect Service

Get the hours of operations with the effective override applied.

Request Syntax

```
GET /effective-hours-of-operations/InstanceId/HoursOfOperationId?
fromDate=FromDate&toDate=ToDate HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

FromDate

The date from when the hours of operation are listed.

Pattern: ^\d{4}-\d{2}-\d{2}$

Required: Yes

HoursOfOperationId

The identifier for the hours of operation.

Required: Yes

InstanceId

The identifier of the Amazon Connect instance.

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

Required: Yes

ToDate

The date until when the hours of operation are listed.

Pattern: ^\d{4}-\d{2}-\d{2}$

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
   "EffectiveHoursOfOperationList": [
      {
         "Date": "string",
         "OperationalHours": [
            {
               "End": {
                  "Hours": number,
                  "Minutes": number
               },
               "Start": {
                  "Hours": number,
                  "Minutes": number
               }
            }
         ]
      }
   ],
   "EffectiveOverrideHoursList": [
      {
         "Date": "string",
         "OverrideHours": [
            {
               "End": {
                  "Hours": number,
                  "Minutes": number
               },
               "OperationalStatus": "string",
               "OverrideName": "string",
               "Start": {
                  "Hours": number,
                  "Minutes": number
               }
            }
```

```
            ]
        }
    ],
    "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.

EffectiveHoursOfOperationList

Information about the effective hours of operations.

Type: Array of EffectiveHoursOfOperations objects

EffectiveOverrideHoursList

Information about override configurations applied to the base hours of operation to calculate the effective hours.

For more information about how override types are applied, see Build your list of overrides in the *Administrator Guide*.

Type: Array of EffectiveOverrideHours objects

TimeZone

The time zone for the hours of operation.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

- AWS End User Messaging SMS phone number ARN when using `SMS_PHONE_NUMBER`
- AWS End User Messaging Social phone number ARN when using `WHATSAPP_MESSAGING_PHONE_NUMBER`

Required: Yes

ResourceType

A valid resource type.

Valid Values: `SMS_PHONE_NUMBER | INBOUND_EMAIL | OUTBOUND_EMAIL | ANALYTICS_CONNECTOR | WHATSAPP_MESSAGING_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 | INBOUND_EMAIL | OUTBOUND_EMAIL | ANALYTICS_CONNECTOR | WHATSAPP_MESSAGING_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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 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": {
      "AgentStatuses": [ "string" ],
      "Channels": [ "string" ],
      "Queues": [ "string" ],
      "RoutingProfiles": [ "string" ],
      "RoutingStepExpressions": [ "string" ],
      "Subtypes": [ "string" ],
      "ValidationTestTypes": [ "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 | AGENT_STATUS | SUBTYPE | VALIDATION_TEST_TYPE`

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 Metrics definition 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

UI name: Average queue abandon time

AFTER_CONTACT_WORK_TIME

Unit: SECONDS

Statistic: AVG

UI name: After contact work time

API_CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

UI name: API contacts handled

AVG_HOLD_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average customer hold time

CALLBACK_CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

UI name: Callback contacts handled

CONTACTS_ABANDONED

Unit: COUNT

Statistic: SUM

UI name: Contacts abandoned

CONTACTS_AGENT_HUNG_UP_FIRST

Unit: COUNT

Statistic: SUM

UI name: Contacts agent hung up first

CONTACTS_CONSULTED

Unit: COUNT

Statistic: SUM

UI name: Contacts consulted

CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

UI name: Contacts handled

CONTACTS_HANDLED_INCOMING

Unit: COUNT

Statistic: SUM

UI name: Contacts handled incoming

CONTACTS_HANDLED_OUTBOUND

Unit: COUNT

Statistic: SUM

UI name: Contacts handled outbound

CONTACTS_HOLD_ABANDONS

Unit: COUNT

Statistic: SUM

UI name: Contacts hold disconnect

CONTACTS_MISSED

Unit: COUNT

Statistic: SUM

UI name: AGENT_NON_RESPONSE

CONTACTS_QUEUED

Unit: COUNT

Statistic: SUM

UI name: Contacts queued

CONTACTS_TRANSFERRED_IN

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred in

CONTACTS_TRANSFERRED_IN_FROM_QUEUE

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred out queue

CONTACTS_TRANSFERRED_OUT

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred out

CONTACTS_TRANSFERRED_OUT_FROM_QUEUE

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred out queue

HANDLE_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average handle time

INTERACTION_AND_HOLD_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average agent interaction and customer hold time

INTERACTION_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average agent interaction time

OCCUPANCY

Unit: PERCENT

Statistic: AVG

UI name: Occupancy

QUEUE_ANSWER_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average queue answer time

QUEUED_TIME

Unit: SECONDS

Statistic: MAX

UI name: Minimum flow time

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").

UI name: Average queue abandon time

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": {
            "AgentStatus": {
               "Arn": "string",
               "Id": "string"
            },
            "Channel": "string",
            "Queue": {
```

```
                "Arn": "string",
                "Id": "string"
            },
            "RoutingProfile": {
                "Arn": "string",
                "Id": "string"
            },
            "RoutingStepExpression": "string",
            "Subtype": "string",
            "ValidationTestType": "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. It does not support agent queues.

For a description of the historical metrics that are supported by `GetMetricDataV2` and `GetMetricData`, see Metrics definitions in the *Amazon Connect Administrator Guide*.

Note

When you make a successful API request, you can expect the following metric values in the response:

1. **Metric value is null**: The calculation cannot be performed due to divide by zero or insufficient data
2. **Metric value is a number (including 0) of defined type**: The number provided is the calculation result
3. **MetricResult list is empty**: The request cannot find any data in the system

The following guidelines can help you work with the API:

- Each dimension in the metric response must contain a value
- Each item in MetricResult must include all requested metrics
- If the response is slow due to large result sets, try these approaches:
  - Narrow the time range of your request
  - Add filters to reduce the amount of data returned

Request Syntax

```
POST /metrics/data HTTP/1.1
Content-type: application/json
```

```
{
   "EndTime": number,
   "Filters": [
      {
         "FilterKey": "string",
         "FilterValues": [ "string" ],
         "StringCondition": {
            "Comparison": "string"
         }
      }
   ],
   "Groupings": [ "string" ],
   "Interval": {
      "IntervalPeriod": "string",
      "TimeZone": "string"
   },
   "MaxResults": number,
   "Metrics": [
      {
         "MetricFilters": [
            {
               "MetricFilterKey": "string",
               "MetricFilterValues": [ "string" ],
               "Negate": boolean
            }
         ],
         "MetricId": "string",
         "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

Filtering is an operation that selects records that match a set of specified criteria. By narrowing the dataset before aggregation, filters ensure that only relevant records are included in the computation.

Filter keys

The following are valid filter keys for a `GetMetricDataV2` request:

`AGENT` | `AGENT_HIERARCHY_LEVEL_ONE` | `AGENT_HIERARCHY_LEVEL_TWO` | `AGENT_HIERARCHY_LEVEL_THREE` | `AGENT_HIERARCHY_LEVEL_FOUR` | `AGENT_HIERARCHY_LEVEL_FIVE` | `ANSWERING_MACHINE_DETECTION_STATUS` | `BOT_ALIAS` | `BOT_ID` | `BOT_INTENT_NAME` | `BOT_LOCALE` | `BOT_VERSION` | `CAMPAIGN` | `CAMPAIGN_DELIVERY_EVENT_TYPE` | `CAMPAIGN_EXCLUDED_EVENT_TYPE` | `CASE_STATUS` | `CASE_TEMPLATE_ARN` | `CHANNEL` | `contact/segmentAttributes/connect:Subtype` | `contact/segmentAttributes/connect:ValidationTestType` | `DISCONNECT_REASON` | `EVALUATION_FORM` | `EVALUATION_QUESTION` | `EVALUATION_SECTION` | `EVALUATION_SOURCE` | `EVALUATOR_ID` | `FEATURE` | `FLOW_ACTION_ID` | `FLOW_TYPE` | `FLOWS_MODULE_RESOURCE_ID` | `FLOWS_NEXT_RESOURCE_ID` | `FLOWS_NEXT_RESOURCE_QUEUE_ID` | `FLOWS_OUTCOME_TYPE` | `FLOWS_RESOURCE_ID` | `FORM_VERSION` | `INITIATING_FLOW`

| INITIATION_METHOD | INVOKING_RESOURCE_PUBLISHED_TIMESTAMP | INVOKING_RESOURCE_TYPE | PARENT_FLOWS_RESOURCE_ID | Q_CONNECT_ENABLED | QUEUE | RESOURCE_PUBLISHED_TIMESTAMP | ROUTING_PROFILE | ROUTING_STEP_EXPRESSION | TEST_CASE | TEST_CASE_EXECUTION_FAILURE_REASON | TEST_CASE_EXECUTION_RESULT | TEST_CASE_EXECUTION_STATE

> **Note**
>
> The following filter keys correspond to Amazon Connect resources and are used for authorizing requests. A GetMetricDataV2 request requires at least one of these filters: QUEUE, ROUTING_PROFILE, AGENT, AGENT_HIERARCHY_LEVEL_ONE, AGENT_HIERARCHY_LEVEL_TWO, AGENT_HIERARCHY_LEVEL_THREE, AGENT_HIERARCHY_LEVEL_FOUR, AGENT_HIERARCHY_LEVEL_FIVE, CAMPAIGN, EVALUATION_FORM, EVALUATOR_ID
> You can use up to 5 filter keys in a single request, and up to 100 filter values across all filter keys.

Filter values

- VOICE, CHAT, TASK, and EMAIL are valid filter values for the CHANNEL filter key. They do not count towards the limit 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 4 channel filters.
- contact_lens_conversational_analytics is a valid filter value for the FEATURE filter key. It is available only for contacts analyzed by Contact Lens conversational analytics.
- connect:Chat, connect:SMS, connect:Telephony, and connect:WebRTC are valid filter value examples (not exhaustive) for the contact/segmentAttributes/connect:Subtype filter key.
- ROUTING_STEP_EXPRESSION accepts a filter value up to 3,000 characters in length. This filter is case-sensitive and order-sensitive. JSON string fields must be sorted in ascending order, and JSON array order must be preserved.
- TRUE and FALSE are the only valid filter values for the Q_CONNECT_ENABLED filter key.
  - TRUE includes all contacts that had Connect AI Agents enabled as part of the flow.
  - FALSE includes all contacts that did not have Connect AI Agents enabled as part of the flow.

- EXPERIENCE_VALIDATION and FLOW_VALIDATION are the only valid filter values for the contact/segmentAttributes/connect:ValidationTestType filter key. This filter is available only for contact record-driven metrics.
- Campaign ARNs are valid filter values for the CAMPAIGN filter key.
- To filter by phone number, see Create a historical metrics report in the *Amazon Connect Administrator Guide*.

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 | ANSWERING_MACHINE_DETECTION_STATUS | BOT_ID | BOT_ALIAS | BOT_VERSION | BOT_LOCALE | BOT_INTENT_NAME | CAMPAIGN | CAMPAIGN_DELIVERY_EVENT_TYPE | CAMPAIGN_EXCLUDED_EVENT_TYPE | CAMPAIGN_EXECUTION_TIMESTAMP | CASE_TEMPLATE_ARN | CASE_STATUS | CHANNEL | contact/segmentAttributes/connect:Subtype | DISCONNECT_REASON | EVALUATION_FORM | EVALUATION_SECTION | EVALUATION_QUESTION | EVALUATION_SOURCE | EVALUATOR_ID | FLOWS_RESOURCE_ID | FLOWS_MODULE_RESOURCE_ID | FLOW_ACTION_ID | FLOW_TYPE | FLOWS_OUTCOME_TYPE | FORM_VERSION | INITIATION_METHOD | INVOKING_RESOURCE_PUBLISHED_TIMESTAMP | INVOKING_RESOURCE_TYPE | PARENT_FLOWS_RESOURCE_ID | Q_CONNECT_ENABLED | QUEUE | RESOURCE_PUBLISHED_TIMESTAMP | ROUTING_PROFILE | ROUTING_STEP_EXPRESSION | TEST_CASE | TEST_CASE_EXECUTION_FAILURE_REASON | TEST_CASE_INVOCATION_METHOD

API, SCHEDULE, and EVENT are the only valid filterValues for TEST_CASE_INVOCATION_METHOD.

OBSERVE_EVENT, SEND_INSTRUCTION, ASSERT_DATA, and OVERRIDE_SYSTEM_BEHAVIOR are the only valid filterValues for TEST_CASE_EXECUTION_FAILURE_REASON

Type: Array of strings

Array Members: Maximum number of 4 items

Required: No

Type: Array of strings

Array Members: Maximum number of 4 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.
  - `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.
- `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 or metricId, groupings, and filters for each metric. The following historical metrics are available. For a description of each metric, see Metrics definition in the *Amazon Connect Administrator Guide*.

> **Note**
>
> MetricId should be used to reference custom metrics or out of the box metrics as Arn. If using MetricId, the limit is 20 MetricId per request.

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

Valid metric filter key: `INITIATION_METHOD`

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_CONCURRENCY

Unit: Count

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Agent Hierarchy, Q in Connect

UI name: Average agent concurrency

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_BOT_CONVERSATION_TIME

Unit: Seconds

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Bot ID, Bot alias, Bot version, Bot locale, Flows resource ID, Flows module resource ID, Flow type, Flow action ID, Invoking resource published timestamp, Initiation method, Invoking resource type, Parent flows resource ID

UI name: Average bot conversation time

AVG_BOT_CONVERSATION_TURNS

Unit: Count

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Bot ID, Bot alias, Bot version, Bot locale, Flows resource ID, Flows module resource ID, Flow type, Flow action ID, Invoking resource published timestamp, Initiation method, Invoking resource type, Parent flows resource ID

UI name: Average bot conversation turns

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_CONTACT_FIRST_RESPONSE_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Agent average contact first response wait time

AVG_CONVERSATION_CLOSE_TIME

Unit: Seconds

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average conversation close time

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_DIALS_PER_MINUTE

This metric is available only for outbound campaigns that use the agent assisted voice and automated voice delivery modes.

Unit: Count

Valid groupings and filters: Agent, Campaign, Queue, Routing Profile

UI name: Average dials per minute

AVG_EVALUATION_SCORE

Unit: Percent

Valid groupings and filters: Agent, Agent Hierarchy, Channel, Evaluation Form ID, Evaluation Section ID, Evaluation Question ID, Evaluation Source, Form Version, Queue, Routing Profile

UI name: Average evaluation score

AVG_FIRST_RESPONSE_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average agent first response time

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.

ACTIVE_AI_AGENTS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Type, AI Use Case, Channel, Queue, Routing Profile

UI name: Active AI Agents

AI_HANDOFF_RATE

Unit: Percent

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: AI Handoff Rate

AI_HANDOFFS

Unit: Count

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: AI Handoffs

AI_AGENT_INVOCATION_SUCCESS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Agent Invocation Success

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_AGENT_INVOCATION_SUCCESS_RATE

Unit: Percent

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Agent Invocation Success Rate

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_AGENT_INVOCATIONS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Type, AI Agent Name Version, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Agent Invocations

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_RESPONSE_COMPLETION_RATE

Unit: Percent

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: AI Response Completion Rate

AI_INVOLVED_CONTACTS

Unit: Count

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: AI Involved Contacts

AI_PROMPT_INVOCATION_SUCCESS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Prompt, AI Prompt ID, AI Prompt Name, AI Prompt Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Prompt Invocation Success

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_PROMPT_INVOCATION_SUCCESS_RATE

Unit: Percent

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Prompt, AI Prompt ID, AI Prompt Name, AI Prompt Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Prompt Invocation Success Rate

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_PROMPT_INVOCATIONS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Prompt, AI Prompt ID, AI Prompt Name, AI Prompt Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Prompt Invocations

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_TOOL_INVOCATION_SUCCESS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Tool ID, AI Tool Name, AI Tool Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Tool Invocation Success

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_TOOL_INVOCATION_SUCCESS_RATE

Unit: Percent

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Tool ID, AI Tool Name, AI Tool Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Tool Invocation Success Rate

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AI_TOOL_INVOCATIONS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Tool ID, AI Tool Name, AI Tool Type, AI Use Case, Channel, Queue, Routing Profile

UI name: AI Tool Invocations

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AVG_AI_AGENT_CONVERSATION_TURNS

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Use Case, Channel, Queue, Routing Profile

UI name: Average AI Agent Conversation Turns

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AVG_AI_CONVERSATION_TURNS

Unit: Count

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: Average AI Conversation Turns

AVG_AI_PROMPT_INVOCATION_LATENCY

Unit: Milliseconds

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Prompt, AI Prompt ID, AI Prompt Name, AI Prompt Type, AI Use Case, Channel, Queue, Routing Profile

UI name: Average AI Prompt Invocation Latency

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

AVG_AI_TOOL_INVOCATION_LATENCY

Unit: Milliseconds

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Name Version, AI Agent Type, AI Tool ID, AI Tool Name, AI Tool Type, AI Use Case, Channel, Queue, Routing Profile

UI name: Average AI Tool Invocation Latency

> **Note**
>
> AI Agent Name Version is not a valid filter but a valid grouping.

KNOWLEDGE_CONTENT_REFERENCES

Unit: Count

Valid groupings and filters: AI Agent, AI Agent Name, AI Agent Type, AI Use Case, Channel, Knowledge Base Name, Queue, Routing Profile

UI name: Knowledge Content References

PROACTIVE_INTENT_ENGAGEMENT_RATE

Unit: Percent

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: Proactive Intent Engagement Rate

PROACTIVE_INTENT_RESPONSE_RATE

Unit: Percent

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: Proactive Intent Response Rate

PROACTIVE_INTENTS_ANSWERED

Unit: Count

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: Proactive Intents Answered

PROACTIVE_INTENTS_DETECTED

Unit: Count

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: Proactive Intents Detected

PROACTIVE_INTENTS_ENGAGED

Unit: Count

Valid groupings and filters: AI Use Case, Channel, Queue, Routing Profile

UI name: Proactive Intents Engaged

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_MESSAGE_LENGTH_AGENT

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average agent message length

AVG_MESSAGE_LENGTH_CUSTOMER

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average customer message length

AVG_MESSAGES

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average messages

AVG_MESSAGES_AGENT

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average agent messages

AVG_MESSAGES_BOT

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average bot messages

AVG_MESSAGES_CUSTOMER

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average customer messages

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

Valid metric level filters: `INITIATION_METHOD`, `FEATURE`, `DISCONNECT_REASON`

> **Note**
>
> Feature is a valid filter but not a valid grouping.

AVG_QUEUE_ANSWER_TIME_CUSTOMER_FIRST_CALLBACK

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect, Agent Hierarchy

UI name: Avg. queue answer time - customer first callback

AVG_RESPONSE_TIME_AGENT

Unit: Seconds

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average agent response time

AVG_RESPONSE_TIME_CUSTOMER

Unit: Seconds

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Average customer response time

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

AVG_WAIT_TIME_AFTER_CUSTOMER_CONNECTION

This metric is available only for outbound campaigns that use the agent assisted voice and automated voice delivery modes.

Unit: Seconds

Valid groupings and filters: Campaign

UI name: Average wait time after customer connection

AVG_WAIT_TIME_AFTER_CUSTOMER_FIRST_CALLBACK_CONNECTION

Unit: Seconds

Valid groupings and filters: Queue, Channel, Routing Profile, Agent, Feature, contact/segmentAttributes/connect:Subtype, Q in Connect, Agent Hierarchy

UI name: Avg. wait time after customer connection - customer first callback

AVG_WEIGHTED_EVALUATION_SCORE

Unit: Percent

Valid groupings and filters: Agent, Agent Hierarchy, Channel, Evaluation Form Id, Evaluation Section ID, Evaluation Question ID, Evaluation Source, Form Version, Queue, Routing Profile

UI name: Average weighted evaluation score

BOT_CONVERSATIONS_COMPLETED

Unit: Count

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Bot ID, Bot alias, Bot version, Bot locale, Flows resource ID, Flows module resource ID, Flow type, Flow action ID, Invoking resource published timestamp, Initiation method, Invoking resource type, Parent flows resource ID

UI name: Bot conversations completed

BOT_INTENTS_COMPLETED

Unit: Count

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Bot ID, Bot alias, Bot version, Bot locale, Bot intent name, Flows resource ID, Flows module resource ID, Flow type, Flow action ID, Invoking resource published timestamp, Initiation method, Invoking resource type, Parent flows resource ID

UI name: Bot intents completed

CAMPAIGN_CONTACTS_ABANDONED_AFTER_X

This metric is available only for outbound campaigns using the agent assisted voice and automated voice delivery modes.

Unit: Count

Valid groupings and filters: Agent, Campaign

Threshold: For `ThresholdValue`, enter any whole number from 1 to 604800 (inclusive), in seconds. For `Comparison`, you must enter `GT` (for *Greater than*).

UI name: Campaign contacts abandoned after X

CAMPAIGN_CONTACTS_ABANDONED_AFTER_X_RATE

This metric is available only for outbound campaigns using the agent assisted voice and automated voice delivery modes.

Unit: Percent

Valid groupings and filters: Agent, Campaign

Threshold: For `ThresholdValue`, enter any whole number from 1 to 604800 (inclusive), in seconds. For `Comparison`, you must enter `GT` (for *Greater than*).

UI name: Campaign contacts abandoned after X rate

CAMPAIGN_INTERACTIONS

This metric is available only for outbound campaigns using the email delivery mode.

Unit: Count

Valid metric filter key: CAMPAIGN_INTERACTION_EVENT_TYPE

Valid groupings and filters: Campaign

UI name: Campaign interactions

CAMPAIGN_PROGRESS_RATE

This metric is only available for outbound campaigns initiated using a customer segment. It is not available for event triggered campaigns.

Unit: Percent

Valid groupings and filters: Campaign, Campaign Execution Timestamp

UI name: Campaign progress rate

CAMPAIGN_SEND_ATTEMPTS

This metric is available only for outbound campaigns.

Unit: Count

Valid groupings and filters: Campaign, Channel, contact/segmentAttributes/connect:Subtype

UI name: Campaign send attempts

CAMPAIGN_SEND_EXCLUSIONS

This metric is available only for outbound campaigns.

Valid metric filter key: CAMPAIGN_EXCLUDED_EVENT_TYPE

Unit: Count

Valid groupings and filters: Campaign, Campaign Excluded Event Type, Campaign Execution Timestamp

UI name: Campaign send exclusions

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: 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 can use `LT` (for "Less than") or `LTE` (for "Less than equal").

UI name: Contacts removed from queue in X seconds

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 can use `LT` (for "Less than") or `LTE` (for "Less than equal").

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

CONVERSATIONS_ABANDONED

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Feature, RoutingStepExpression, Initiation method, Routing Profile, Queue, Q in Connect

UI name: Conversations abandoned

DELIVERY_ATTEMPTS

This metric is available only for outbound campaigns.

Unit: Count

Valid metric filter key: `ANSWERING_MACHINE_DETECTION_STATUS`, `CAMPAIGN_DELIVERY_EVENT_TYPE`, `DISCONNECT_REASON`

Valid groupings and filters: Agent, Answering Machine Detection Status, Campaign, Campaign Delivery EventType, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Queue, Routing Profile

UI name: Delivery attempts

> **Note**
>
> Campaign Delivery EventType filter and grouping are only available for SMS and Email campaign delivery modes. Agent, Queue, Routing Profile, Answering Machine Detection Status and Disconnect Reason are only available for agent assisted voice and automated voice delivery modes.

DELIVERY_ATTEMPT_DISPOSITION_RATE

This metric is available only for outbound campaigns. Dispositions for the agent assisted voice and automated voice delivery modes are only available with answering machine detection enabled.

Unit: Percent

Valid metric filter key: `ANSWERING_MACHINE_DETECTION_STATUS`, `CAMPAIGN_DELIVERY_EVENT_TYPE`, `DISCONNECT_REASON`

Valid groupings and filters: Agent, Answering Machine Detection Status, Campaign, Channel, contact/segmentAttributes/connect:Subtype, Disconnect Reason, Queue, Routing Profile

UI name: Delivery attempt disposition rate

> **Note**
>
> Campaign Delivery Event Type filter and grouping are only available for SMS and Email campaign delivery modes. Agent, Queue, Routing Profile, Answering Machine Detection Status and Disconnect Reason are only available for agent assisted voice and automated voice delivery modes.

EVALUATIONS_PERFORMED

Unit: Count

Valid groupings and filters: Agent, Agent Hierarchy, Channel, Evaluation Form ID, Evaluation Source, Form Version, Queue, Routing Profile

UI name: Evaluations performed

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

HUMAN_ANSWERED_CALLS

This metric is available only for outbound campaigns. Dispositions for the agent assisted voice and automated voice delivery modes are only available with answering machine detection enabled.

Unit: Count

Valid groupings and filters: Agent, Campaign

UI name: Human answered

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_AUTOMATIC_FAILS

Unit: Percent

Valid groupings and filters: Agent, Agent Hierarchy, Channel, Evaluation Form ID, Evaluation Source, Form Version, Queue, Routing Profile

UI name: Automatic fails percent

PERCENT_BOT_CONVERSATIONS_OUTCOME

Unit: Percent

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Bot ID, Bot alias, Bot version, Bot locale, Flows resource ID, Flows module resource ID, Flow type, Flow action ID, Invoking resource published timestamp, Initiation method, Invoking resource type, Parent flows resource ID

UI name: Percent bot conversations outcome

PERCENT_BOT_INTENTS_OUTCOME

Unit: Percent

Valid groupings and filters: Channel, contact/segmentAttributes/connect:Subtype, Bot ID, Bot alias, Bot version, Bot locale, Bot intent name, Flows resource ID, Flows module resource ID, Flow type, Flow action ID, Invoking resource published timestamp, Initiation method, Invoking resource type, Parent flows resource ID

UI name: Percent bot intents outcome

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

RECIPIENTS_ATTEMPTED

This metric is only available for outbound campaigns initiated using a customer segment. It is not available for event triggered campaigns.

Unit: Count

Valid groupings and filters: Campaign, Campaign Execution Timestamp

UI name: Recipients attempted

RECIPIENTS_INTERACTED

This metric is only available for outbound campaigns initiated using a customer segment. It is not available for event triggered campaigns.

Valid metric filter key: CAMPAIGN_INTERACTION_EVENT_TYPE

Unit: Count

Valid groupings and filters: Campaign, Channel, contact/segmentAttributes/connect:Subtype, Campaign Execution Timestamp

UI name: Recipients interacted

RECIPIENTS_TARGETED

This metric is only available for outbound campaigns initiated using a customer segment. It is not available for event triggered campaigns.

Unit: Count

Valid groupings and filters: Campaign, Campaign Execution Timestamp

UI name: Recipients targeted

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 can use `LT` (for "Less than") or `LTE` (for "Less than equal").

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` | `CALLBACK_CUSTOMER_FIRST_DIALED`

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.

CONTACTS_ABANDONED

Unit: Count

Metric filter:

- Valid values: `API`| `INCOMING` | `OUTBOUND` | `TRANSFER` | `CALLBACK` | `QUEUE_TRANSFER`| `Disconnect` | `CALLBACK_CUSTOMER_FIRST_DIALED`

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 can use `LT` (for "Less than") or `LTE` (for "Less than equal").

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 can use `LT` (for "Less than") or `LTE` (for "Less than equal").

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: Agent 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
                     }
                  ],
                  "MetricId": "string",
                  "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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}(-[0-9])?`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
      "SelfAssignFlowId": "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.

SelfAssignFlowId

The ContactFlowId for the flow that will be run if this template is used to create a self-assigned task.

Type: String

Length Constraints: Maximum length of 500.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetTestCaseExecutionSummary

Service: Amazon Connect Service

Retrieves an overview of a test execution that includes the status of the execution, start and end time, and observation summary.

Request Syntax

```
GET /test-cases/InstanceId/TestCaseId/TestCaseExecutionId/summary 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

TestCaseExecutionId

The identifier of the test case execution.

Length Constraints: Maximum length of 500.

Required: Yes

TestCaseId

The identifier of the test case.

Length Constraints: 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

{
   "EndTime": number,
   "ObservationSummary": {
      "ObservationsFailed": number,
      "ObservationsPassed": number,
      "TotalObservations": number
   },
   "StartTime": number,
   "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.

EndTime

The timestamp when the test case execution ended.

Type: Timestamp

ObservationSummary

Summary statistics for the test case execution.

Type: ObservationSummary object

StartTime

The timestamp when the test case execution started.

Type: Timestamp

Status

The status of the test case execution.

Type: String

Valid Values: `INITIATED | PASSED | FAILED | IN_PROGRESS | STOPPED`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 AWS End User Messaging, 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 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 AWS End User Messaging. If it is from AWS End User Messaging, it looks like the ARN of the phone number to import from AWS End User Messaging.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ImportWorkspaceMedia

Service: Amazon Connect Service

Imports a media asset (such as a logo) for use in a workspace.

Request Syntax

```
POST /workspaces/InstanceId/WorkspaceId/media HTTP/1.1
Content-type: application/json

{
   "MediaSource": "string",
   "MediaType": "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

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

MediaSource

The media source. Can be an S3 presigned URL or a base64-encoded string.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 533333.

Pattern: `.*\\S.*`

Required: Yes

MediaType

The type of media. Valid values are: `IMAGE_LOGO_FAVICON` and `IMAGE_LOGO_HORIZONTAL`.

Type: String

Valid Values: `IMAGE_LOGO_LIGHT_FAVICON | IMAGE_LOGO_DARK_FAVICON | IMAGE_LOGO_LIGHT_HORIZONTAL | IMAGE_LOGO_DARK_HORIZONTAL`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAgentStatuses

Service: Amazon Connect Service

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAnalyticsDataAssociations

Service: Amazon Connect Service

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",
         "ResourceShareStatus": "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAnalyticsDataLakeDataSets

Service: Amazon Connect Service

Lists the data lake datasets available to associate with for a given Amazon Connect instance.

Request Syntax

```
GET /analytics-data/instance/InstanceId/datasets?
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.

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",
         "DataSetName": "string"
      }
   ]
}
```

Response Elements

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`, `DataSetName`. This is a paginated API, so `nextToken` is given if there are more results to be returned.

Type: Array of AnalyticsDataSetsResult 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAssociatedContacts

Service: Amazon Connect Service

Provides information about contact tree, a list of associated contacts with a unique identifier.

Request Syntax

```
GET /contact/associated/InstanceId?
contactId=ContactId&maxResults=MaxResults&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

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

{
   "ContactSummaryList": [
      {
         "Channel": "string",
         "ContactArn": "string",
         "ContactId": "string",
         "DisconnectTimestamp": number,
         "InitialContactId": "string",
         "InitiationMethod": "string",
         "InitiationTimestamp": number,
         "PreviousContactId": "string",
         "RelatedContactId": "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.

ContactSummaryList

List of the contact summary for all the contacts in contact tree associated with unique identifier.

Type: Array of AssociatedContactSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAuthenticationProfiles

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change. To request access to this API, contact Support.

Provides summary information about the authentication profiles in a specified Amazon Connect instance.

Request Syntax

```
GET /authentication-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.

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

{
   "AuthenticationProfileSummaryList": [
      {
         "Arn": "string",
         "Id": "string",
         "IsDefault": boolean,
         "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.

AuthenticationProfileSummaryList

A summary of a given authentication profile.

Type: Array of AuthenticationProfileSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 return 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListChildHoursOfOperations

Service: Amazon Connect Service

Provides information about the child hours of operations for the specified parent hours of operation.

For more information about child hours of operations, see Link overrides from different hours of operation in the *Administrator Guide*.

Request Syntax

```
GET /hours-of-operations/InstanceId/HoursOfOperationId/hours?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier of the parent 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

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.

Request Body

The request does not have a request body.

Response Syntax

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

{
   "ChildHoursOfOperationsSummaryList": [
      {
         "Arn": "string",
         "Id": "string",
         "Name": "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.

ChildHoursOfOperationsSummaryList

Information about the hours of operation.

Type: Array of HoursOfOperationsIdentifier objects

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": [
      {
         "Acknowledgement": {
            "AcknowledgedBy": "string",
            "AcknowledgedTime": number,
            "AcknowledgerComment": "string"
         },
         "AutoEvaluationEnabled": boolean,
         "AutoEvaluationStatus": "string",
         "CalibrationSessionId": "string",
         "ContactParticipant": {
            "ContactParticipantId": "string",
            "ContactParticipantRole": "string"
         },
         "CreatedTime": number,
         "EvaluationArn": "string",
         "EvaluationFormId": "string",
         "EvaluationFormTitle": "string",
         "EvaluationId": "string",
         "EvaluationType": "string",
         "EvaluatorArn": "string",
         "LastModifiedTime": number,
         "Score": {
            "AppliedWeight": number,
            "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListContactFlowModuleAliases

Service: Amazon Connect Service

Lists all aliases associated with a contact flow module, showing their current version mappings and metadata.

Request Syntax

```
GET /contact-flow-modules/InstanceId/ContactFlowModuleId/aliases?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

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 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.

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

{
   "ContactFlowModuleAliasSummaryList": [
      {
         "AliasDescription": "string",
         "AliasId": "string",
         "AliasName": "string",
         "Arn": "string",
         "LastModifiedTime": number,
         "Version": 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.

ContactFlowModuleAliasSummaryList

Information about the flow module aliases.

Type: Array of ContactFlowModuleAliasSummary 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Response

This example illustrates one usage of ListContactFlowModuleAliases.

```
{
   "NextToken": "NextTokenId",
   "ContactFlowModuleAliasSummaryList": [
      {
         "Arn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-1234-1234-123456789012/flow-module/
abcdefgh-1234-5678-9012-abcdefghijkl",
         "AliasId": "alias-12345678",
         "Version": 2,
         "AliasName": "production",
         "AliasDescription": "Production version of the customer service module",
         "LastModifiedTime": "2024-01-15T10:30:00.000Z"
      },
      {
         "Arn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-1234-1234-123456789012/flow-module/
abcdefgh-1234-5678-9012-abcdefghijkl",
         "AliasId": "alias-87654321",
         "Version": 1,
         "AliasName": "staging",
         "AliasDescription": "Staging version for testing",
         "LastModifiedTime": "2024-01-10T14:20:00.000Z"
      }
   ]
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListContactFlowModuleVersions

Service: Amazon Connect Service

Retrieves a paginated list of all versions for a specific contact flow module.

Request Syntax

```
GET /contact-flow-modules/InstanceId/ContactFlowModuleId/versions?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowModuleId

The identifier of the flow module.

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 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

{
   "ContactFlowModuleVersionSummaryList": [
      {
         "Arn": "string",
         "Version": number,
         "VersionDescription": "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.

ContactFlowModuleVersionSummaryList

Information about the flow module versions.

Type: Array of ContactFlowModuleVersionSummary 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Response

This example illustrates one usage of ListContactFlowModuleVersions.

```
{
   "NextToken": "NextTokenId",
   "ContactFlowModuleVersionSummaryList": [
      {
         "Arn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-1234-1234-123456789012/flow-module/
abcdefgh-1234-5678-9012-abcdefghijkl",
         "Version": 2,
         "VersionDescription": "Updated customer service module with bug fixes"
      },
      {
         "Arn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-1234-1234-123456789012/flow-module/
abcdefgh-1234-5678-9012-abcdefghijkl",
         "Version": 1,
         "VersionDescription": "Initial version of the customer service module"
      }
   ]
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | CAMPAIGN`

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListContactFlowVersions

Service: Amazon Connect Service

Returns all the available versions for the specified Amazon Connect instance and flow identifier.

Request Syntax

```
GET /contact-flows/InstanceId/ContactFlowId/versions?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ContactFlowId

The identifier of the flow.

Required: Yes

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

{
   "ContactFlowVersionSummaryList": [
      {
         "Arn": "string",
         "Version": number,
         "VersionDescription": "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.

ContactFlowVersionSummaryList

A list of flow version summaries.

Type: Array of ContactFlowVersionSummary 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Response

This example illustrates one usage of ListContactFlowVersions.

```
{
   "NextToken": "NextTokenId",
   "ContactFlowVersionSummaryList": [
      {
         "Arn": "[contact_flow_arn]",
         "Version": 1,
         "VersionDescription": "description of the flow version"
      }
   ]
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | CONTACT_ANALYSIS | NUMBER | STRING | DATE | EMAIL | EMAIL_MESSAGE | EMAIL_MESSAGE_PLAIN_TEXT`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListDataTableAttributes

Service: Amazon Connect Service

Returns all attributes for a specified data table. A maximum of 100 attributes per data table is allowed. Customers can request an increase by using AWS Service Quotas. The response can be filtered by specific attribute IDs for CloudFormation integration.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/attributes?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
Content-type: application/json

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

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table whose attributes should be listed.

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

Required: Yes

InstanceId

The unique identifier for the Amazon Connect instance.

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

Required: Yes

MaxResults

The maximum number of data table attributes to return in one page of results.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

Specify the pagination token from a previous request to retrieve the next page of results.

Request Body

The request accepts the following data in JSON format.

AttributeIds

Optional list of specific attribute IDs to retrieve. Used for CloudFormation to effectively describe attributes by ID. If NextToken is provided, this parameter is ignored.

Type: Array of strings

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

Required: No

Response Syntax

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

{
   "Attributes": [
      {
         "AttributeId": "string",
         "DataTableArn": "string",
         "DataTableId": "string",
         "Description": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "Name": "string",
         "Primary": boolean,
         "Validation": {
```

```
            "Enum": {
               "Strict": boolean,
               "Values": [ "string" ]
            },
            "ExclusiveMaximum": number,
            "ExclusiveMinimum": number,
            "IgnoreCase": boolean,
            "Maximum": number,
            "MaxLength": number,
            "MaxValues": number,
            "Minimum": number,
            "MinLength": number,
            "MinValues": number,
            "MultipleOf": number
         },
         "ValueType": "string",
         "Version": "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

A list of data table attributes with their complete configuration and metadata.

Type: Array of DataTableAttribute objects

NextToken

Specify the pagination token from a previous request to retrieve the next page 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListDataTablePrimaryValues

Service: Amazon Connect Service

Lists all primary value combinations for a given data table. Returns the unique combinations of primary attribute values that identify records in the table. Up to 100 records are returned per request.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/list-primary?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
Content-type: application/json

{
   "PrimaryAttributeValues": [
      {
         "AttributeName": "string",
         "Values": [ "string" ]
      }
   ],
   "RecordIds": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table whose primary values should be listed.

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

Required: Yes

InstanceId

The unique identifier for the Amazon Connect instance.

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

Required: Yes

MaxResults

The maximum number of data table primary values to return in one page of results.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

Specify the pagination token from a previous request to retrieve the next page of results.

Request Body

The request accepts the following data in JSON format.

PrimaryAttributeValues

Optional filter to retrieve primary values matching specific criteria.

Type: Array of PrimaryAttributeValueFilter objects

Required: No

RecordIds

Optional list of specific record IDs to retrieve. Used for CloudFormation to effectively describe records by ID. If NextToken is provided, this parameter is ignored.

Type: Array of strings

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

Required: No

Response Syntax

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

{
   "NextToken": "string",
   "PrimaryValuesList": [
```

```
      {
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "PrimaryValues": [
            {
               "AttributeId": "string",
               "AttributeName": "string",
               "Value": "string"
            }
         ],
         "RecordId": "string"
      }
   ]
}
```

Response Elements

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

Specify the pagination token from a previous request to retrieve the next page of results.

Type: String

PrimaryValuesList

A list of primary value combinations with their record IDs and modification metadata.

Type: Array of RecordPrimaryValue 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListDataTables

Service: Amazon Connect Service

Lists all data tables for the specified Amazon Connect instance. Returns summary information for each table including basic metadata and modification details.

Request Syntax

```
GET /data-tables/InstanceId?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

InstanceId

The unique identifier for the Amazon Connect instance whose data tables should be listed.

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

Required: Yes

MaxResults

The maximum number of data tables to return in one page of results.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

Specify the pagination token from a previous request to retrieve the next page of results.

Request Body

The request does not have a request body.

Response Syntax

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

```
{
   "DataTableSummaryList": [
      {
         "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.

DataTableSummaryList

A list of data table summaries containing basic information about each table including ID, ARN, name, and modification details.

Type: Array of DataTableSummary objects

NextToken

Specify the pagination token from a previous request to retrieve the next page 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListDataTableValues

Service: Amazon Connect Service

Lists values stored in a data table with optional filtering by record IDs or primary attribute values. Returns the raw stored values along with metadata such as lock versions and modification timestamps.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/list?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1
Content-type: application/json

{
   "PrimaryAttributeValues": [
      {
         "AttributeName": "string",
         "Values": [ "string" ]
      }
   ],
   "RecordIds": [ "string" ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table whose values should be listed.

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

Required: Yes

InstanceId

The unique identifier for the Amazon Connect instance.

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

Required: Yes

MaxResults

The maximum number of data table values to return in one page of results.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken

Specify the pagination token from a previous request to retrieve the next page of results.

Request Body

The request accepts the following data in JSON format.

PrimaryAttributeValues

Optional filter to retrieve values for records matching specific primary attribute criteria.

Type: Array of PrimaryAttributeValueFilter objects

Required: No

RecordIds

Optional list of specific record IDs to retrieve values for.

Type: Array of strings

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

Required: No

Response Syntax

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

{
   "NextToken": "string",
   "Values": [
      {
         "AttributeId": "string",
         "AttributeName": "string",
         "LastModifiedRegion": "string",
```

```
         "LastModifiedTime": number,
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
         "PrimaryValues": [
            {
               "AttributeId": "string",
               "AttributeName": "string",
               "Value": "string"
            }
         ],
         "RecordId": "string",
         "Value": "string",
         "ValueType": "string"
      }
   ]
}
```

Response Elements

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

Specify the pagination token from a previous request to retrieve the next page of results.

Type: String

Values

A list of data table values with their associated metadata, lock versions, and modification details.

Type: Array of DataTableValueSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | ca-ES | da-DK | fi-FI
| id-ID | ms-MY | nl-NL | no-NO | pl-PL | sv-SE | tl-PH
```

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListEntitySecurityProfiles

Service: Amazon Connect Service

Lists all security profiles attached to a Q in Connect AIAgent Entity in an Amazon Connect instance.

Request Syntax

```
POST /entity-security-profiles-summary/InstanceId HTTP/1.1
Content-type: application/json

{
   "EntityArn": "string",
   "EntityType": "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.

EntityArn

ARN of a Q in Connect AI Agent.

Type: String

Length Constraints: Minimum length of 1.

Required: Yes

EntityType

Only supported type is AI_AGENT.

Type: String

Valid Values: `USER | AI_AGENT`

Required: Yes

MaxResults

The maximum number of results to return per page. The default MaxResult size is 100.

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

Response Syntax

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

{
   "NextToken": "string",
   "SecurityProfiles": [
      {
         "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.

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.

SecurityProfiles

List of Security Profile Object.

Type: Array of SecurityProfileItem objects

Array Members: Maximum number of 100 items.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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": "QH7ftooIJZMpObgG6DlPwu/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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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": "ki3y3ZDTAKfGXYllAAAAqjCBpwYJKoZIhvcNAQcGoIGZ"
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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: `WHATSAPP_MESSAGING_PHONE_NUMBER | VOICE_PHONE_NUMBER | INBOUND_EMAIL | OUTBOUND_EMAIL | ANALYTICS_CONNECTOR`

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListHoursOfOperationOverrides

Service: Amazon Connect Service

List the hours of operation overrides.

Request Syntax

```
GET /hours-of-operations/InstanceId/HoursOfOperationId/overrides?
maxResults=MaxResults&nextToken=NextToken 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.

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

{
   "HoursOfOperationOverrideList": [
      {
         "Config": [
            {
               "Day": "string",
               "EndTime": {
                  "Hours": number,
                  "Minutes": number
               },
               "StartTime": {
                  "Hours": number,
                  "Minutes": number
               }
            }
         ],
         "Description": "string",
         "EffectiveFrom": "string",
         "EffectiveTill": "string",
         "HoursOfOperationArn": "string",
         "HoursOfOperationId": "string",
         "HoursOfOperationOverrideId": "string",
         "Name": "string",
         "OverrideType": "string",
         "RecurrenceConfig": {
            "RecurrencePattern": {
               "ByMonth": [ number ],
               "ByMonthDay": [ number ],
               "ByWeekdayOccurrence": [ number ],
               "Frequency": "string",
               "Interval": number
            }
         }
      }
   ],
   "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.

HoursOfOperationOverrideList

Information about the hours of operation override.

Type: Array of HoursOfOperationOverride objects

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | EMAIL_MESSAGES

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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=N
 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 | Q_MESSAGE_TEMPLATES | CASES_DOMAIN | APPLICATION | FILE_SCANNER | SES_IDENTITY | ANALYTICS_CONNECTOR | CALL_TRANSFER_CONNECTOR | COGNITO_USER_POOL | MESSAGE_PROCESSOR`

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListNotifications

Service: Amazon Connect Service

Retrieves a paginated list of all notifications in the Amazon Connect instance.

Request Syntax

```
GET /notifications/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 is 1-100.

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 to retrieve the next page of results.

Request Body

The request does not have a request body.

Response Syntax

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

```
{
   "NextToken": "string",
   "NotificationSummaryList": [
      {
         "Arn": "string",
         "Content": {
            "string" : "string"
         },
         "CreatedAt": number,
         "ExpiresAt": number,
         "Id": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "Priority": "string",
         "Recipients": [ "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. If present, there are more results available.

Type: String

NotificationSummaryList

A list of notification summaries.

Type: Array of Notification 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. A *predefined attribute* is made up of a name and a value. You can use predefined attributes for:

- Routing proficiency (for example, agent certification) that has predefined values (for example, a list of possible certifications). For more information, see Create predefined attributes for routing contacts to agents.
- Contact information that varies between transfers or conferences, such as the name of the business unit handling the contact. For more information, see Use contact segment attributes.

For the predefined attributes per instance quota, see Amazon Connect quotas.

Endpoints: See Amazon Connect endpoints and quotas.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example shows a request and response.

```
GET https://connect.us-west-2.amazonaws.com/predefined-attributes/InstanceId?
maxResults=MaxResults&nextToken=NextToken HTTP/1.1

Response:
{
    "NextToken": null,
    "PredefinedAttributeSummaryList": [
        {
            "LastModifiedRegion": "us-west-2",
            "LastModifiedTime": 1.75691948693E9,
            "Name": "Name1"
        },
        {
            "LastModifiedRegion": "us-west-2",
            "LastModifiedTime": 1.756919487004E9,
            "Name": "Name2
    ]
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListQueueEmailAddresses

Service: Amazon Connect Service

Lists all email addresses that are currently associated with a specific queue, providing details about which "From" email addresses agents can select when handling email contacts. This helps administrators manage agent email address options and understand the available choices for different brands and business units.

Important things to know

- The response includes metadata about each email address available for agent selection, including whether it's configured as the default outbound email.
- Agents can select from these email addresses when replying to inbound contacts or initiating outbound contacts in this queue.
- The list includes both explicitly associated email addresses and any default outbound email address configured for the queue.
- Results are paginated to handle queues with many associated email addresses (up to 50 per queue).

Request Syntax

```
GET /queues/InstanceId/QueueId/email-addresses?
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.

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

{
   "EmailAddressMetadataList": [
      {
         "Arn": "string",
         "Id": "string",
         "IsDefaultOutboundEmail": boolean
      }
   ],
   "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.

EmailAddressMetadataList

List of email address summary information for all email addresses associated with the queue. Each item contains the email address identifier, ARN, and configuration details.

Type: Array of EmailAddressSummary objects

LastModifiedRegion

The AWS Region where this resource was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListQueueQuickConnects

Service: Amazon Connect Service

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}(-[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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. Both Instance ID and Instance ARN are supported input formats.

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 4 items.

Valid Values: USER | QUEUE | PHONE_NUMBER | FLOW

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 chat analysis session. This API supports CHAT channels only.

> **Important**
>
> This API does not support VOICE. If you attempt to use it for VOICE, an `InvalidRequestException` occurs.

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 6 items.

Valid Values: `Transcript | Categories | Issues | Event | Attachments | PostContactSummary`

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.

> **Important**
>
> Only `CHAT` is supported. This API does not support `VOICE`. If you attempt to use it for the VOICE channel, an `InvalidRequestException` error occurs.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

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 the flow.

HTTP Status Code: 404

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListRoutingProfileManualAssignmentQueues

Service: Amazon Connect Service

Lists the manual assignment queues associated with a routing profile.

Use cases

Following are common uses cases for this API:

- This API returns list of queues where contacts can be manually assigned or picked by an agent who has access to the Worklist app. The user can additionally filter on queues, if they have access to those queues (otherwise a invalid request exception will be thrown).

  For information about how manual contact assignment works in the agent workspace, see the Access the Worklist app in the Amazon Connect agent workspace in the *Amazon Connect Administrator Guide*.

Important things to know

- This API only returns the manual assignment queues associated with a routing profile. Use the ListRoutingProfileQueues API to list the auto assignment queues for the routing profile.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
GET /routing-profiles/InstanceId/RoutingProfileId/manual-assignment-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.

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",
   "RoutingProfileManualAssignmentQueueConfigSummaryList": [
      {
         "Channel": "string",
         "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}(-[0-9])?`

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

RoutingProfileManualAssignmentQueueConfigSummaryList

Information about the manual assignment queues associated with the routing profile.

Type: Array of RoutingProfileManualAssignmentQueueConfigSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example request to retrieve the manual assignment queues

Provide instanceId and routingProfileId for which you want to retrieve the manual assignment queues. You can optionally provide MaxResults parameter.

```
PUT https://connect.us-west-2.amazonaws.com/routing-profiles/{{instance_id}}/
{{routingProfileId}}/manual-assignment-queues HTTP/1.1 Content-type: application/json
{
```

```
     "MaxResults": 1
}
```

Example response to list the manual assignment queues

Lists the manual assignment queues associated with the `routingProfileId`. Includes only one result since MaxResults parameter was 1. Also includes a NextToken, which can be used as input to fetch the remaining results.

```
{
    "LastModifiedRegion": "us-west-2",
    "LastModifiedTime": 1.75735455979E9,
    "NextToken":
 "AQICAHjfUasjUykoODDhNKl2HebKOGiYdLPRfLHRCAwv4m2pxQFto9/8mR5l9ttjq9pNVQmNAAABYzCCAccGCSqGSIb3D
+PluTA4SojLX+eTvUKdEPCmi7jYLeUmMxLLKWWY2Q853Q0Mqd7rnPo1RKs/
cILump20rk2lWa0cX894lTJDxNECkZnOh0EaD4MEd4hZ0eDvDOGzDc7IqHX29U9gtEjFc0Z6AZiBhRDqEHOMQB0egAN9m0H
U2/2oXixa3NFogkJAgRrVWcK5IKYx3DPN5e2rsk0mDylOZGneTNILeSt+zQ95m6bJj5Nm
+wFbxr+mpxs8ZPTpwRVTjz/vThFmdmlLv42/uZCkXvq4IULyq2le98cq/
nwTXnYtr3e3qQdQ4EHOi+Iettbv+p6TT3UxZIG/CETvGf0CP3uu9F64vG+iOWyDPtamaQjPRvZS
+Wtb8awprNBVl9h8jkHZsM5C9+PbZoU7U9qqX67w96BSyxIXzsvs+8Oq5myvifbG
+c1QxCnQWzlyXyHmKuRdRgE6rttiqOdw9J4DtwBlmFrC40V7FwCA==",
    "RoutingProfileManualAssignmentQueueConfigSummaryList": [
        {
            "Channel": "VOICE",
            "QueueArn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-5678-aabb-123456abcdef/
queue/12345678-1234-5678-aabb-123456abcdef",
            "QueueId": "12345678-1234-5678-aabb-123456abcdef",
            "QueueName": "Q_NAME_1"
        }
    ]
}
```

Example request to fetch the remaining manual assignment queues associated with a routing profile

Use NextToken from previous response to fetch the remaining manual assignment queues associated with a routing profile.

```
PUT https://connect.us-west-2.amazonaws.com/routing-profiles/{{instance_id}}/
{{routingProfileId}}/manual-assignment-queues HTTP/1.1 Content-type: application/json
{
```

```
    "MaxResults": 1,
    "NextToken":
 "AQICAHjfUasjUykoODDhNKl2HebKOGiYdLPRfLHRCAwv4m2pxQFto9/8mR5l9ttjq9pNVQmNAAABYzCCAccGCSqGSIb3D
+PluTA4SojLX+eTvUKdEPCmi7jYLeUmMxLLKWWY2Q853Q0Mqd7rnPo1RKs/
cILump20rk2lWa0cX894lTJDxNECkZnOh0EaD4MEd4hZ0eDvDOGzDc7IqHX29U9gtEjFc0Z6AZiBhRDqEHOMQB0egAN9m0H
U2/2oXixa3NFogkJAgRrVWcK5IKYx3DPN5e2rsk0mDylOZGneTNILeSt+zQ95m6bJj5Nm
+wFbxr+mpxs8ZPTpwRVTjz/vThFmdmlLv42/uZCkXvq4IULyq2le98cq/
nwTXnYtr3e3qQdQ4EHOi+Iettbv+p6TT3UxZIG/CETvGf0CP3uu9F64vG+iOWyDPtamaQjPRvZS
+Wtb8awprNBVl9h8jkHZsM5C9+PbZoU7U9qqX67w96BSyxIXzsvs+8Oq5myvifbG
+c1QxCnQWzlyXyHmKuRdRgE6rttiqOdw9J4DtwBlmFrC40V7FwCA==“
}
```


Example response to list the remaining manual assignment queues

Excludes the manual assignment queues retrieved by previous request.


```
{
    "LastModifiedRegion": "us-west-2",
    "LastModifiedTime": 1.75735455979E9,
    "NextToken": null,
    "RoutingProfileManualAssignmentQueueConfigSummaryList": [
        {
            "Channel": "TASK",
            "QueueArn": "arn:aws:connect:us-
west-2:123456789012:instance/12345678-1234-5678-aabb-123456abcdef/
queue/12345678-1234-5678-aabb-123456abcdef",
            "QueueId": "12345678-1234-5678-aabb-123456abcdef",
            "QueueName": "Q_NAME_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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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}(-[0-9])?`

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | OnSlaBreach`

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 or MCP Servers 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 profle.

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",
         "Type": "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])?`

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListSecurityProfileFlowModules

Service: Amazon Connect Service

A list of Flow Modules an AI Agent can invoke as a tool

Request Syntax

```
GET /security-profiles-flow-modules/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. 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.

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

{
   "AllowedFlowModules": [
      {
         "FlowModuleId": "string",
         "Type": "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.

AllowedFlowModules

A list of Flow Modules an AI Agent can invoke as a tool.

Type: Array of FlowModule objects

Array Members: Maximum number of 10 items.

LastModifiedRegion

The Region that flow module was last modified in.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

LastModifiedTime

The time the flow module was last modified.

Type: Timestamp

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

For information about security profiles, see Security Profiles in the *Amazon Connect Administrator Guide*. For a mapping of the API name and user interface name of the security profile permissions, see List of security profile permissions.

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 profle.

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}(-[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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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*. For a mapping of the API name and user interface name of the security profile permissions, see List of security profile permissions.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListTestCaseExecutionRecords

Service: Amazon Connect Service

Lists detailed steps of test case execution that includes all observations along with actions taken and data associated in the specified Amazon Connect instance.

Request Syntax

```
GET /test-cases/InstanceId/TestCaseId/TestCaseExecutionId/records?
maxResults=MaxResults&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.

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.

Status

Filter execution records by status.

Valid Values: `INITIATED | PASSED | FAILED | IN_PROGRESS | STOPPED`

TestCaseExecutionId

The identifier of the test case execution.

Length Constraints: Maximum length of 500.

Required: Yes

TestCaseId

The identifier of the test case.

Length Constraints: 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

{
   "ExecutionRecords": [
      {
         "ObservationId": "string",
         "Record": "string",
         "Status": "string",
         "Timestamp": 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.

ExecutionRecords

An array of test case execution record objects.

Type: Array of ExecutionRecord 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListTestCaseExecutions

Service: Amazon Connect Service

Lists all test case executions and allows filtering by test case id, test case name, start time, end time or status of the execution for the specified Amazon Connect instance.

Request Syntax

```
GET /test-case-executions/InstanceId?
endTime=EndTime&maxResults=MaxResults&nextToken=NextToken&startTime=StartTime&status=Status&tes
 HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

EndTime

Filter executions that started before this time.

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.

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.

StartTime

Filter executions that started after this time.

Status

Filter executions by status.

Valid Values: `INITIATED | PASSED | FAILED | IN_PROGRESS | STOPPED`

TestCaseId

Filter executions by test case identifier.

Length Constraints: Maximum length of 500.

TestCaseName

Filter executions by test case name.

Length Constraints: Minimum length of 1.

Request Body

The request does not have a request body.

Response Syntax

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

{
   "NextToken": "string",
   "TestCaseExecutions": [
      {
         "EndTime": number,
         "StartTime": number,
         "Tags": {
            "string" : "string"
         },
         "TestCaseExecutionId": "string",
         "TestCaseExecutionStatus": "string",
         "TestCaseId": "string"
      }
   ]
}
```

Response Elements

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

TestCaseExecutions

An array of test case execution summary objects.

Type: Array of TestCaseExecution 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListTestCases

Service: Amazon Connect Service

Lists the test cases present in the specific Amazon Connect instance.

Request Syntax

```
GET /test-cases-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.

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",
   "TestCaseSummaryList": [
      {
         "Arn": "string",
         "Id": "string",
         "LastModifiedRegion": "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.

Type: String

TestCaseSummaryList

Information about the tests.

Type: Array of TestCaseSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListUserNotifications

Service: Amazon Connect Service

Retrieves a paginated list of notifications for a specific user, including the notification status for that user.

Request Syntax

```
GET /users/InstanceId/UserId/notifications?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 is 1-1000.

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 to retrieve the next page of results.

UserId

The identifier of the user.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
   "NextToken": "string",
   "UserNotifications": [
      {
         "Content": {
            "string" : "string"
         },
         "CreatedAt": number,
         "ExpiresAt": number,
         "InstanceId": "string",
         "NotificationId": "string",
         "NotificationStatus": "string",
         "Priority": "string",
         "RecipientId": "string",
         "Source": "string"
      }
   ]
}
```

Response Elements

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. If present, there are more results available.

Type: String

UserNotifications

A list of notifications sent to the specified user.

Type: Array of UserNotificationSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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}(-[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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListWorkspaceMedia

Service: Amazon Connect Service

Lists media assets (such as logos) associated with a workspace.

Request Syntax

```
GET /workspaces/InstanceId/WorkspaceId/media 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

WorkspaceId

The identifier of the workspace.

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

{
   "Media": [
      {
```

```
            "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.

Media

A list of media assets for the workspace.

Type: Array of MediaItem 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListWorkspacePages

Service: Amazon Connect Service

Lists the page configurations in a workspace, including the views assigned to each page.

Request Syntax

```
GET /workspaces/InstanceId/WorkspaceId/pages?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.

WorkspaceId

The identifier of the workspace.

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

{
   "NextToken": "string",
   "WorkspacePageList": [
      {
         "InputData": "string",
         "Page": "string",
         "ResourceArn": "string",
         "Slug": "string"
      }
   ]
}
```

Response Elements

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

WorkspacePageList

A list of page configurations in the workspace.

Type: Array of WorkspacePage 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListWorkspaces

Service: Amazon Connect Service

Lists the workspaces in an Amazon Connect instance.

Request Syntax

```
GET /workspaces/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",
   "WorkspaceSummaryList": [
      {
         "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

WorkspaceSummaryList

A summary list of workspaces.

Type: Array of WorkspaceSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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}(-[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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ResourceNotReadyException

The resource is not ready.

HTTP Status Code: 409

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
   "ContactRecordingType": "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

ContactRecordingType

The type of recording being operated on.

Type: String

Valid Values: `AGENT | IVR | SCREEN`

Required: No

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.

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchAgentStatuses

Service: Amazon Connect Service

Searches AgentStatuses in an Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-agent-statuses HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "AgentStatusSearchCriteria"
      ],
      "OrConditions": [
         "AgentStatusSearchCriteria"
      ],
      "StringCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      }
   },
   "SearchFilter": {
      "AttributeFilter": {
         "AndCondition": {
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         },
         "OrConditions": [
            {
               "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 instanceId in the 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 agent statuses.

Type: AgentStatusSearchCriteria object

Required: No

SearchFilter

Filters to be applied to search results.

Type: AgentStatusSearchFilter object

Required: No

Response Syntax

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

{
   "AgentStatuses": [
      {
         "AgentStatusARN": "string",
         "AgentStatusId": "string",
         "Description": "string",
         "DisplayOrder": number,
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "Name": "string",
         "State": "string",
         "Tags": {
            "string" : "string"
         },
         "Type": "string"
      }
   ],
```

```
    "ApproximateTotalCount": 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.

AgentStatuses

The search criteria to be used to return agent statuses.

Type: Array of AgentStatus objects

ApproximateTotalCount

The total number of agent statuses 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.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchContactEvaluations

Service: Amazon Connect Service

Searches contact evaluations in an Amazon Connect instance, with optional filtering.

Use cases

Following are common uses cases for this API:

- Find contact evaluations by using specific search criteria.
- Find contact evaluations that are tagged with a specific set of tags.

Important things to know

- A Search operation, unlike a List operation, takes time to index changes to resource (create, update or delete). If you don't see updated information for recently changed contact evaluations, try calling the API again in a few seconds.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
POST /search-contact-evaluations HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "EvaluationSearchCriteria"
      ],
      "BooleanCondition": {
         "ComparisonType": "string",
         "FieldName": "string"
      },
      "DateTimeCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "MaxValue": "string",
```

```
            "MinValue": "string"
         },
         "DecimalCondition": {
            "ComparisonType": "string",
            "FieldName": "string",
            "MaxValue": number,
            "MinValue": number
         },
         "NumberCondition": {
            "ComparisonType": "string",
            "FieldName": "string",
            "MaxValue": number,
            "MinValue": number
         },
         "OrConditions": [
            "EvaluationSearchCriteria"
         ],
         "StringCondition": {
            "ComparisonType": "string",
            "FieldName": "string",
            "Value": "string"
         }
      },
      "SearchFilter": {
         "AttributeFilter": {
            "AndCondition": {
               "TagConditions": [
                  {
                     "TagKey": "string",
                     "TagValue": "string"
                  }
               ]
            },
            "OrConditions": [
               {
                  "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.

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

Required: No

SearchCriteria

The search criteria to be used to return contact evaluations.

Type: EvaluationSearchCriteria object

Required: No

SearchFilter

Filters to be applied to search results.

Type: EvaluationSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "EvaluationSearchSummaryList": [
      {
         "CreatedTime": number,
         "EvaluationArn": "string",
         "EvaluationFormId": "string",
         "EvaluationFormTitle": "string",
         "EvaluationFormVersion": number,
         "EvaluationId": "string",
         "EvaluationType": "string",
         "LastModifiedTime": number,
         "Metadata": {
            "AcknowledgedBy": "string",
            "AcknowledgedTime": number,
            "AcknowledgerComment": "string",
            "AutoEvaluationEnabled": boolean,
            "AutoEvaluationStatus": "string",
            "CalibrationSessionId": "string",
            "ContactAgentId": "string",
            "ContactId": "string",
            "ContactParticipantId": "string",
```

```
            "ContactParticipantRole": "string",
            "EvaluatorArn": "string",
            "ReviewId": "string",
            "SamplingJobId": "string",
            "ScoreAutomaticFail": boolean,
            "ScoreNotApplicable": boolean,
            "ScorePercentage": number
         },
         "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 evaluations that matched your search query.

Type: Long

EvaluationSearchSummaryList

Contains information about contact evaluations.

Type: Array of EvaluationSearchSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example request to retrieve evaluations in instance

This example illustrates one usage of SearchContactEvaluations.

```
{
  "InstanceId": "12345678-1234-5678-aabb-123456abcdef"
}
```

Example request to retrieve an evaluation with a specific ID in instance

This example illustrates one usage of SearchContactEvaluations.

```
{
  "InstanceId": "12345678-1234-5678-aabb-123456abcdef",
  "SearchCriteria": {
    "StringCondition": {
      "ComparisonType": "EXACT",
      "FieldName": "EvaluationId",
      "Value": "87654321-4321-8765-bbaa-abcdef123456"
    }
  }
}
```

Example request to retrieve evaluations by using multiple search criteria

This example illustrates one usage of SearchContactEvaluations.

```
{
  "InstanceId": "12345678-1234-5678-aabb-123456abcdef",
  "SearchCriteria": {
    "OrConditions": [
      {
        "AndConditions": [
          {
            "DateTimeCondition": {
              "ComparisonType": "GREATER_THAN",
              "FieldName": "LastModifiedTime",
              "MinValue": "2020-01-01T00:00:00Z"
            }
          },
```

```
          {
            "NumberCondition": {
              "ComparisonType": "EQUAL",
              "FieldName": "EvaluationFormVersion",
              "MinValue": 1
            }
          },
          {
            "BooleanCondition": {
              "ComparisonType": "IS_FALSE",
              "FieldName": "AutoEvaluationEnabled"
            }
          }
        ]
      }
    ]
  }
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
      ],
      "StateCondition": "string",
      "StatusCondition": "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 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 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",
         "ExternalInvocationConfiguration": {
            "Enabled": boolean
         },
         "FlowModuleContentSha256": "string",
```

```
         "Id": "string",
         "Name": "string",
         "Settings": "string",
         "State": "string",
         "Status": "string",
         "Tags": {
            "string" : "string"
         },
         "Version": number,
         "VersionDescription": "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 flows which matched your search query.

Type: Long

ContactFlowModules

The search criteria to be used to return 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchContactFlows

Service: Amazon Connect Service

Searches the 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": {
      "FlowAttributeFilter": {
         "AndCondition": {
            "ContactFlowTypeCondition": {
               "ContactFlowType": "string"
            },
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         },
```

```
            "ContactFlowTypeCondition": {
               "ContactFlowType": "string"
            },
            "OrConditions": [
               {
                  "ContactFlowTypeCondition": {
                     "ContactFlowType": "string"
                  },
                  "TagConditions": [
                     {
                        "TagKey": "string",
                        "TagValue": "string"
                     }
                  ]
               }
            ],
            "TagCondition": {
               "TagKey": "string",
               "TagValue": "string"
            }
         },
         "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",
         "FlowContentSha256": "string",
         "Id": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "Name": "string",
         "State": "string",
         "Status": "string",
         "Tags": {
            "string" : "string"
         },
         "Type": "string",
```

```
            "Version": number,
            "VersionDescription": "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 flows which matched your search query.

Type: Long

ContactFlows

Information about the 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
      "ActiveRegions": [ "string" ],
      "AdditionalTimeRange": {
         "Criteria": [
            {
               "TimeRange": {
                  "EndTime": number,
                  "StartTime": number,
                  "Type": "string"
               },
               "TimestampCondition": {
                  "ConditionType": "string",
                  "Type": "string"
               }
            }
         ],
         "MatchType": "string"
      },
      "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"
         }
      },
      "ContactTags": {
         "AndConditions": [
            {
               "TagKey": "string",
               "TagValue": "string"
            }
         ],
         "OrConditions": [
            [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         ],
         "TagCondition": {
            "TagKey": "string",
            "TagValue": "string"
         }
      },
      "InitiationMethods": [ "string" ],
      "Name": {
         "MatchType": "string",
         "SearchText": [ "string" ]
      },
      "QueueIds": [ "string" ],
      "RoutingCriteria": {
         "Steps": [
            {
               "AgentCriteria": {
                  "AgentIds": [ "string" ],
                  "MatchType": "string"
               }
            }
```

```
            ]
         },
         "SearchableContactAttributes": {
            "Criteria": [
               {
                  "Key": "string",
                  "Values": [ "string" ]
               }
            ],
            "MatchType": "string"
         },
         "SearchableSegmentAttributes": {
            "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,
         "GlobalResiliencyMetadata": {
            "ActiveRegion": "string",
            "OriginRegion": "string",
            "TrafficDistributionGroupId": "string"
         },
         "Id": "string",
         "InitialContactId": "string",
         "InitiationMethod": "string",
         "InitiationTimestamp": number,
         "Name": "string",
         "PreviousContactId": "string",
         "QueueInfo": {
            "EnqueueTimestamp": number,
            "Id": "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,
                    "Range": {
                        "MaxProficiencyLevel": number,
                        "MinProficiencyLevel": number
                    },
                    "Value": "string"
                },
                "NotAttributeCondition": {
                    "ComparisonOperator": "string",
                    "MatchCriteria": {
                        "AgentsCriteria": {
                            "AgentIds": [ "string" ]
                        }
                    },
                    "Name": "string",
                    "ProficiencyLevel": number,
                    "Range": {
                        "MaxProficiencyLevel": number,
                        "MinProficiencyLevel": number
                    },
                    "Value": "string"
                },
                "OrExpression": [
                    "Expression"
                ]
            },
            "Status": "string"
        }
    ]
},
"ScheduledTimestamp": number,
"SegmentAttributes": {
    "string" : {
        "ValueMap": {
```

```
                  "string" : {
                     "ValueArn": "string",
                     "ValueInteger": number,
                     "ValueList": [
                        "SegmentAttributeValue"
                     ],
                     "ValueMap": {
                        "string" : "SegmentAttributeValue"
                     },
                     "ValueString": "string"
                  }
               },
               "ValueString": "string"
            }
         },
         "Tags": {
            "string" : "string"
         }
      }
   ],
   "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchDataTables

Service: Amazon Connect Service

Searches for data tables based on the table's ID, name, and description. In the future, this operation can support searching on attribute names and possibly primary values. Follows other search operations closely and supports both search criteria and filters.

Request Syntax

```
POST /search-data-tables HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "DataTableSearchCriteria"
      ],
      "OrConditions": [
         "DataTableSearchCriteria"
      ],
      "StringCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      }
   },
   "SearchFilter": {
      "AttributeFilter": {
         "AndCondition": {
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         },
         "OrConditions": [
            {
               "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 unique identifier for the Amazon Connect instance to search within.

Type: String

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

Required: Yes

MaxResults

The maximum number of data tables to return in one page of results.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1000.

Required: No

NextToken

Specify the pagination token from a previous request to retrieve the next page of results.

Type: String

Required: No

SearchCriteria

Search criteria including string conditions for matching table names, descriptions, or resource IDs. Supports STARTS_WITH, CONTAINS, and EXACT comparison types.

Type: DataTableSearchCriteria object

Required: No

SearchFilter

Optional filters to apply to the search results, such as tag-based filtering for attribute-based access control.

Type: DataTableSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "DataTables": [
      {
         "Arn": "string",
         "CreatedTime": number,
         "Description": "string",
         "Id": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "LockVersion": {
            "Attribute": "string",
            "DataTable": "string",
            "PrimaryValues": "string",
            "Value": "string"
         },
```

```
            "Name": "string",
            "Status": "string",
            "Tags": {
               "string" : "string"
            },
            "TimeZone": "string",
            "ValueLockLevel": "string",
            "Version": "string",
            "VersionDescription": "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 approximate number of data tables that matched the search criteria.

Type: Long

DataTables

An array of data tables matching the search criteria with the same structure as DescribeTable except Version, VersionDescription, and LockVersion are omitted.

Type: Array of DataTable objects

NextToken

Specify the pagination token from a previous request to retrieve the next page 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchEmailAddresses

Service: Amazon Connect Service

Searches email address in an instance, with optional filtering.

Request Syntax

```
POST /search-email-addresses HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "EmailAddressSearchCriteria"
      ],
      "OrConditions": [
         "EmailAddressSearchCriteria"
      ],
      "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 email addresses.

Type: EmailAddressSearchCriteria object

Required: No

SearchFilter

Filters to be applied to search results.

Type: EmailAddressSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "EmailAddresses": [
      {
         "AliasConfigurations": [
            {
               "EmailAddressId": "string"
            }
         ],
         "Description": "string",
         "DisplayName": "string",
         "EmailAddress": "string",
         "EmailAddressArn": "string",
         "EmailAddressId": "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 email addresses which matched your search query.

Type: Long

EmailAddresses

List of email addresses matching SearchFilter and SearchCriteria

Type: Array of EmailAddressMetadata 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchEvaluationForms

Service: Amazon Connect Service

Searches evaluation forms in an Amazon Connect instance, with optional filtering.

Use cases

Following are common uses cases for this API:

- List all evaluation forms in an instance.
- Find all evaluation forms that meet specific criteria, such as Title, Description, Status, and more.
- Find all evaluation forms that are tagged with a specific set of tags.

Important things to know

- A Search operation, unlike a List operation, takes time to index changes to resource (create, update or delete). If you don't see updated information for recently changed contact evaluations, try calling the API again in a few seconds.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
POST /search-evaluation-forms HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "EvaluationFormSearchCriteria"
      ],
      "BooleanCondition": {
         "ComparisonType": "string",
         "FieldName": "string"
      },
      "DateTimeCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
```

```
            "MaxValue": "string",
            "MinValue": "string"
         },
         "NumberCondition": {
            "ComparisonType": "string",
            "FieldName": "string",
            "MaxValue": number,
            "MinValue": number
         },
         "OrConditions": [
            "EvaluationFormSearchCriteria"
         ],
         "StringCondition": {
            "ComparisonType": "string",
            "FieldName": "string",
            "Value": "string"
         }
      },
      "SearchFilter": {
         "AttributeFilter": {
            "AndCondition": {
               "TagConditions": [
                  {
                     "TagKey": "string",
                     "TagValue": "string"
                  }
               ]
            },
            "OrConditions": [
               {
                  "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.

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

Required: No

SearchCriteria

The search criteria to be used to return evaluation forms.

Type: EvaluationFormSearchCriteria object

Required: No

SearchFilter

Filters to be applied to search results.

Type: EvaluationFormSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "EvaluationFormSearchSummaryList": [
      {
         "ActiveVersion": number,
         "AutoEvaluationEnabled": boolean,
         "ContactInteractionType": "string",
         "CreatedBy": "string",
         "CreatedTime": number,
         "Description": "string",
         "EvaluationFormArn": "string",
         "EvaluationFormId": "string",
         "EvaluationFormLanguage": "string",
         "LastActivatedBy": "string",
         "LastActivatedTime": number,
         "LastModifiedBy": "string",
         "LastModifiedTime": number,
         "LatestVersion": number,
         "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.

ApproximateTotalCount

The total number of evaluation forms that matched your search query.

Type: Long

EvaluationFormSearchSummaryList

Information about the returned evaluation forms.

Type: Array of EvaluationFormSearchSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example request to retrieve all evaluation forms in an instance

This example illustrates one usage of SearchEvaluationForms.

```
{
"InstanceId": "12345678-1234-5678-aabb-123456abcdef"
}
```

Example request to retrieve an evaluation form with a specific ID in an instance

This example illustrates one usage of SearchEvaluationForms.

```
{
  "InstanceId": "12345678-1234-5678-aabb-123456abcdef",
  "SearchCriteria": {
    "StringCondition": {
      "ComparisonType": "EXACT",
      "FieldName": "EvaluationFormId",
      "Value": "87654321-4321-8765-bbaa-abcdef123456"
    }
  }
}
```

Example request to retrieve evaluation forms by using multiple search criteria in an instance

This example illustrates one usage of SearchEvaluationForms.

```
{
  "InstanceId": "12345678-1234-5678-aabb-123456abcdef",
  "SearchCriteria": {
    "OrConditions": [
      {
        "AndConditions": [
          {
            "DateTimeCondition": {
              "ComparisonType": "GREATER_THAN",
              "FieldName": "LastModifiedTime",
              "MinValue": "2020-01-01T00:00:00Z"
            }
          },
          {
            "NumberCondition": {
              "ComparisonType": "EQUAL",
              "FieldName": "LatestVersion",
              "MinValue": 1
            }
          },
          {
            "BooleanCondition": {
              "ComparisonType": "IS_FALSE",
              "FieldName": "AutoEvaluationEnabled"
```

```
            }
          }
        ]
      }
    ]
  }
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchHoursOfOperationOverrides

Service: Amazon Connect Service

Searches the hours of operation overrides.

Request Syntax

```
POST /search-hours-of-operation-overrides HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "HoursOfOperationOverrideSearchCriteria"
      ],
      "DateCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      },
      "OrConditions": [
         "HoursOfOperationOverrideSearchCriteria"
      ],
      "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.

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 overrides.

Type: HoursOfOperationOverrideSearchCriteria 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,
   "HoursOfOperationOverrides": [
      {
         "Config": [
            {
               "Day": "string",
               "EndTime": {
                  "Hours": number,
                  "Minutes": number
               },
               "StartTime": {
                  "Hours": number,
                  "Minutes": number
               }
            }
         ],
```

```
         "Description": "string",
         "EffectiveFrom": "string",
         "EffectiveTill": "string",
         "HoursOfOperationArn": "string",
         "HoursOfOperationId": "string",
         "HoursOfOperationOverrideId": "string",
         "Name": "string",
         "OverrideType": "string",
         "RecurrenceConfig": {
            "RecurrencePattern": {
               "ByMonth": [ number ],
               "ByMonthDay": [ number ],
               "ByWeekdayOccurrence": [ number ],
               "Frequency": "string",
               "Interval": 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.

ApproximateTotalCount

The total number of hours of operations which matched your search query.

Type: Long

HoursOfOperationOverrides

Information about the hours of operations overrides.

Type: Array of HoursOfOperationOverride 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 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
         "ParentHoursOfOperations": [
            {
               "Arn": "string",
               "Id": "string",
               "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchNotifications

Service: Amazon Connect Service

Searches for notifications based on specified criteria and filters. Returns a paginated list of notifications matching the search parameters, ordered by descending creation time. Supports filtering by content and tags.

Request Syntax

```
POST /search-notifications HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "NotificationSearchCriteria"
      ],
      "OrConditions": [
         "NotificationSearchCriteria"
      ],
      "StringCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      }
   },
   "SearchFilter": {
      "AttributeFilter": {
         "AndCondition": {
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         },
         "OrConditions": [
            {
               "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.

Type: String

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

Required: Yes

MaxResults

The maximum number of results to return per page. Valid range is 1-100.

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 to retrieve the next page of results.

Type: String

Required: No

SearchCriteria

The search criteria to apply when searching for notifications. Supports filtering by notification ID and message content using comparison types such as STARTS_WITH, CONTAINS, and EXACT.

Type: NotificationSearchCriteria object

Required: No

SearchFilter

Filters to apply to the search results, such as tag-based filters.

Type: NotificationSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "NextToken": "string",
   "Notifications": [
      {
         "Arn": "string",
         "Content": {
            "string" : "string"
         },
         "CreatedAt": number,
         "ExpiresAt": number,
         "Id": "string",
         "InstanceId": "string",
```

```
            "LastModifiedRegion": "string",
            "LastModifiedTime": number,
            "Priority": "string",
            "Recipients": [ "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 approximate total number of notifications matching the search criteria.

Type: Long

NextToken

The token for the next set of results. If present, there are more results available.

Type: String

Notifications

A list of notifications matching the search criteria.

Type: Array of NotificationSearchSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchPredefinedAttributes

Service: Amazon Connect Service

Searches predefined attributes that meet certain criteria. A *predefined attribute* is made up of a name and a value. You can use predefined attributes for:

- Routing proficiency (for example, agent certification) that has predefined values (for example, a list of possible certifications). For more information, see Create predefined attributes for routing contacts to agents.
- Contact information that varies between transfers or conferences, such as the name of the business unit handling the contact. For more information, see Use contact segment attributes.

For the predefined attributes per instance quota, see Amazon Connect quotas.

Endpoints: See Amazon Connect endpoints and quotas.

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": [
      {
         "AttributeConfiguration": {
            "EnableValueValidationOnAssociation": boolean,
            "IsReadOnly": boolean
         },
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "Name": "string",
         "Purposes": [ "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example shows a request and response.

```
POST https://connect.us-west-2.amazonaws.com/search-predefined-attributes HTTP/1.1
Content-type: application/json
{
    "InstanceId": "InstanceId",
    "MaxResults": 5,
    "SearchCriteria": {
        "StringCondition": {
            "ComparisonType": "EXACT",
            "FieldName": "purposes",
            "Value": "proficiency"
        }
    }
}

Response:
{
    "ApproximateTotalCount": 20,
    "NextToken": "nextToken,
    "PredefinedAttributes": [
        {
            "AttributeConfiguration": {
                "EnableValueValidationOnAssociation": false,
                "IsReadOnly": false
            },
            "LastModifiedRegion": null,
            "LastModifiedTime": null,
```

```
            "Name": "Name1",
            "Purposes": [
                "proficiency"
            ],
            "Values": {
                "StringList": [
                    "value1",
                    "value2"
                ]
            }
        },
        {
            "AttributeConfiguration": {
                "EnableValueValidationOnAssociation": false,
                "IsReadOnly": false
            },
            "LastModifiedRegion": null,
            "LastModifiedTime": null,
            "Name": "Name2",
            "Purposes": [
                "contact-attributes-search",
                "proficiency"
            ],
            "Values": {
                "StringList": [
                    "value1",
                    "value2"
                ]
            }
        }
    ]
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
         },
         "OutboundEmailConfig": {
            "OutboundEmailAddressId": "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
            "FlowConfig": {
               "ContactFlowId": "string"
            },
            "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. Note that lowercase and - are required.

Supported resource types

- agent
- agent-state
- routing-profile
- standard-queue
- security-profile
- operating-hours
- prompt
- contact-flow

- flow- module
- transfer-destination (also known as quick connect)

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

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.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

> **Note**
>
> `SearchRoutingProfiles` does not populate LastModifiedRegion, LastModifiedTime, MediaConcurrencies.CrossChannelBehavior, and AgentAvailabilityTimer in its response, but DescribeRoutingProfile does.

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",
         "AssociatedManualAssignmentQueueIds": [ "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",
         "NumberOfAssociatedManualAssignmentQueues": number,
         "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

For information about security profiles, see Security Profiles in the *Amazon Connect Administrator Guide*. For a mapping of the API name and user interface name of the security profile permissions, see List of security profile permissions.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchTestCases

Service: Amazon Connect Service

Searches for test cases in the specified Amazon Connect instance, with optional filtering.

Request Syntax

```
POST /search-test-cases HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "TestCaseSearchCriteria"
      ],
      "OrConditions": [
         "TestCaseSearchCriteria"
      ],
      "StatusCondition": "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 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

SearchCriteria

The search criteria to be used to return test cases.

Type: TestCaseSearchCriteria object

Required: No

SearchFilter

Filters to be applied to search results.

Type: TestCaseSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "NextToken": "string",
   "TestCases": [
      {
         "Arn": "string",
         "Content": "string",
         "Description": "string",
         "EntryPoint": {
            "ChatEntryPointParameters": {
               "FlowId": "string"
            },
```

```
            "Type": "string",
            "VoiceCallEntryPointParameters": {
               "DestinationPhoneNumber": "string",
               "FlowId": "string",
               "SourcePhoneNumber": "string"
            }
         },
         "Id": "string",
         "InitializationData": "string",
         "LastModifiedRegion": "string",
         "LastModifiedTime": number,
         "Name": "string",
         "Status": "string",
         "Tags": {
            "string" : "string"
         },
         "TestCaseSha256": "string"
      }
   ]
}
```

Response Elements

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 test cases 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.

TestCases

Information about the test cases.

Type: Array of TestCase 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchUserHierarchyGroups

Service: Amazon Connect Service

Searches UserHierarchyGroups in an Amazon Connect instance, with optional filtering.

> **Important**
>
> The UserHierarchyGroup with `"LevelId": "0"` is the foundation for building levels on top of an instance. It is not user-definable, nor is it visible in the UI.

Request Syntax

```
POST /search-user-hierarchy-groups HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "UserHierarchyGroupSearchCriteria"
      ],
      "OrConditions": [
         "UserHierarchyGroupSearchCriteria"
      ],
      "StringCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      }
   },
   "SearchFilter": {
      "AttributeFilter": {
         "AndCondition": {
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
```

```
         },
         "OrConditions": [
            {
               "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 instanceId in the 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 UserHierarchyGroups.

Type: UserHierarchyGroupSearchCriteria object

Required: No

SearchFilter

Filters to be applied to search results.

Type: UserHierarchyGroupSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "NextToken": "string",
   "UserHierarchyGroups": [
      {
         "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.

ApproximateTotalCount

The total number of userHierarchyGroups 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.

UserHierarchyGroups

Information about the userHierarchyGroups.

Type: Array of HierarchyGroup 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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"
      },
      "ListCondition": {
         "Conditions": [
            {
               "NumberCondition": {
                  "ComparisonType": "string",
                  "FieldName": "string",
                  "MaxValue": number,
                  "MinValue": number
               },
               "StringCondition": {
                  "ComparisonType": "string",
                  "FieldName": "string",
                  "Value": "string"
               }
            }
```

```
            ],
            "TargetListType": "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.

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": [
      {
         "AfterContactWorkConfigs": [
            {
               "AfterContactWorkConfig": {
                  "AfterContactWorkTimeLimit": number
               },
               "AgentFirstCallbackAfterContactWorkConfig": {
                  "AfterContactWorkTimeLimit": number
               },
               "Channel": "string"
            }
         ],
         "Arn": "string",
         "AutoAcceptConfigs": [
            {
               "AgentFirstCallbackAutoAccept": boolean,
               "AutoAccept": boolean,
               "Channel": "string"
            }
         ],
         "DirectoryUserId": "string",
         "HierarchyGroupId": "string",
         "Id": "string",
         "IdentityInfo": {
            "FirstName": "string",
            "LastName": "string"
         },
         "PersistentConnectionConfigs": [
            {
               "Channel": "string",
               "PersistentConnection": boolean
            }
```

```
         ],
         "PhoneConfig": {
            "AfterContactWorkTimeLimit": number,
            "AutoAccept": boolean,
            "DeskPhoneNumber": "string",
            "PersistentConnection": boolean,
            "PhoneType": "string"
         },
         "PhoneNumberConfigs": [
            {
               "Channel": "string",
               "PhoneNumber": "string",
               "PhoneType": "string"
            }
         ],
         "RoutingProfileId": "string",
         "SecurityProfileIds": [ "string" ],
         "Tags": {
            "string" : "string"
         },
         "Username": "string",
         "VoiceEnhancementConfigs": [
            {
               "Channel": "string",
               "VoiceEnhancementMode": "string"
            }
         ]
      }
   ]
}
```

Response Elements

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchViews

Service: Amazon Connect Service

Searches views based on name, description, or tags.

Request Syntax

```
POST /search-views HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "ViewSearchCriteria"
      ],
      "OrConditions": [
         "ViewSearchCriteria"
      ],
      "StringCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      },
      "ViewStatusCondition": "string",
      "ViewTypeCondition": "string"
   },
   "SearchFilter": {
      "AttributeFilter": {
         "AndCondition": {
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         },
         "OrConditions": [
            {
               "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.

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

SearchCriteria

The search criteria, including field names and comparison types.

Type: ViewSearchCriteria object

Required: No

SearchFilter

Filters to apply to the search, such as tag-based filters.

Type: ViewSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "NextToken": "string",
   "Views": [
      {
         "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.

ApproximateTotalCount

The approximate total number of views that match the search criteria.

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.

Views

A list of views that match the search criteria.

Type: Array of View 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | ca-ES | da-DK | fi-FI | id-ID | ms-MY | nl-NL | no-NO | pl-PL | sv-SE | tl-PH`

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchWorkspaceAssociations

Service: Amazon Connect Service

Searches for workspace associations with users or routing profiles based on various criteria.

Request Syntax

```
POST /search-workspace-associations HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "WorkspaceAssociationSearchCriteria"
      ],
      "OrConditions": [
         "WorkspaceAssociationSearchCriteria"
      ],
      "StringCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      }
   },
   "SearchFilter": {
      "AttributeFilter": {
         "AndCondition": {
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         },
         "OrConditions": [
            {
               "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.

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, including workspace ID, resource ID, or resource type.

Type: WorkspaceAssociationSearchCriteria object

Required: No

SearchFilter

Filters to apply to the search, such as tag-based filters.

Type: WorkspaceAssociationSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "NextToken": "string",
   "WorkspaceAssociations": [
      {
         "ResourceArn": "string",
         "ResourceId": "string",
         "ResourceName": "string",
         "ResourceType": "string",
         "WorkspaceArn": "string",
         "WorkspaceId": "string"
      }
   ]
}
```

Response Elements

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 total number of workspace associations that match the search criteria.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

WorkspaceAssociations

A list of workspace associations that match the search criteria.

Type: Array of WorkspaceAssociationSearchSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchWorkspaces

Service: Amazon Connect Service

Searches workspaces based on name, description, visibility, or tags.

Request Syntax

```
POST /search-workspaces HTTP/1.1
Content-type: application/json

{
   "InstanceId": "string",
   "MaxResults": number,
   "NextToken": "string",
   "SearchCriteria": {
      "AndConditions": [
         "WorkspaceSearchCriteria"
      ],
      "OrConditions": [
         "WorkspaceSearchCriteria"
      ],
      "StringCondition": {
         "ComparisonType": "string",
         "FieldName": "string",
         "Value": "string"
      }
   },
   "SearchFilter": {
      "AttributeFilter": {
         "AndCondition": {
            "TagConditions": [
               {
                  "TagKey": "string",
                  "TagValue": "string"
               }
            ]
         },
         "OrConditions": [
            {
               "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.

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, including field names and comparison types.

Type: WorkspaceSearchCriteria object

Required: No

SearchFilter

Filters to apply to the search, such as tag-based filters.

Type: WorkspaceSearchFilter object

Required: No

Response Syntax

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

{
   "ApproximateTotalCount": number,
   "NextToken": "string",
   "Workspaces": [
      {
         "Arn": "string",
         "CreatedAt": number,
         "Description": "string",
         "Id": "string",
         "Name": "string",
         "Tags": {
            "string" : "string"
         },
         "Title": "string",
         "Visibility": "string"
      }
   ]
```

```
}
```

Response Elements

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 total number of workspaces that match the search criteria.

Type: Long

NextToken

If there are additional results, this is the token for the next set of results.

Type: String

Workspaces

A list of workspaces that match the search criteria.

Type: Array of WorkspaceSearchSummary 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 AWS End User Messaging 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 AWS SMS, this is the phone number destination of inbound AWS SMS messages represented by an AWS End User Messaging 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", connect:"WhatsApp"]`

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SendOutboundEmail

Service: Amazon Connect Service

Send outbound email for outbound campaigns. For more information about outbound campaigns, see Set up Amazon Connect outbound campaigns.

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

Request Syntax

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

{
   "AdditionalRecipients": {
      "CcEmailAddresses": [
         {
            "DisplayName": "string",
            "EmailAddress": "string"
         }
      ]
   },
   "ClientToken": "string",
   "DestinationEmailAddress": {
      "DisplayName": "string",
      "EmailAddress": "string"
   },
   "EmailMessage": {
      "MessageSourceType": "string",
      "RawMessage": {
         "Body": "string",
         "ContentType": "string",
         "Subject": "string"
      },
      "TemplatedMessageConfig": {
         "KnowledgeBaseId": "string",
         "MessageTemplateId": "string",
         "TemplateAttributes": {
```

```
            "CustomAttributes": {
               "string" : "string"
            },
            "CustomerProfileAttributes": "string"
         }
      }
   },
   "FromEmailAddress": {
      "DisplayName": "string",
      "EmailAddress": "string"
   },
   "SourceCampaign": {
      "CampaignId": "string",
      "OutboundRequestId": "string"
   },
   "TrafficType": "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.

AdditionalRecipients

The additional recipients address of the email in CC.

Type: OutboundAdditionalRecipients object

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

DestinationEmailAddress

The email address to send the email to.

Type: EmailAddressInfo object

Required: Yes

EmailMessage

The email message body to be sent to the newly created email.

Type: OutboundEmailContent object

Required: Yes

FromEmailAddress

The email address to be used for sending email.

Type: EmailAddressInfo object

Required: Yes

SourceCampaign

A Campaign object need for Campaign traffic type.

Type: SourceCampaign object

Required: No

TrafficType

Denotes the class of traffic.

> **Note**
>
> Only the CAMPAIGN traffic type is supported.

Type: String

Valid Values: `GENERAL | CAMPAIGN`

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

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 an Amazon Connect Case or Amazon Connect Email.

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. The supported resources are Cases and Email.

> **Note**
>
> This value must be a valid ARN.

Required: Yes

InstanceId

The unique 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.

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.

> **Important**
>
> Only `ATTACHMENTS` are supported.

Type: String

Valid Values: `EMAIL_MESSAGE | 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

The headers to be provided while uploading the file to the URL.

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 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",
   "CustomerId": "string",
```

```
    "DisconnectOnCustomerExit": [ "string" ],
    "InitialMessage": {
       "Content": "string",
       "ContentType": "string"
    },
    "InstanceId": "string",
    "ParticipantConfiguration": {
       "ResponseMode": "string"
    },
    "ParticipantDetails": {
       "DisplayName": "string"
    },
    "PersistentChat": {
       "RehydrationType": "string",
       "SourceContactId": "string"
    },
    "RelatedContactId": "string",
    "SegmentAttributes": {
       "string" : {
          "ValueArn": "string",
          "ValueInteger": number,
          "ValueList": [
             "SegmentAttributeValue"
          ],
          "ValueMap": {
             "string" : "SegmentAttributeValue"
          },
          "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**, **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

CustomerId

The customer's identification number. For example, the `CustomerId` may be a customer number from your CRM.

Type: String

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

Required: No

DisconnectOnCustomerExit

A list of participant types to automatically disconnect when the end customer ends the chat session, allowing them to continue through disconnect flows such as surveys or feedback forms.

Type: Array of strings

Array Members: Fixed number of 1 item.

Valid Values: `AGENT`

Required: No

InitialMessage

The initial message to be sent to the newly created chat.

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

ParticipantConfiguration

The configuration of the participant.

Type: ParticipantConfiguration object

Required: No

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "AutoEvaluationConfiguration": {
      "Enabled": boolean
   },
   "ClientToken": "string",
   "ContactId": "string",
   "EvaluationFormId": "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.

AutoEvaluationConfiguration

Whether automated evaluations are enabled.

Type: AutoEvaluationConfiguration object

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 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

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartContactMediaProcessing

Service: Amazon Connect Service

Enables in-flight message processing for an ongoing chat session. Message processing will stay active for the rest of the chat, even if an individual contact segment ends.

Request Syntax

```
POST /contact/start-contact-media-processing HTTP/1.1
Content-type: application/json

{
   "ContactId": "string",
   "FailureMode": "string",
   "InstanceId": "string",
   "ProcessorArn": "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: No

FailureMode

The desired behavior for failed message processing.

Type: String

Valid Values: `DELIVER_UNPROCESSED_MESSAGE | DO_NOT_DELIVER_UNPROCESSED_MESSAGE`

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

ProcessorArn

The Amazon Resource Name (ARN) of the Lambda processor. You can find the Amazon Resource Name of the lambda in the lambda console.

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.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

HTTP Status Code: 402

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
      "IvrRecordingTrack": "string",
      "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartEmailContact

Service: Amazon Connect Service

Creates an inbound email contact and initiates a flow to start the email contact for the customer. Response of this API provides the ContactId of the email contact created.

Request Syntax

```
PUT /contact/email HTTP/1.1
Content-type: application/json

{
   "AdditionalRecipients": {
      "CcAddresses": [
         {
            "DisplayName": "string",
            "EmailAddress": "string"
         }
      ],
      "ToAddresses": [
         {
            "DisplayName": "string",
            "EmailAddress": "string"
         }
      ]
   },
   "Attachments": [
      {
         "FileName": "string",
         "S3Url": "string"
      }
   ],
   "Attributes": {
      "string" : "string"
   },
   "ClientToken": "string",
   "ContactFlowId": "string",
   "Description": "string",
   "DestinationEmailAddress": "string",
   "EmailMessage": {
      "MessageSourceType": "string",
      "RawMessage": {
         "Body": "string",
```

```
            "ContentType": "string",
            "Headers": {
               "string" : "string"
            },
            "Subject": "string"
         }
      },
      "FromEmailAddress": {
         "DisplayName": "string",
         "EmailAddress": "string"
      },
      "InstanceId": "string",
      "Name": "string",
      "References": {
         "string" : {
            "Arn": "string",
            "Status": "string",
            "StatusReason": "string",
            "Type": "string",
            "Value": "string"
         }
      },
      "RelatedContactId": "string",
      "SegmentAttributes": {
         "string" : {
            "ValueArn": "string",
            "ValueInteger": number,
            "ValueList": [
               "SegmentAttributeValue"
            ],
            "ValueMap": {
               "string" : "SegmentAttributeValue"
            },
            "ValueString": "string"
         }
      }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

AdditionalRecipients

The additional recipients address of the email.

Type: InboundAdditionalRecipients object

Required: No

Attachments

List of S3 presigned URLs of email attachments and their file name.

Type: Array of EmailAttachment objects

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

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

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 emails. To see the ContactFlowId in the Amazon Connect admin website, on the navigation menu go to **Routing**, **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: No

Description

A description of the email contact.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

DestinationEmailAddress

The email address associated with the Amazon Connect instance.

Type: String

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

Pattern: `[^\s@]+@[^\s@]+\.[^\s@]+`

Required: Yes

EmailMessage

The email message body to be sent to the newly created email.

Type: InboundEmailContent object

Required: Yes

FromEmailAddress

The email address of the customer.

Type: EmailAddressInfo object

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 email that is shown to an agent in the Contact Control Panel (CCP).

Type: String

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

Required: No

References

A formatted URL that is shown to an agent in the Contact Control Panel (CCP). Emails can have the following reference types at the time of creation: `URL` | `NUMBER` | `STRING` | `DATE`. `EMAIL` | `EMAIL_MESSAGE` |`ATTACHMENT` are not a supported reference type during email 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 emails together by using `RelatedContactID` copies over contact attributes from the related email contact to the new

email contact. All updates to user-defined attributes in the new email 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

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**
>
> To set contact expiry, a `ValueMap` must be specified containing the integer number of minutes the contact will be active for before expiring, with `SegmentAttributes` like `{ "connect:ContactExpiry": {"ValueMap" : { "ExpiryDuration": { "ValueInteger":135}}}}`.

Type: String to SegmentAttributeValue object map

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

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.

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartOutboundChatContact

Service: Amazon Connect Service

Initiates a new outbound SMS or WhatsApp contact to a customer. Response of this API provides the `ContactId` of the outbound SMS or WhatsApp contact created.

SourceEndpoint only supports Endpoints with `CONNECT_PHONENUMBER_ARN` as Type and **DestinationEndpoint** only supports Endpoints with `TELEPHONE_NUMBER` as Type. **ContactFlowId** initiates the flow to manage the new contact created.

This API can be used to initiate outbound SMS or WhatsApp contacts for an agent, or it can also deflect an ongoing contact to an outbound SMS or WhatsApp contact by using the StartOutboundChatContact Flow Action.

For more information about using SMS or WhatsApp in Amazon Connect, see the following topics in the *Amazon Connect Administrator Guide*:

- Set up SMS messaging
- Request an SMS-enabled phone number through AWS End User Messaging SMS
- Set up WhatsApp Business messaging

Request Syntax

```
PUT /contact/outbound-chat HTTP/1.1
Content-type: application/json

{
   "Attributes": {
      "string" : "string"
   },
   "ChatDurationInMinutes": number,
   "ClientToken": "string",
   "ContactFlowId": "string",
   "DestinationEndpoint": {
      "Address": "string",
      "Type": "string"
   },
   "InitialSystemMessage": {
      "Content": "string",
      "ContentType": "string"
```

```
    },
    "InitialTemplatedSystemMessage": {
       "KnowledgeBaseId": "string",
       "MessageTemplateId": "string",
       "TemplateAttributes": {
          "CustomAttributes": {
             "string" : "string"
          },
          "CustomerProfileAttributes": "string"
       }
    },
    "InstanceId": "string",
    "ParticipantDetails": {
       "DisplayName": "string"
    },
    "RelatedContactId": "string",
    "SegmentAttributes": {
       "string" : {
          "ValueArn": "string",
          "ValueInteger": number,
          "ValueList": [
             "SegmentAttributeValue"
          ],
          "ValueMap": {
             "string" : "SegmentAttributeValue"
          },
          "ValueString": "string"
       }
    },
    "SourceEndpoint": {
       "Address": "string",
       "Type": "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, and can be accessed in flows just like any other contact 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.

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. 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 console user interface, 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/**123ec456-a007-89c0-1234-xxxxxxxxxxxx**

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

DestinationEndpoint

Information about the endpoint.

Type: Endpoint object

Required: Yes

InitialSystemMessage

A chat message.

Type: ChatMessage object

Required: No

InitialTemplatedSystemMessage

Information about template message configuration.

Type: TemplatedMessageConfig 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

The customer's details.

Type: ParticipantDetails object

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

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:SMS` and `connect:WhatsApp`.

Type: String to SegmentAttributeValue object map

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

Required: Yes

SourceEndpoint

Information about the endpoint.

Type: Endpoint object

Required: Yes

SupportedMessagingContentTypes

The supported chat message content types. Supported types are:

- `text/plain`
- `text/markdown`

- `application/json, application/vnd.amazonaws.connect.message.interactive`
- `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

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.

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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartOutboundEmailContact

Service: Amazon Connect Service

Initiates a flow to send an agent reply or outbound email contact (created from the CreateContact API) to a customer.

Request Syntax

```
PUT /contact/outbound-email HTTP/1.1
Content-type: application/json

{
   "AdditionalRecipients": {
      "CcEmailAddresses": [
         {
            "DisplayName": "string",
            "EmailAddress": "string"
         }
      ]
   },
   "ClientToken": "string",
   "ContactId": "string",
   "DestinationEmailAddress": {
      "DisplayName": "string",
      "EmailAddress": "string"
   },
   "EmailMessage": {
      "MessageSourceType": "string",
      "RawMessage": {
         "Body": "string",
         "ContentType": "string",
         "Subject": "string"
      },
      "TemplatedMessageConfig": {
         "KnowledgeBaseId": "string",
         "MessageTemplateId": "string",
         "TemplateAttributes": {
            "CustomAttributes": {
               "string" : "string"
            },
            "CustomerProfileAttributes": "string"
         }
      }
```

```
    },
    "FromEmailAddress": {
       "DisplayName": "string",
       "EmailAddress": "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.

AdditionalRecipients

The additional recipients address of email in CC.

Type: OutboundAdditionalRecipients object

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 in this instance of Amazon Connect.

Type: String

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

Required: Yes

DestinationEmailAddress

The email address of the customer.

Type: EmailAddressInfo object

Required: Yes

EmailMessage

The email message body to be sent to the newly created email.

Type: OutboundEmailContent object

Required: Yes

FromEmailAddress

The email address associated with the Amazon Connect instance.

Type: EmailAddressInfo 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
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 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Dialing timeout for this operation can be configured with the “RingTimeoutInSeconds” parameter. If not specified, the default dialing timeout will be 60 seconds which means if the call is not connected within 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.

Note

For Preview dialing mode, only the Amazon Connect outbound campaigns service principal is allowed to assume a role in your account and call this API with OutboundStrategy.

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",
   "OutboundStrategy": {
      "Config": {
         "AgentFirst": {
            "Preview": {
               "AllowedUserActions": [ "string" ],
               "PostAcceptTimeoutConfig": {
                  "DurationInSeconds": number
               }
            }
         }
      },
      "Type": "string"
   },
   "QueueId": "string",
   "References": {
      "string" : {
         "Arn": "string",
         "Status": "string",
         "StatusReason": "string",
         "Type": "string",
         "Value": "string"
      }
   },
   "RelatedContactId": "string",
   "RingTimeoutInSeconds": number,
   "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 appears in the agent's snapshot in the CCP logs. For more information about CCP logs, see Download and review CCP logs in the *Amazon Connect Administrator Guide*.

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 1024.

Required: No

OutboundStrategy

Information about the outbound strategy.

Type: OutboundStrategy object

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

RingTimeoutInSeconds

The maximum time the outbound call will wait for the destination to answer the call, in seconds

Type: Integer

Valid Range: Minimum value of 15. Maximum value of 60.

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.

Message

The message about the outbound calls.

HTTP Status Code: 403

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

OutboundContactNotPermittedException

The contact is not permitted.

Message

The message about the contact.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartScreenSharing

Service: Amazon Connect Service

Starts screen sharing for a contact. For more information about screen sharing, see Set up in-app, web, video calling, and screen sharing capabilities in the *Amazon Connect Administrator Guide*.

Request Syntax

```
PUT /contact/screen-sharing HTTP/1.1
Content-type: application/json

{
   "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.

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "Attachments": [
      {
```

```
            "FileName": "string",
            "S3Url": "string"
         }
      ],
      "Attributes": {
         "string" : "string"
      },
      "ClientToken": "string",
      "ContactFlowId": "string",
      "Description": "string",
      "InstanceId": "string",
      "Name": "string",
      "PreviousContactId": "string",
      "QuickConnectId": "string",
      "References": {
         "string" : {
            "Arn": "string",
            "Status": "string",
            "StatusReason": "string",
            "Type": "string",
            "Value": "string"
         }
      },
      "RelatedContactId": "string",
      "ScheduledTime": number,
      "SegmentAttributes": {
         "string" : {
            "ValueArn": "string",
            "ValueInteger": number,
            "ValueList": [
               "SegmentAttributeValue"
            ],
            "ValueMap": {
               "string" : "SegmentAttributeValue"
            },
            "ValueString": "string"
         }
      },
      "TaskTemplateId": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

Attachments

List of S3 presigned URLs of task attachments and their file name. You can have a maximum of 5 attachments per task.

Type: Array of TaskAttachment objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

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

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**, **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: 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 1024.

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

SegmentAttributes

A set of system defined key-value pairs stored on individual contact segments (unique contact ID) 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 set Contact Expiry as a duration in minutes and set a UserId for the User who created a task.

> **Note**
>
> To set contact expiry, a ValueMap must be specified containing the integer number of minutes the contact will be active for before expiring, with `SegmentAttributes` like `{ "connect:ContactExpiry": {"ValueMap" : { "ExpiryDuration": { "ValueInteger": 135}}}}`.
> To set the created by user, a valid AgentResourceId must be supplied, with `SegmentAttributes` like `{ "connect:CreatedByUser" { "ValueString": "arn:aws:connect:us-west-2:xxxxxxxxxxxx:instance/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx/agent/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx"}}}`.

Type: String to SegmentAttributeValue object map

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartTestCaseExecution

Service: Amazon Connect Service

Starts executing a published test case.

Request Syntax

```
PUT /test-cases/InstanceId/TestCaseId/start-execution HTTP/1.1
Content-type: application/json

{
   "ClientToken": "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

TestCaseId

The identifier of the test case to execute.

Length Constraints: 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: Maximum length of 500.

Required: No

Response Syntax

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

{
   "Status": "string",
   "TestCaseExecutionId": "string",
   "TestCaseId": "string"
}
```

Response Elements

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

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

Status

The status of a test case execution.

Type: String

Valid Values: `INITIATED | PASSED | FAILED | IN_PROGRESS | STOPPED`

TestCaseExecutionId

The identifier of the test case execution.

Type: String

Length Constraints: Maximum length of 500.

TestCaseId

The identifier of the test case resource that was executed.

Type: String

Length Constraints: 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
         "ScreenShare": "string",
         "Video": "string"
      },
      "Customer": {
         "ScreenShare": "string",
         "Video": "string"
      }
   },
   "Attributes": {
      "string" : "string"
   },
   "ClientToken": "string",
   "ContactFlowId": "string",
   "Description": "string",
   "InstanceId": "string",
   "ParticipantDetails": {
      "DisplayName": "string"
   },
   "References": {
      "string" : {
         "Arn": "string",
         "Status": "string",
         "StatusReason": "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**, **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 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. For a list and description of all the possible disconnect reasons by channel (including outbound campaign voice contacts) see DisconnectReason under ContactTraceRecord in the *Amazon Connect Administrator Guide*.

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 does not exist.

Message

The message.

HTTP Status Code: 410

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StopContactMediaProcessing

Service: Amazon Connect Service

Stops in-flight message processing for an ongoing chat session.

Request Syntax

```
POST /contact/stop-contact-media-processing HTTP/1.1
Content-type: application/json

{
   "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.

ContactId

The identifier of the contact.

Type: String

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

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
   "ContactRecordingType": "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

ContactRecordingType

The type of recording being operated on.

Type: String

Valid Values: `AGENT | IVR | SCREEN`

Required: No

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.

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StopTestCaseExecution

Service: Amazon Connect Service

Stops a running test execution.

Request Syntax

```
POST /test-cases/InstanceId/TestCaseId/TestCaseExecutionId/stop-execution HTTP/1.1
Content-type: application/json

{
   "ClientToken": "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

TestCaseExecutionId

The identifier of the test case execution to stop.

Length Constraints: Maximum length of 500.

Required: Yes

TestCaseId

The identifier of the test case.

Length Constraints: 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: 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
      }
   },
   "SubmittedBy": { ... }
}
```

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

SubmittedBy

The ID of the user who submitted the contact evaluation.

Type: EvaluatorUserUnion 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

{
   "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 (IVR or agent), 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 (IVR, agent) and screen recordings are supported.

Request Syntax

```
POST /contact/suspend-recording HTTP/1.1
Content-type: application/json

{
   "ContactId": "string",
   "ContactRecordingType": "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

ContactRecordingType

The type of recording being operated on.

Type: String

Valid Values: `AGENT | IVR | SCREEN`

Required: No

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.

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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, 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3

- AWS SDK for Python
- AWS SDK for Ruby V3

TransferContact

Service: Amazon Connect Service

Transfers `TASK` or `EMAIL` 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 only supported for `TASK` and `EMAIL` 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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateAgentStatus

Service: Amazon Connect Service

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateAuthenticationProfile

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change. To request access to this API, contact Support.

Updates the selected authentication profile.

Request Syntax

```
POST /authentication-profiles/InstanceId/AuthenticationProfileId HTTP/1.1
Content-type: application/json

{
   "AllowedIps": [ "string" ],
   "BlockedIps": [ "string" ],
   "Description": "string",
   "Name": "string",
   "PeriodicSessionDuration": number,
   "SessionInactivityDuration": number,
   "SessionInactivityHandlingEnabled": boolean
}
```

URI Request Parameters

The request uses the following URI parameters.

AuthenticationProfileId

A unique identifier for the authentication profile.

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 accepts the following data in JSON format.

AllowedIps

A list of IP address range strings that are allowed to access the instance. For more information on how to configure IP addresses, seeConfigure session timeouts in the *Amazon Connect Administrator Guide*.

Type: Array of strings

Length Constraints: Minimum length of 2. Maximum length of 50.

Pattern: `^[A-Za-z0-9:/]*$`

Required: No

BlockedIps

A list of IP address range strings that are blocked from accessing the instance. For more information on how to configure IP addresses, For more information on how to configure IP addresses, see Configure IP-based access control in the *Amazon Connect Administrator Guide*.

Type: Array of strings

Length Constraints: Minimum length of 2. Maximum length of 50.

Pattern: `^[A-Za-z0-9:/]*$`

Required: No

Description

The description for the authentication profile.

Type: String

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

Required: No

Name

The name for the authentication profile.

Type: String

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

Required: No

PeriodicSessionDuration

This parameter has been deprecated.

The short lived session duration configuration for users logged in to Amazon Connect, in minutes. This value determines the maximum possible time before an agent is authenticated. For more information, For more information on how to configure IP addresses, see Configure session timeouts in the *Amazon Connect Administrator Guide*.

Type: Integer

Valid Range: Minimum value of 10. Maximum value of 60.

Required: No

SessionInactivityDuration

The period, in minutes, before an agent is automatically signed out of the contact center when they go inactive.

Type: Integer

Valid Range: Minimum value of 15. Maximum value of 720.

Required: No

SessionInactivityHandlingEnabled

Determines if automatic logout on user inactivity is enabled.

Type: Boolean

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "CustomerEndpoint": {
      "Address": "string",
      "Type": "string"
   },
   "Description": "string",
   "Name": "string",
   "QueueInfo": {
      "Id": "string"
   },
   "References": {
      "string" : {
         "Arn": "string",
         "Status": "string",
         "StatusReason": "string",
         "Type": "string",
         "Value": "string"
      }
   },
   "SegmentAttributes": {
      "string" : {
         "ValueArn": "string",
         "ValueInteger": number,
```

```
            "ValueList": [
               "SegmentAttributeValue"
            ],
            "ValueMap": {
               "string" : "SegmentAttributeValue"
            },
            "ValueString": "string"
         }
      },
      "SystemEndpoint": {
         "Address": "string",
         "Type": "string"
      },
      "UserInfo": {
         "UserId": "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.

CustomerEndpoint

The endpoint of the customer for which the contact was initiated. For external audio contacts, this is usually the end customer's phone number. This value can only be updated for external audio contacts. For more information, see Amazon Connect Contact Lens integration in the *Amazon Connect Administrator Guide*.

Type: Endpoint object

Required: No

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 1024.

Required: No

QueueInfo

Information about the queue associated with a contact. This parameter can only be updated for external audio contacts. It is used when you integrate third-party systems with Contact Lens for analytics. For more information, see Amazon Connect Contact Lens integration in the *Amazon Connect Administrator Guide*.

Type: QueueInfoInput object

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

SegmentAttributes

A set of system defined key-value pairs stored on individual contact segments (unique contact ID) 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`.

Contact Expiry, and user-defined attributes (String - String) that are defined in predefined attributes, can be updated by using the UpdateContact API.

Type: String to SegmentAttributeValue object map

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

Required: No

SystemEndpoint

External system endpoint for the contact was initiated. For external audio contacts, this is the phone number of the external system such as the contact center. This value can only be updated for external audio contacts. For more information, see Amazon Connect Contact Lens integration in the *Amazon Connect Administrator Guide*.

Type: Endpoint object

Required: No

UserInfo

Information about the agent associated with a contact. This parameter can only be updated for external audio contacts. It is used when you integrate third-party systems with Contact Lens for analytics. For more information, see Amazon Connect Contact Lens integration in the *Amazon Connect Administrator Guide*.

Type: UserInfo 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

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.

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

In the Set contact attributes block, 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.

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
      }
   },
   "UpdatedBy": { ... }
}
```

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

UpdatedBy

The ID of the user who updated the contact evaluation.

Type: EvaluatorUserUnion 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

{
   "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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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`. After a 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidContactFlowException

The flow is not valid.

problems

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

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateContactFlowModuleAlias

Service: Amazon Connect Service

Updates a specific Aliases metadata, including the version it's tied to, it's name, and description.

Request Syntax

```
POST /contact-flow-modules/InstanceId/ContactFlowModuleId/alias/AliasId HTTP/1.1
Content-type: application/json

{
   "ContactFlowModuleVersion": number,
   "Description": "string",
   "Name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

AliasId

The identifier of the alias.

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

Required: Yes

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 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.

ContactFlowModuleVersion

The version of the flow module.

Type: Long

Valid Range: Minimum value of 1.

Required: No

Description

The description of the alias.

Type: String

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

Pattern: `.*\S.*`

Required: No

Name

The name of the alias.

Type: String

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

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 permissions to perform this action.

HTTP Status Code: 403

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Sample Request

This example illustrates one usage of UpdateContactFlowModuleAlias.

```
{
  "Name": "production-v2",
  "Description": "Updated production version with new features",
  "ContactFlowModuleVersion": 3
}
```

Sample Response

This example illustrates one usage of UpdateContactFlowModuleAlias.

```
HTTP/1.1 200 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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`. After a 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",
   "Settings": "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: No

Settings

Serialized JSON string of the flow module Settings schema.

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.

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.

Message

The message.

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.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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,
   "QueueTimeAdjustmentSeconds": number,
   "RoutingCriteria": {
      "Steps": [
         {
            "Expiry": {
               "DurationInSeconds": number
            },
            "Expression": {
               "AndExpression": [
                  "Expression"
               ],
               "AttributeCondition": {
                  "ComparisonOperator": "string",
                  "MatchCriteria": {
                     "AgentsCriteria": {
```

```
                        "AgentIds": [ "string" ]
                     }
                  },
                  "Name": "string",
                  "ProficiencyLevel": number,
                  "Range": {
                     "MaxProficiencyLevel": number,
                     "MinProficiencyLevel": number
                  },
                  "Value": "string"
               },
               "NotAttributeCondition": {
                  "ComparisonOperator": "string",
                  "MatchCriteria": {
                     "AgentsCriteria": {
                        "AgentIds": [ "string" ]
                     }
                  },
                  "Name": "string",
                  "ProficiencyLevel": number,
                  "Range": {
                     "MaxProficiencyLevel": number,
                     "MinProficiencyLevel": number
                  },
                  "Value": "string"
               },
               "OrExpression": [
                  "Expression"
               ]
            }
         }
      ]
   }
}
```

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

RoutingCriteria

Updates the routing criteria on the contact. These properties can be used to change how a contact is routed within the queue.

Type: RoutingCriteriaInput 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidActiveRegionException

This exception occurs when an API request is made to a non-active region in an Amazon Connect instance configured with Amazon Connect Global Resiliency. For example, if the active region is US West (Oregon) and a request is made to US East (N. Virginia), the exception will be returned.

HTTP Status Code: 400

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Preferred Agent Routing, without Expiry timer

In this example, we are setting a single-step routing criteria on a contact, to specify that this contact can be targeted only to this particular agent. Note that in order to route, the contact must still first be placed into a queue; in order to be offered the contact in their Contact Control Panel, the agent must have that queue in their routing profile and be in an available state for routing.

Note that in this specific example, there is no expiration timer set for this step. This means that so long as this routing criteria is set on the contact, this contact will not be offered to any other agent. In most scenarios, we would recommend to set an Expiry timer, so that if the agent is not available within some amount of time, you can fallback the contact to any agent in queue, or any agent matching some other condition. See Example 3 for an example showing the Expiry timer.

```
{
    "InstanceId": "5d463351-d515-4241-b8f3-bf78da37770d",
    "ContactId": "44c84896-243d-43bc-ad8c-76fc8baadced",
    "QueueTimeAdjustmentSeconds": 60,
    "RoutingCriteria": {
```

```
        "Steps": [{
            "Expression": {
                "AttributeCondition": {
                    "ComparisonOperator": "Match",
                    "MatchCriteria": {
                        "AgentsCriteria": {
                            "AgentIds": ["39bc9666-4d3c-4558-b2ad-9bab4bd48568"]
                        }
                    }
                }
            }
        }
        ]
    }
}
```

Route only to agents with a specific predefined attribute, without Expiry timer

In this example, we are setting a single-step routing criteria on a contact, to specify that this contact can only be targeted to agents in this queue who have >= 1/5 proficiency level in `Technology:Cloudwatch`.

Note that in this specific example, there is no expiration timer set for this step. This means that so long as this routing criteria is set on the contact, this contact will not be offered to any agent in queue unless they have >= 1/5 proficiency level in `Technology:Cloudwatch`.

Additionally, in this specific example, QueueTimeAdjustmentSeconds was set to 60 for this contact, meaning that this contact will look 60 seconds older than its true age to the routing engine, which may put it closer to the head of the queue relative to other contacts.

```
{
    "InstanceId": "5d463351-d515-4241-b8f3-bf78da37770d",
    "ContactId": "90422764-7f29-4359-943d-d84be5e53642",
    "QueueTimeAdjustmentSeconds": 60,
    "RoutingCriteria": {
        "Steps": [
            {
                "Expression": {
                    "AndExpression": [
                        {
                            "AttributeCondition": {
                                "Name": "Technology",
```

```
                                "Value": "Cloudwatch",
                                "ProficiencyLevel": 1,
                                "ComparisonOperator": "NumberGreaterOrEqualTo"
                            }
                        }
                    ]
                }
            }
        ]
    }
}
```

Route using an OrExpression, with Expiry timer

In this example, we are setting a single-step routing criteria on a contact with an expiry timer and an OR condition. During this step, the contact can target only agents in queue who either have(>= 1/5 proficiency level in `Technology:Cloudwatch`), OR have both (>= 3/5 proficiency level in `Technology:S3` AND >= 1/5 proficiency level in `Technology:DynamoDB`).

Since in this example there is an Expiry set with a DurationInSeconds of 60, if no agents matching the expressions become available to take the contact within 60 seconds, then the step will expire off, and the contact could be offered to any longest available agent in queue.

Additionally, in this specific example, QueueTimeAdjustmentSeconds was set to 60 for this contact, meaning that this contact will look 60 seconds older than its true age to the routing engine, which may put it closer to the head of the queue relative to other contacts.

```
{
    "InstanceId": "5d463351-d515-4241-b8f3-bf78da37770d",
    "ContactId": "90422764-7f29-4359-943d-d84be5e53642",
    "QueueTimeAdjustmentSeconds": 60,
    "RoutingCriteria": {
        "Steps": [
            {   "Expiry" : {
                "DurationInSeconds": 60
            },
                "Expression": {
                    "OrExpression": [
                        {
                            "AndExpression": [
                                {
                                    "AttributeCondition": {
```

```
                                    "Name": "Technology",
                                    "Value": "Cloudwatch",
                                    "ProficiencyLevel": 1,
                                    "ComparisonOperator": "NumberGreaterOrEqualTo"
                                }
                            }
                        ]
                    },
                    {
                        "AndExpression": [
                            {
                                "AttributeCondition": {
                                    "Name": "Technology",
                                    "Value": "S3",
                                    "ProficiencyLevel": 3,
                                    "ComparisonOperator": "NumberGreaterOrEqualTo"
                                }
                            },
                            {
                                "AttributeCondition": {
                                    "Name": "Technology",
                                    "Value": "DynamoDB",
                                    "ProficiencyLevel": 1,
                                    "ComparisonOperator": "NumberGreaterOrEqualTo"
                                }
                            }
                        ]
                    }
                ]
            }
        }
    ]
  }
}
```

Two-step routing criteria

In this example, we are setting a two-step routing criteria. Step 1 restricts this contact so that only the agent matching the specified user ID can be offered the contact, with an expiry of 30 seconds. Note that this agent must be in Available status with the queue the contact is in their Routing Profile in order to be offered the contact. If this agent does not accept the contact within 30 seconds, then the contact will instead be offered to an agent within the queue with at least 5/5 proficiency level in language English.

```
{
    "InstanceId": "5d463351-d515-4241-b8f3-bf78da37770d",
    "ContactId": "90422764-7f29-4359-943d-d84be5e53642",
    "RoutingCriteria": {
        "Steps": [
            {
                "Expression": {
                    "AttributeCondition": {
                        "ComparisonOperator": "Match",
                        "MatchCriteria": {
                            "AgentsCriteria": {
                                "AgentIds": ["39bc9666-4d3c-4558-b2ad-9bab4bd48568"]
                            }
                        }
                    }
                },
                "Expiry": {
                    "DurationInSeconds": 30
                }
            },
            {
                "Expression": {
                    "AttributeCondition": {
                        "Name": "Language",
                        "Value": "English",
                        "ProficiencyLevel": 5,
                        "ComparisonOperator": "NumberGreaterOrEqualTo"
                    }
                }
            }
        ]
    }
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateDataTableAttribute

Service: Amazon Connect Service

Updates all properties for an attribute using all properties from CreateDataTableAttribute. There are no other granular update endpoints. It does not act as a patch operation - all properties must be provided. System managed attributes are not mutable by customers. Changing an attribute's validation does not invalidate existing values since validation only runs when values are created or updated.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/attributes/AttributeName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "Name": "string",
   "Primary": boolean,
   "Validation": {
      "Enum": {
         "Strict": boolean,
         "Values": [ "string" ]
      },
      "ExclusiveMaximum": number,
      "ExclusiveMinimum": number,
      "IgnoreCase": boolean,
      "Maximum": number,
      "MaxLength": number,
      "MaxValues": number,
      "Minimum": number,
      "MinLength": number,
      "MinValues": number,
      "MultipleOf": number
   },
   "ValueType": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

AttributeName

The current name of the attribute to update. Used as an identifier since attribute names can be changed.

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias.

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

Required: Yes

InstanceId

The unique identifier for 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 updated description for the attribute.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Pattern: `^[\\P{C}\r\n\t]+$`

Required: No

Name

The new name for the attribute. Must conform to Connect human readable string specification and be unique within the data table.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Primary

Whether the attribute should be treated as a primary key. Converting to primary attribute requires existing values to maintain uniqueness.

Type: Boolean

Required: No

Validation

The updated validation rules for the attribute. Changes do not affect existing values until they are modified.

Type: Validation object

Required: No

ValueType

The updated value type for the attribute. When changing value types, existing values are not deleted but may return default values if incompatible.

Type: String

Valid Values: `TEXT | NUMBER | BOOLEAN | TEXT_LIST | NUMBER_LIST`

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
   "LockVersion": {
      "Attribute": "string",
      "DataTable": "string",
      "PrimaryValues": "string",
      "Value": "string"
   },
   "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.

LockVersion

The new lock version for the attribute after the update.

Type: DataTableLockVersion object

Name

The trimmed name and identifier for the updated attribute.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

LimitExceededException

The allowed limit for the resource has been exceeded.

Message

The message about the limit.

HTTP Status Code: 429

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

UpdateDataTableMetadata

Service: Amazon Connect Service

Updates the metadata properties of a data table. Accepts all fields similar to CreateDataTable, except for fields and tags. There are no other granular update endpoints. It does not act as a patch operation - all properties must be provided or defaults will be used. Fields follow the same requirements as CreateDataTable.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "Name": "string",
   "TimeZone": "string",
   "ValueLockLevel": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias. If the version is provided as part of the identifier or ARN, the version must be $LATEST. Providing any other alias fails with an error.

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

Required: Yes

InstanceId

The unique identifier for 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 updated description for the data table. Must conform to Connect human readable string specification and have 0-250 characters.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Pattern: `^[\\P{C}\r\n\t]+$`

Required: No

Name

The updated name for the data table. Must conform to Connect human readable string specification and have 1-127 characters. Must be unique for the instance using case-insensitive comparison.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

TimeZone

The updated IANA timezone identifier to use when resolving time based dynamic values.

Type: String

Required: Yes

ValueLockLevel

The updated value lock level for the data table. One of DATA_TABLE, PRIMARY_VALUE, ATTRIBUTE, VALUE, and NONE.

Type: String

Valid Values: NONE | DATA_TABLE | PRIMARY_VALUE | ATTRIBUTE | VALUE

Required: Yes

Response Syntax

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

{
   "LockVersion": {
      "Attribute": "string",
      "DataTable": "string",
      "PrimaryValues": "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.

LockVersion

The new lock version for the data table after the update.

Type: DataTableLockVersion 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

ConflictException

Operation cannot be performed at this time as there is a conflict with another operation or contact state.

HTTP Status Code: 409

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateDataTablePrimaryValues

Service: Amazon Connect Service

Updates the primary values for a record. This operation affects all existing values that are currently associated to the record and its primary values. Users that have restrictions on attributes and/or primary values are not authorized to use this endpoint. The combination of new primary values must be unique within the table.

Request Syntax

```
POST /data-tables/InstanceId/DataTableId/values/update-primary HTTP/1.1
Content-type: application/json

{
   "LockVersion": {
      "Attribute": "string",
      "DataTable": "string",
      "PrimaryValues": "string",
      "Value": "string"
   },
   "NewPrimaryValues": [
      {
         "AttributeName": "string",
         "Value": "string"
      }
   ],
   "PrimaryValues": [
      {
         "AttributeName": "string",
         "Value": "string"
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

DataTableId

The unique identifier for the data table. Must also accept the table ARN with or without a version alias. If the version is provided as part of the identifier or ARN, the version must be one of the two available system managed aliases, $SAVED or $LATEST.

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

Required: Yes

InstanceId

The unique identifier for 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.

LockVersion

The lock version information required for optimistic locking to prevent concurrent modifications.

Type: DataTableLockVersion object

Required: Yes

NewPrimaryValues

The new primary values for the record. Required and must include values for all primary attributes. The combination must be unique within the table.

Type: Array of PrimaryValue objects

Required: Yes

PrimaryValues

The current primary values for the record. Required and must include values for all primary attributes. Fails if the table has primary attributes and some primary values are omitted.

Type: Array of PrimaryValue objects

Required: Yes

Response Syntax

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

{
   "LockVersion": {
      "Attribute": "string",
      "DataTable": "string",
      "PrimaryValues": "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.

LockVersion

The updated lock version information for the data table and affected components after the primary values change.

Type: DataTableLockVersion 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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateEmailAddressMetadata

Service: Amazon Connect Service

Updates an email address metadata. For more information about email addresses, see Create email addresses in the Amazon Connect Administrator Guide.

Request Syntax

```
POST /email-addresses/InstanceId/EmailAddressId HTTP/1.1
Content-type: application/json

{
   "ClientToken": "string",
   "Description": "string",
   "DisplayName": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

EmailAddressId

The identifier of the email address.

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

Description

The description of the email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

DisplayName

The display name of email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

Response Syntax

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

{
   "EmailAddressArn": "string",
   "EmailAddressId": "string"
}
```

Response Elements

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

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

EmailAddressArn

The Amazon Resource Name (ARN) of the email address.

Type: String

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

EmailAddressId

The identifier of the email address.

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "AsDraft": boolean,
   "AutoEvaluationConfiguration": {
      "Enabled": boolean
   },
   "ClientToken": "string",
   "CreateNewVersion": boolean,
   "Description": "string",
   "EvaluationFormVersion": number,
   "Items": [
      { ... }
   ],
   "LanguageConfiguration": {
      "FormLanguage": "string"
   },
   "ReviewConfiguration": {
      "EligibilityDays": number,
      "ReviewNotificationRecipients": [
         {
            "Type": "string",
            "Value": {
               "UserId": "string"
            }
         }
      ]
   },
   "ScoringStrategy": {
      "Mode": "string",
      "Status": "string"
```

```
    },
    "TargetConfiguration": {
       "ContactInteractionType": "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.

AsDraft

A boolean flag indicating whether to update evaluation form to draft state.

Type: Boolean

Required: No

AutoEvaluationConfiguration

Whether automated evaluations are enabled.

Type: EvaluationFormAutoEvaluationConfiguration object

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

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

Required: No

EvaluationFormVersion

A version of the evaluation form to update.

Type: Integer

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

Required: Yes

LanguageConfiguration

Configuration for language settings of the evaluation form.

Type: EvaluationFormLanguageConfiguration object

Required: No

ReviewConfiguration

Configuration for evaluation review settings of the evaluation form.

Type: EvaluationReviewConfiguration object

Required: No

ScoringStrategy

A scoring strategy of the evaluation form.

Type: EvaluationFormScoringStrategy object

Required: No

TargetConfiguration

Configuration that specifies the target for the evaluation form.

Type: EvaluationFormTargetConfiguration object

Required: No

Title

A title of the evaluation form.

Type: String

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateHoursOfOperation

Service: Amazon Connect Service

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateHoursOfOperationOverride

Service: Amazon Connect Service

Update the hours of operation override.

Request Syntax

```
POST /hours-of-operations/InstanceId/HoursOfOperationId/
overrides/HoursOfOperationOverrideId HTTP/1.1
Content-type: application/json

{
   "Config": [
      {
         "Day": "string",
         "EndTime": {
            "Hours": number,
            "Minutes": number
         },
         "StartTime": {
            "Hours": number,
            "Minutes": number
         }
      }
   ],
   "Description": "string",
   "EffectiveFrom": "string",
   "EffectiveTill": "string",
   "Name": "string",
   "OverrideType": "string",
   "RecurrenceConfig": {
      "RecurrencePattern": {
         "ByMonth": [ number ],
         "ByMonthDay": [ number ],
         "ByWeekdayOccurrence": [ number ],
         "Frequency": "string",
         "Interval": number
      }
   }
}
```

URI Request Parameters

The request uses the following URI parameters.

HoursOfOperationId

The identifier for the hours of operation.

Required: Yes

HoursOfOperationOverrideId

The identifier for the hours of operation override.

Length Constraints: Minimum length of 1. Maximum length of 36.

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.

Config

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

Type: Array of HoursOfOperationOverrideConfig objects

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

Required: No

Description

The description of the hours of operation override.

Type: String

Pattern: `^[\P{C}\r\n\t]{1,250}$`

Required: No

EffectiveFrom

The date from when the hours of operation override would be effective.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: No

EffectiveTill

The date until the hours of operation override is effective.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: No

Name

The name of the hours of operation override.

Type: String

Pattern: `^[\P{C}\r\n\t]{1,127}$`

Required: No

OverrideType

Whether the override will be defined as a *standard* or as a *recurring event*.

For more information about how override types are applied, see Build your list of overrides in the *Administrator Guide*.

Type: String

Valid Values: `STANDARD | OPEN | CLOSED`

Required: No

RecurrenceConfig

Configuration for a recurring event.

Type: RecurrenceConfig 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.

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "string",
   "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.

> **Note**
>
> If you set the attribute type as `MESSAGE_STREAMING`, you need to update the Lex bot alias resource based policy to include the `lex:RecognizeMessageAsync` action for the connect instance ARN resource.

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 |
MULTI_PARTY_CHAT_CONFERENCE | MESSAGE_STREAMING
```

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ClientToken": "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.

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 | EMAIL_MESSAGES`

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

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3

- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateNotificationContent

Service: Amazon Connect Service

Updates the localized content of an existing notification. This operation applies to all users for whom the notification was sent.

Request Syntax

```
POST /notifications/InstanceId/NotificationId HTTP/1.1
Content-type: application/json

{
   "Content": {
      "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

NotificationId

The unique identifier for the notification to update.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

Content

The updated localized content of the notification. A map of locale codes and values. Maximum 500 characters per locale.

Type: String to string map

Valid Keys: `en_US | de_DE | es_ES | fr_FR | id_ID | it_IT | ja_JP | ko_KR | pt_BR | zh_CN | zh_TW`

Value Length Constraints: Minimum length of 0. 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 permissions to perform this action.

HTTP Status Code: 403

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateParticipantAuthentication

Service: Amazon Connect Service

Instructs Amazon Connect to resume the authentication process. The subsequent actions depend on the request body contents:

- **If a code is provided**: Connect retrieves the identity information from Amazon Cognito and imports it into Connect Customer Profiles.
- **If an error is provided**: The error branch of the Authenticate Customer block is executed.

> **Note**
>
> The API returns a success response to acknowledge the request. However, the interaction and exchange of identity information occur asynchronously after the response is returned.

Request Syntax

```
POST /contact/update-participant-authentication HTTP/1.1
Content-type: application/json

{
   "Code": "string",
   "Error": "string",
   "ErrorDescription": "string",
   "InstanceId": "string",
   "State": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

Code

The code query parameter provided by Cognito in the `redirectUri`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

Error

The `error` query parameter provided by Cognito in the `redirectUri`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^[\x20-\x21\x23-\x5B\x5D-\x7E]*$`

Required: No

ErrorDescription

The `error_description` parameter provided by Cognito in the `redirectUri`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `^[\x20-\x21\x23-\x5B\x5D-\x7E]*$`

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

State

The `state` query parameter that was provided by Cognito in the `redirectUri`. This will also match the `state` parameter provided in the `AuthenticationUrl` from the GetAuthenticationUrl response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. A *predefined attribute* is made up of a name and a value.

For the predefined attributes per instance quota, see Amazon Connect quotas.

Use cases

Following are common uses cases for this API:

- Update routing proficiency (for example, agent certification) that has predefined values (for example, a list of possible certifications). For more information, see Create predefined attributes for routing contacts to agents.
- Update an attribute for business unit name that has a list of predefined business unit names used in your organization. This is a use case where information for a contact varies between transfers or conferences. For more information, see Use contact segment attributes.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
POST /predefined-attributes/InstanceId/Name HTTP/1.1
Content-type: application/json

{
   "AttributeConfiguration": {
      "EnableValueValidationOnAssociation": boolean
   },
   "Purposes": [ "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

Name

The name of the predefined attribute.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

AttributeConfiguration

Custom metadata that is associated to predefined attributes to control behavior in upstream services, such as controlling how a predefined attribute should be displayed in the Amazon Connect admin website.

Type: InputPredefinedAttributeConfiguration object

Required: No

Purposes

Values that enable you to categorize your predefined attributes. You can use them in custom UI elements across the Amazon Connect admin website.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

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

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

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Example

The following example shows a request and response.

```
POST https://connect.us-west-2.amazonaws.com/predefined-attributes/InstanceId/Name
 HTTP/1.1
Content-type: application/json
{
    "Values": {
        "StringList": [
            "value1"
        ]
    },
    "Purposes": [
        "proficiency"
    ],
    "Configuration": {
```

```
        "EnableValueValidationOnAssociation": true
    }
}

Response:
200
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateQueueHoursOfOperation

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateQueueMaxContacts

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateQueueName

Service: Amazon Connect Service

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateQueueOutboundCallerConfig

Service: Amazon Connect Service

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateQueueOutboundEmailConfig

Service: Amazon Connect Service

Updates the outbound email address Id for a specified queue.

Request Syntax

```
POST /queues/InstanceId/QueueId/outbound-email-config HTTP/1.1
Content-type: application/json

{
   "OutboundEmailConfig": {
      "OutboundEmailAddressId": "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.

OutboundEmailConfig

The outbound email address ID for a specified queue.

Type: OutboundEmailConfig 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 permissions to perform this action.

HTTP Status Code: 403

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateQueueStatus

Service: Amazon Connect Service

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
      "FlowConfig": {
         "ContactFlowId": "string"
      },
      "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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": {
         },
         "AssignSlaAction": {
            "CaseSlaConfiguration": {
               "FieldId": "string",
               "Name": "string",
               "TargetFieldValues": [
                  {
                     "BooleanValue": boolean,
                     "DoubleValue": number,
                     "EmptyValue": {
                     },
                     "StringValue": "string"
                  }
               ],
               "TargetSlaMinutes": number,
               "Type": "string"
            },
            "SlaAssignmentType": "string"
         },
         "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",
        "Exclusion": {
            "UserIds": [ "string" ],
            "UserTags": {
                "string" : "string"
            }
        },
        "Recipient": {
            "UserIds": [ "string" ],
            "UserTags": {
                "string" : "string"
            }
        },
        "Subject": "string"
    },
    "SubmitAutoEvaluationAction": {
        "EvaluationFormId": "string"
    },
    "TaskAction": {
        "ContactFlowId": "string",
        "Description": "string",
        "Name": "string",
        "References": {
            "string" : {
                "Arn": "string",
                "Status": "string",
                "StatusReason": "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.

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateSecurityProfile

Service: Amazon Connect Service

Updates a security profile.

For information about security profiles, see Security Profiles in the *Amazon Connect Administrator Guide*. For a mapping of the API name and user interface name of the security profile permissions, see List of security profile permissions.

Request Syntax

```
POST /security-profiles/InstanceId/SecurityProfileId HTTP/1.1
Content-type: application/json

{
   "AllowedAccessControlHierarchyGroupId": "string",
   "AllowedAccessControlTags": {
      "string" : "string"
   },
   "AllowedFlowModules": [
      {
         "FlowModuleId": "string",
         "Type": "string"
      }
   ],
   "Applications": [
      {
         "ApplicationPermissions": [ "string" ],
         "Namespace": "string",
         "Type": "string"
      }
   ],
   "Description": "string",
   "GranularAccessControlConfiguration": {
      "DataTableAccessControlConfiguration": {
         "PrimaryAttributeAccessControlConfiguration": {
            "PrimaryAttributeValues": [
               {
                  "AccessType": "string",
                  "AttributeName": "string",
                  "Values": [ "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 profle.

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 4 items.

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

Value Length Constraints: Maximum length of 256.

Required: No

AllowedFlowModules

A list of Flow Modules an AI Agent can invoke as a tool

Type: Array of FlowModule objects

Array Members: Maximum number of 10 items.

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

GranularAccessControlConfiguration

The granular access control configuration for the security profile, including data table permissions.

Type: GranularAccessControlConfiguration object

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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
      "SelfAssignFlowId": "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

SelfAssignFlowId

The ContactFlowId for the flow that will be run if this template is used to create a self-assigned task.

Type: String

Length Constraints: Maximum length of 500.

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",
      "SelfAssignFlowId": "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.

SelfAssignFlowId

The ContactFlowId for the flow that will be run if this template is used to create a self-assigned task.

Type: String

Length Constraints: Maximum length of 500.

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

PropertyValidationException

The property is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota has been exceeded.

Reason

The reason for the exception.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateTestCase

Service: Amazon Connect Service

Updates any of the metadata for a test case, such as the name, description, and status or content of an existing test case. This API doesn't allow customers to update the tags of the test case resource for the specified Amazon Connect instance.

Request Syntax

```
POST /test-cases/InstanceId/TestCaseId HTTP/1.1
x-amz-last-modified-time: LastModifiedTime
x-amz-last-modified-region: LastModifiedRegion
Content-type: application/json

{
   "Content": "string",
   "Description": "string",
   "EntryPoint": {
      "ChatEntryPointParameters": {
         "FlowId": "string"
      },
      "Type": "string",
      "VoiceCallEntryPointParameters": {
         "DestinationPhoneNumber": "string",
         "FlowId": "string",
         "SourcePhoneNumber": "string"
      }
   },
   "InitializationData": "string",
   "Name": "string",
   "Status": "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 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

LastModifiedRegion

The region in which the resource was last modified

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

LastModifiedTime

The time at which the resource was last modified.

TestCaseId

The identifier of the test case to update.

Length Constraints: Maximum length of 500.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Content

The JSON string that represents the content of the test.

Type: String

Required: No

Description

The description of the test case.

Type: String

Required: No

EntryPoint

Defines the starting point for your test.

Type: TestCaseEntryPoint object

Required: No

InitializationData

Defines the test attributes for precise data representation.

Type: String

Required: No

Name

The name of the test case.

Type: String

Length Constraints: Minimum length of 1.

Required: No

Status

Indicates the test 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.

Type: String

Valid Values: `PUBLISHED | SAVED`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

InvalidTestCaseException

The test is not valid.

Problems

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

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

> **Important**
>
> When you shift telephony traffic, also shift agents and/or agent sign-ins to ensure they can handle the calls in the other Region. If you don't shift the agents, voice calls will go to the shifted Region but there won't be any agents available to receive the calls.

> **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*.

Important things to know

- Invoke the UpdateTrafficDistribution API in the region that should handle traffic.

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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateUserConfig

Service: Amazon Connect Service

Updates the configuration settings for the specified user, including per-channel auto-accept and after contact work (ACW) timeout settings.

> **Note**
>
> This operation replaces the UpdateUserPhoneConfig API. While UpdateUserPhoneConfig applies the same ACW timeout to all channels, UpdateUserConfig allows you to set different auto-accept and ACW timeout values for each channel type.

Request Syntax

```
POST /users/InstanceId/UserId/config HTTP/1.1
Content-type: application/json

{
   "AfterContactWorkConfigs": [
      {
         "AfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "AgentFirstCallbackAfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "Channel": "string"
      }
   ],
   "AutoAcceptConfigs": [
      {
         "AgentFirstCallbackAutoAccept": boolean,
         "AutoAccept": boolean,
         "Channel": "string"
      }
   ],
   "PersistentConnectionConfigs": [
      {
         "Channel": "string",
         "PersistentConnection": boolean
      }
```

```
   ],
   "PhoneNumberConfigs": [
      {
         "Channel": "string",
         "PhoneNumber": "string",
         "PhoneType": "string"
      }
   ],
   "VoiceEnhancementConfigs": [
      {
         "Channel": "string",
         "VoiceEnhancementMode": "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.

AfterContactWorkConfigs

The list of after contact work (ACW) timeout configuration settings for each channel. ACW timeout specifies how many seconds agents have for after contact work, such as entering notes

about the contact. The minimum setting is 1 second, and the maximum is 2,000,000 seconds (24 days). Enter 0 for an indefinite amount of time, meaning agents must manually choose to end ACW.

Type: Array of AfterContactWorkConfigPerChannel objects

Required: No

AutoAcceptConfigs

The list of auto-accept configuration settings for each channel. When auto-accept is enabled for a channel, available agents are automatically connected to contacts from that channel without needing to manually accept. Auto-accept connects agents to contacts in less than one second.

Type: Array of AutoAcceptConfig objects

Required: No

PersistentConnectionConfigs

The list of persistent connection configuration settings for each channel.

Type: Array of PersistentConnectionConfig objects

Required: No

PhoneNumberConfigs

The list of phone number configuration settings for each channel.

Type: Array of PhoneNumberConfig objects

Required: No

VoiceEnhancementConfigs

The list of voice enhancement configuration settings for each channel.

Type: Array of VoiceEnhancementConfig objects

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.

ConditionalOperationFailedException

Request processing failed because dependent condition failed.

HTTP Status Code: 409

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Examples

Request syntax

This example illustrates one usage of UpdateUserConfig.

```
POST /users/{InstanceId}/{UserId}/config HTTP/1.1
Content-type: application/json

{
   "AfterContactWorkConfigs": [
      {
         "AfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "Channel": "CHAT"
      },
      {
         "AfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "Channel": "EMAIL"
      },
      {
         "AfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "Channel": "TASK"
      },
```

```
      {
         "AfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "AgentFirstCallbackAfterContactWorkConfig": {
            "AfterContactWorkTimeLimit": number
         },
         "Channel": "VOICE"
      }
   ],
   "AutoAcceptConfigs": [
      {
         "AutoAccept": boolean,
         "Channel": "CHAT"
      },
      {
         "AutoAccept": boolean,
         "Channel": "EMAIL"
      },
      {
         "AutoAccept": boolean,
         "Channel": "TASK"
      },
      {
         "AgentFirstCallbackAutoAccept": boolean,
         "AutoAccept": boolean,
         "Channel": "VOICE"
      }
   ],
   "PhoneNumberConfigs": [
      {
         "Channel": "VOICE",
         "PhoneNumber": "string",
         "PhoneType": "string"
      }
   ],
   "PersistentConnectionConfigs": [
      {
         "Channel": "VOICE",
         "PersistentConnection": boolean
      }
   ],
   "VoiceEnhancementConfigs": [
      {
```

```
         "Channel": "VOICE",
         "VoiceEnhancementMode": "string"
      }
   ]
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateUserNotificationStatus

Service: Amazon Connect Service

Updates the status of a notification for a specific user, such as marking it as read or hidden. Users can only update notification status for notifications that have been sent to them. READ status deprioritizes the notification and greys it out, while HIDDEN status removes it from the notification widget.

Request Syntax

```
POST /users/InstanceId/UserId/notifications/NotificationId HTTP/1.1
x-amz-last-modified-time: LastModifiedTime
x-amz-last-modified-region: LastModifiedRegion
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

LastModifiedRegion

The AWS Region where the notification status was last modified. Used for cross-region replication.

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

LastModifiedTime

The timestamp when the notification status was last modified. Used for cross-region replication and optimistic locking.

NotificationId

The unique identifier for the notification.

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

Required: Yes

UserId

The identifier of the user whose notification status is being updated.

Required: Yes

Request Body

The request accepts the following data in JSON format.

Status

The new status for the notification. Valid values are READ, UNREAD, and HIDDEN.

Type: String

Valid Values: `READ | UNREAD | HIDDEN`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

> **Note**
>
> We recommend using the UpdateUserConfig API, which supports additional functionality that is not available in the UpdateUserPhoneConfig API, such as voice enhancement settings and per-channel configuration for auto-accept and After Contact Work (ACW) timeouts. In comparison, the UpdateUserPhoneConfig API will always set the same ACW timeouts to all channels the user handles.

Request Syntax

```
POST /users/InstanceId/UserId/phone-config HTTP/1.1
Content-type: application/json

{
   "PhoneConfig": {
      "AfterContactWorkTimeLimit": number,
      "AutoAccept": boolean,
      "DeskPhoneNumber": "string",
      "PersistentConnection": boolean,
      "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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceInUseException

That resource is already in use (for example, you're trying to add a record with the same name as an existing record). If you are trying to delete a resource (for example, DeleteHoursOfOperation or DeletePredefinedAttribute), remove its reference from related resources and then try again.

ResourceId

The identifier for the resource.

ResourceType

The type of resource.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateWorkspaceMetadata

Service: Amazon Connect Service

Updates the metadata of a workspace, such as its name and description.

Request Syntax

```
POST /workspaces/InstanceId/WorkspaceId/metadata HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "Name": "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

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

Description

The description of the workspace.

Type: String

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

Pattern: `^[\\P{C}\r\n\t]*$`

Required: No

Name

The name of the workspace.

Type: String

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

Pattern: `.*\\S.*`

Required: No

Title

The title displayed for the workspace.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 127.

Pattern: `^[\\P{C}]*$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateWorkspacePage

Service: Amazon Connect Service

Updates the configuration of a page in a workspace, including the associated view and input data.

Request Syntax

```
POST /workspaces/InstanceId/WorkspaceId/pages/Page HTTP/1.1
Content-type: application/json

{
   "InputData": "string",
   "NewPage": "string",
   "ResourceArn": "string",
   "Slug": "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

Page

The current page identifier.

Length Constraints: Minimum length of 1. Maximum length of 25.

Pattern: `^(?!\\.$)(?!\\.\\.$)[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]+$`

Required: Yes

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

InputData

A JSON string containing input parameters for the view.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

NewPage

The new page identifier, if changing the page name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 25.

Pattern: `^(?!\\.$)(?!\\.\\.$)[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]+$`

Required: No

ResourceArn

The Amazon Resource Name (ARN) of the view to associate with the page.

Type: String

Required: No

Slug

The URL-friendly identifier for the page.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 63.

Pattern: `^$|^[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]{3,}$`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceConflictException

A resource already has that name.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateWorkspaceTheme

Service: Amazon Connect Service

Updates the theme configuration for a workspace, including colors and styling.

Request Syntax

```
POST /workspaces/InstanceId/WorkspaceId/theme HTTP/1.1
Content-type: application/json

{
   "Theme": {
      "Dark": {
         "Images": {
            "Logo": {
               "Default": "string",
               "Favicon": "string"
            }
         },
         "Palette": {
            "Canvas": {
               "ActiveBackground": "string",
               "ContainerBackground": "string",
               "PageBackground": "string"
            },
            "Header": {
               "Background": "string",
               "InvertActionsColors": boolean,
               "Text": "string",
               "TextHover": "string"
            },
            "Navigation": {
               "Background": "string",
               "InvertActionsColors": boolean,
               "Text": "string",
               "TextActive": "string",
               "TextBackgroundActive": "string",
               "TextBackgroundHover": "string",
               "TextHover": "string"
            },
            "Primary": {
               "Active": "string",
               "ContrastText": "string",
```

```
            "Default": "string"
         }
      },
      "Typography": {
         "FontFamily": {
            "Default": "string"
         }
      }
   },
   "Light": {
      "Images": {
         "Logo": {
            "Default": "string",
            "Favicon": "string"
         }
      },
      "Palette": {
         "Canvas": {
            "ActiveBackground": "string",
            "ContainerBackground": "string",
            "PageBackground": "string"
         },
         "Header": {
            "Background": "string",
            "InvertActionsColors": boolean,
            "Text": "string",
            "TextHover": "string"
         },
         "Navigation": {
            "Background": "string",
            "InvertActionsColors": boolean,
            "Text": "string",
            "TextActive": "string",
            "TextBackgroundActive": "string",
            "TextBackgroundHover": "string",
            "TextHover": "string"
         },
         "Primary": {
            "Active": "string",
            "ContrastText": "string",
            "Default": "string"
         }
      },
      "Typography": {
```

```
            "FontFamily": {
               "Default": "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

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

Theme

The theme configuration, including color schemes and visual styles.

Type: WorkspaceTheme 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

InternalServiceException

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

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateWorkspaceVisibility

Service: Amazon Connect Service

Updates the visibility setting of a workspace, controlling whether it is available to all users, assigned users only, or none.

Request Syntax

```
POST /workspaces/InstanceId/WorkspaceId/visibility HTTP/1.1
Content-type: application/json

{
   "Visibility": "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

WorkspaceId

The identifier of the workspace.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

Visibility

The visibility setting for the workspace. Valid values are: `ALL` (available to all users), `ASSIGNED` (available only to assigned users and routing profiles), and `NONE` (not visible to any users).

Type: String

Valid Values: `ALL | ASSIGNED | NONE`

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.

Message

The message.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

Message

The message about the parameters.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

Message

The message about the request.

Reason

Reason why the request was invalid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

Message

The message about the resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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
- CreateDataIntegrationAssociation
- CreateEventIntegration
- DeleteApplication
- DeleteDataIntegration
- DeleteEventIntegration
- GetApplication
- GetDataIntegration
- GetEventIntegration
- ListApplicationAssociations
- ListApplications
- ListDataIntegrationAssociations
- ListDataIntegrations
- ListEventIntegrationAssociations
- ListEventIntegrations
- ListTagsForResource
- TagResource
- UntagResource
- UpdateApplication

- UpdateDataIntegration
- UpdateDataIntegrationAssociation
- UpdateEventIntegration

CreateApplication

Service: Amazon AppIntegrations Service

Creates and persists an Application resource.

Request Syntax

```
POST /applications HTTP/1.1
Content-type: application/json

{
   "ApplicationConfig": {
      "ContactHandling": {
         "Scope": "string"
      }
   },
   "ApplicationSourceConfig": {
      "ExternalUrlConfig": {
         "AccessUrl": "string",
         "ApprovedOrigins": [ "string" ]
      }
   },
   "ApplicationType": "string",
   "ClientToken": "string",
   "Description": "string",
   "IframeConfig": {
      "Allow": [ "string" ],
      "Sandbox": [ "string" ]
   },
   "InitializationTimeout": number,
   "IsService": boolean,
   "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.

ApplicationConfig

The configuration settings for the application.

Type: ApplicationConfig object

Required: No

ApplicationSourceConfig

The configuration for where the application should be loaded from.

Type: ApplicationSourceConfig object

Required: Yes

ApplicationType

The type of application.

Type: String

Valid Values: `STANDARD | SERVICE | MCP_SERVER`

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 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

IframeConfig

The iframe configuration for the application.

Type: IframeConfig object

Required: No

InitializationTimeout

The maximum time in milliseconds allowed to establish a connection with the workspace.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 600000.

Required: No

IsService

This parameter has been deprecated.

Indicates whether the application is a service.

Type: Boolean

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 211.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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: 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",
```

```
   "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/!@#+=.-]+$)|(\w+\:\/\/[\w.-]+[\w/!@#+=.-]+[\w/!@#+=.-]+[\w/!@#+=.,-]+$)`

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateDataIntegrationAssociation

Service: Amazon AppIntegrations Service

Creates and persists a DataIntegrationAssociation resource.

Request Syntax

```
POST /dataIntegrations/Identifier/associations HTTP/1.1
Content-type: application/json

{
   "ClientAssociationMetadata": {
      "string" : "string"
   },
   "ClientId": "string",
   "ClientToken": "string",
   "DestinationURI": "string",
   "ExecutionConfiguration": {
      "ExecutionMode": "string",
      "OnDemandConfiguration": {
         "EndTime": "string",
         "StartTime": "string"
      },
      "ScheduleConfiguration": {
         "FirstExecutionFrom": "string",
         "Object": "string",
         "ScheduleExpression": "string"
      }
   },
   "ObjectConfiguration": {
      "string" : {
         "string" : [ "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.

ClientAssociationMetadata

The mapping of metadata to be extracted from the data.

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 DataIntegration association.

Type: String

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

Pattern: `.*`

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 2048.

Pattern: `.*`

Required: No

DestinationURI

The URI of the data destination.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `^(\w+\:\/\/[\w.-]+[\w/!@#+=.-]+$)|(\w+\:\/\/[\w.-]+[\w/!@#+=.-]+[\w/!@#+=.-]+[\w/!@#+=.,-]+$)`

Required: No

ExecutionConfiguration

The configuration for how the files should be pulled from the source.

Type: ExecutionConfiguration object

Required: No

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

Response Syntax

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

{
   "DataIntegrationArn": "string",
   "DataIntegrationAssociationId": "string"
}
```

Response Elements

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

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

DataIntegrationArn

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}$

DataIntegrationAssociationId

A unique identifier. for the DataIntegrationAssociation.

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

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

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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\$]+)?$`

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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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

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

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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

{
   "ApplicationConfig": {
      "ContactHandling": {
         "Scope": "string"
      }
   },
```

```
   "ApplicationSourceConfig": {
      "ExternalUrlConfig": {
         "AccessUrl": "string",
         "ApprovedOrigins": [ "string" ]
      }
   },
   "ApplicationType": "string",
   "Arn": "string",
   "CreatedTime": number,
   "Description": "string",
   "Id": "string",
   "IframeConfig": {
      "Allow": [ "string" ],
      "Sandbox": [ "string" ]
   },
   "InitializationTimeout": number,
   "IsService": boolean,
   "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.

ApplicationConfig

The configuration settings for the application.

Type: ApplicationConfig object

ApplicationSourceConfig

The configuration for where the application should be loaded from.

Type: ApplicationSourceConfig object

ApplicationType

The type of application.

Type: String

Valid Values: `STANDARD | SERVICE | MCP_SERVER`

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}`

IframeConfig

The iframe configuration for the application.

Type: IframeConfig object

InitializationTimeout

The maximum time in milliseconds allowed to establish a connection with the workspace.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 600000.

IsService

This parameter has been deprecated.

Indicates whether the application is a service.

Type: Boolean

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 211.

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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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][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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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\$]+)?$`

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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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?
applicationType=ApplicationType&maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

ApplicationType

The type of application.

Valid Values: `STANDARD | SERVICE | MCP_SERVER`

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": [
      {
         "ApplicationType": "string",
         "Arn": "string",
         "CreatedTime": number,
         "Id": "string",
         "IsService": boolean,
         "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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
         "DestinationURI": "string",
         "ExecutionConfiguration": {
            "ExecutionMode": "string",
            "OnDemandConfiguration": {
               "EndTime": "string",
               "StartTime": "string"
            },
            "ScheduleConfiguration": {
               "FirstExecutionFrom": "string",
               "Object": "string",
               "ScheduleExpression": "string"
            }
         },
         "LastExecutionStatus": {
            "ExecutionStatus": "string",
            "StatusMessage": "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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ApplicationConfig": {
      "ContactHandling": {
         "Scope": "string"
      }
   },
   "ApplicationSourceConfig": {
      "ExternalUrlConfig": {
         "AccessUrl": "string",
         "ApprovedOrigins": [ "string" ]
      }
   },
   "ApplicationType": "string",
   "Description": "string",
   "IframeConfig": {
      "Allow": [ "string" ],
      "Sandbox": [ "string" ]
   },
   "InitializationTimeout": number,
   "IsService": boolean,
   "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.

ApplicationConfig

The configuration settings for the application.

Type: ApplicationConfig object

Required: No

ApplicationSourceConfig

The configuration for where the application should be loaded from.

Type: ApplicationSourceConfig object

Required: No

ApplicationType

The type of application.

Type: String

Valid Values: `STANDARD | SERVICE | MCP_SERVER`

Required: No

Description

The description of the application.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Pattern: `.*`

Required: No

IframeConfig

The iframe configuration for the application.

Type: IframeConfig object

Required: No

InitializationTimeout

The maximum time in milliseconds allowed to establish a connection with the workspace.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 600000.

Required: No

IsService

This parameter has been deprecated.

Indicates whether the application is a service.

Type: Boolean

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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateDataIntegrationAssociation

Service: Amazon AppIntegrations Service

Updates and persists a DataIntegrationAssociation resource.

> **Note**
>
> Updating a DataIntegrationAssociation with ExecutionConfiguration will rerun the on-demand job.

Request Syntax

```
PATCH /dataIntegrations/Identifier/associations/DataIntegrationAssociationIdentifier
 HTTP/1.1
Content-type: application/json

{
   "ExecutionConfiguration": {
      "ExecutionMode": "string",
      "OnDemandConfiguration": {
         "EndTime": "string",
         "StartTime": "string"
      },
      "ScheduleConfiguration": {
         "FirstExecutionFrom": "string",
         "Object": "string",
         "ScheduleExpression": "string"
      }
   }
}
```

URI Request Parameters

The request uses the following URI parameters.

DataIntegrationAssociationIdentifier

A unique identifier. of the DataIntegrationAssociation resource

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

Pattern: `.*\S.*`

Required: Yes

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.

ExecutionConfiguration

The configuration for how the files should be pulled from the source.

Type: ExecutionConfiguration 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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 for voice.

> **Note**
>
> Voice data is retained for 24 hours. You must invoke this API during that time.

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
                     }
                  ]
               }
            }
         },
         "PostContactSummary": {
            "Content": "string",
            "FailureCode": "string",
            "Status": "string"
         },
         "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": "11111111-1111-1111-1111-11111111111",
  "MaxResults": 50,
  "NextToken": "fdsfsadgdfsgdfgfdhfghfghfgjmbnmnm"
}
```

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": "fdsfsadgdfsgdfgfdhfghfghfgjmbnmnm"
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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 1. Maximum length of 256.

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

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

InternalServerException

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 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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 1. 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

{
   "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

{
   "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

> **Note**
>
> The `GetInstanceOnboardingJobStatus` API may return a 404 response in the following cases:
>
> - The requested resource does not exist.
> - If the instance was onboarded more than 14 days ago, this API will return a 404 response as expected. In such cases, you should call the GetConnectInstanceConfig API to retrieve the instance details.

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 1. 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

{
   "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

> **Note**
>
> If the current InstanceOnboardingJobStatus is **FAILED**, the `StartInstanceOnboardingJob` API will continue to return the existing status for 14 days from the initial attempt. To reattempt onboarding, first call the DeleteInstanceOnboardingJob API, then invoke the `StartInstanceOnboardingJob` API again.

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 1. 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. 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

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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. 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

Amazon Connect Outbound Campaigns V2

The following actions are supported by Amazon Connect Outbound Campaigns V2:

- CreateCampaign
- DeleteCampaign
- DeleteCampaignChannelSubtypeConfig
- DeleteCampaignCommunicationLimits
- DeleteCampaignCommunicationTime
- DeleteConnectInstanceConfig
- DeleteConnectInstanceIntegration
- DeleteInstanceOnboardingJob
- DescribeCampaign
- GetCampaignState
- GetCampaignStateBatch
- GetConnectInstanceConfig
- GetInstanceOnboardingJobStatus
- ListCampaigns
- ListConnectInstanceIntegrations
- ListTagsForResource
- PauseCampaign
- PutConnectInstanceIntegration
- PutOutboundRequestBatch
- PutProfileOutboundRequestBatch
- ResumeCampaign
- StartCampaign
- StartInstanceOnboardingJob
- StopCampaign
- TagResource
- UntagResource
- UpdateCampaignChannelSubtypeConfig

- UpdateCampaignCommunicationLimits
- UpdateCampaignCommunicationTime
- UpdateCampaignFlowAssociation
- UpdateCampaignName
- UpdateCampaignSchedule
- UpdateCampaignSource

CreateCampaign

Service: Amazon Connect Outbound Campaigns V2

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. For example, `{ "tags": {"owner": "arn:aws:connect:{REGION}:{AWS_ACCOUNT_ID}:instance/{CONNECT_INSTANCE_ID}"}}`.
> - After a campaign is created, you can't add/remove source.

Request Syntax

```
PUT /v2/campaigns HTTP/1.1
Content-type: application/json

{
   "channelSubtypeConfig": {
      "email": {
         "capacity": number,
         "defaultOutboundConfig": {
            "connectSourceEmailAddress": "string",
            "sourceEmailAddressDisplayName": "string",
            "wisdomTemplateArn": "string"
         },
         "outboundMode": { ... }
      },
      "sms": {
         "capacity": number,
         "defaultOutboundConfig": {
            "connectSourcePhoneNumberArn": "string",
            "wisdomTemplateArn": "string"
         },
         "outboundMode": { ... }
      },
      "telephony": {
         "capacity": number,
         "connectQueueId": "string",
```

```
            "defaultOutboundConfig": {
               "answerMachineDetectionConfig": {
                  "awaitAnswerMachinePrompt": boolean,
                  "enableAnswerMachineDetection": boolean
               },
               "connectContactFlowId": "string",
               "connectSourcePhoneNumber": "string",
               "ringTimeout": number
            },
            "outboundMode": { ... }
         },
         "whatsApp": {
            "capacity": number,
            "defaultOutboundConfig": {
               "connectSourcePhoneNumberArn": "string",
               "wisdomTemplateArn": "string"
            },
            "outboundMode": { ... }
         }
      },
      "communicationLimitsOverride": {
         "allChannelSubtypes": { ... },
         "instanceLimitsHandling": "string"
      },
      "communicationTimeConfig": {
         "email": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
         },
         "localTimeZoneConfig": {
            "defaultTimeZone": "string",
            "localTimeZoneDetection": [ "string" ]
         },
         "sms": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
         },
         "telephony": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
         },
         "whatsApp": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
```

```
      }
   },
   "connectCampaignFlowArn": "string",
   "connectInstanceId": "string",
   "name": "string",
   "schedule": {
      "endTime": "string",
      "refreshFrequency": "string",
      "startTime": "string"
   },
   "source": { ... },
   "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.

channelSubtypeConfig

Channel subtype configuration for an outbound campaign.

Type: ChannelSubtypeConfig object

Required: No

communicationLimitsOverride

Communication limits configuration for an outbound campaign.

Type: CommunicationLimitsConfig object

Required: No

communicationTimeConfig

Communication time configuration for an outbound campaign.

Type: CommunicationTimeConfig object

Required: No

connectCampaignFlowArn

The Amazon Resource Name (ARN) of the Amazon Connect campaign flow.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: No

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 1. Maximum length of 256.

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

Required: Yes

name

The name of the campaign.

Type: String

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

Required: Yes

schedule

Schedule configuration for an outbound campaign.

Type: Schedule object

Required: No

source

Source configuration for an outbound campaign.

Type: Source 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. 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

type

The type of campaign.

Type: String

Valid Values: `MANAGED | JOURNEY`

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) of the outbound campaign.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

id

The identifier of the outbound campaign.

Type: String

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

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

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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteCampaign

Service: Amazon Connect Outbound Campaigns V2

Deletes an outbound campaign. Only campaigns in `Initialized`, `Failed`, `Completed`, or `Stopped` states are valid for this operation.

Request Syntax

```
DELETE /v2/campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteCampaignChannelSubtypeConfig

Service: Amazon Connect Outbound Campaigns V2

Deletes the channel subtype configuration of an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Request Syntax

```
DELETE /v2/campaigns/id/channel-subtype-config?channelSubtype=channelSubtype HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

channelSubtype

The name of the channel subtype configuration.

Valid Values: `TELEPHONY | SMS | EMAIL | WHATSAPP`

Required: Yes

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteCampaignCommunicationLimits

Service: Amazon Connect Outbound Campaigns V2

Deletes the communication limits configuration of an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Request Syntax

```
DELETE /v2/campaigns/id/communication-limits?config=config HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

config

The name of the communication limits configuration.

Valid Values: `ALL_CHANNEL_SUBTYPES`

Required: Yes

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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

ValidationException

The input fails to satisfy the constraints specified by an AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteCampaignCommunicationTime

Service: Amazon Connect Outbound Campaigns V2

Deletes the communication time configuration of an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Request Syntax

```
DELETE /v2/campaigns/id/communication-time?config=config HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

config

The name of the communication time configuration.

Valid Values: `TELEPHONY | SMS | EMAIL | WHATSAPP`

Required: Yes

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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

ValidationException

The input fails to satisfy the constraints specified by an AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteConnectInstanceConfig

Service: Amazon Connect Outbound Campaigns V2

Deletes configuration information for an Amazon Connect instance.

Request Syntax

```
DELETE /v2/connect-instance/connectInstanceId/config?
campaignDeletionPolicy=campaignDeletionPolicy HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

campaignDeletionPolicy

The policy to enact on existing campaigns during instance configuration deletion. The default is `RETAIN_ALL`, if no value is given.

Valid Values: `RETAIN_ALL | DELETE_ALL`

connectInstanceId

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 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

InternalServerException

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 resource that is in a state that is not valid.

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteConnectInstanceIntegration

Service: Amazon Connect Outbound Campaigns V2

Deletes integration for an Amazon Connect instance.

Request Syntax

```
POST /v2/connect-instance/connectInstanceId/integrations/delete HTTP/1.1
Content-type: application/json

{
   "integrationIdentifier": { ... }
}
```

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 1. Maximum length of 256.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

integrationIdentifier

The identifier of the integration between an Amazon Connect instance and other services.

Type: IntegrationIdentifier 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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteInstanceOnboardingJob

Service: Amazon Connect Outbound Campaigns V2

Deletes the workflow to onboard to outbound campaigns. Only `Failed` workflows can be deleted.

Request Syntax

```
DELETE /v2/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 1. 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

InternalServerException

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 resource that is in a state that is not valid.

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeCampaign

Service: Amazon Connect Outbound Campaigns V2

Describes an outbound campaign.

Request Syntax

```
GET /v2/campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

{
   "campaign": {
      "arn": "string",
      "channelSubtypeConfig": {
         "email": {
            "capacity": number,
            "defaultOutboundConfig": {
               "connectSourceEmailAddress": "string",
               "sourceEmailAddressDisplayName": "string",
               "wisdomTemplateArn": "string"
```

```
            },
            "outboundMode": { ... }
         },
         "sms": {
            "capacity": number,
            "defaultOutboundConfig": {
               "connectSourcePhoneNumberArn": "string",
               "wisdomTemplateArn": "string"
            },
            "outboundMode": { ... }
         },
         "telephony": {
            "capacity": number,
            "connectQueueId": "string",
            "defaultOutboundConfig": {
               "answerMachineDetectionConfig": {
                  "awaitAnswerMachinePrompt": boolean,
                  "enableAnswerMachineDetection": boolean
               },
               "connectContactFlowId": "string",
               "connectSourcePhoneNumber": "string",
               "ringTimeout": number
            },
            "outboundMode": { ... }
         },
         "whatsApp": {
            "capacity": number,
            "defaultOutboundConfig": {
               "connectSourcePhoneNumberArn": "string",
               "wisdomTemplateArn": "string"
            },
            "outboundMode": { ... }
         }
      },
      "communicationLimitsOverride": {
         "allChannelSubtypes": { ... },
         "instanceLimitsHandling": "string"
      },
      "communicationTimeConfig": {
         "email": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
         },
         "localTimeZoneConfig": {
```

```
            "defaultTimeZone": "string",
            "localTimeZoneDetection": [ "string" ]
         },
         "sms": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
         },
         "telephony": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
         },
         "whatsApp": {
            "openHours": { ... },
            "restrictedPeriods": { ... }
         }
      },
      "connectCampaignFlowArn": "string",
      "connectInstanceId": "string",
      "id": "string",
      "name": "string",
      "schedule": {
         "endTime": "string",
         "refreshFrequency": "string",
         "startTime": "string"
      },
      "source": { ... },
      "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.

campaign

The configuration for an outbound 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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3

- AWS SDK for Python
- AWS SDK for Ruby V3

GetCampaignState

Service: Amazon Connect Outbound Campaigns V2

Returns the state of an outbound campaign.

Request Syntax

```
GET /v2/campaigns/id/state HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

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 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

{
   "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 | Completed`

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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetCampaignStateBatch

Service: Amazon Connect Outbound Campaigns V2

Returns the state of listed of outbound campaigns.

Request Syntax

```
POST /v2/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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetConnectInstanceConfig

Service: Amazon Connect Outbound Campaigns V2

Get configuration information about an Amazon Connect instance.

Request Syntax

```
GET /v2/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 1. 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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetInstanceOnboardingJobStatus

Service: Amazon Connect Outbound Campaigns V2

Gets the status of the workflow to onboard to outbound campaigns.

> **Note**
>
> The `GetInstanceOnboardingJobStatus` API may return a 404 response in the following cases:
>
> - The requested resource does not exist.
> - If the instance was onboarded more than 14 days ago, this API will return a 404 response as expected. In such cases, you should call the GetConnectInstanceConfig API to retrieve the instance details.

Request Syntax

```
GET /v2/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 1. 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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListCampaigns

Service: Amazon Connect Outbound Campaigns V2

Lists outbound campaigns.

Request Syntax

```
POST /v2/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",
         "channelSubtypes": [ "string" ],
         "connectCampaignFlowArn": "string",
         "connectInstanceId": "string",
         "id": "string",
         "name": "string",
         "schedule": {
            "endTime": "string",
            "refreshFrequency": "string",
            "startTime": "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.

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

InternalServerException

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 AWS 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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListConnectInstanceIntegrations

Service: Amazon Connect Outbound Campaigns V2

Lists integrations with the Amazon Connect instance.

Request Syntax

```
GET /v2/connect-instance/connectInstanceId/integrations?
maxResults=maxResults&nextToken=nextToken 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 1. Maximum length of 256.

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 0. Maximum length of 1000.

Request Body

The request does not have a request body.

Response Syntax

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

{
   "integrationSummaryList": [
      { ... }
   ],
   "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.

integrationSummaryList

Summary information about the integrations.

Type: Array of IntegrationSummary 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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListTagsForResource

Service: Amazon Connect Outbound Campaigns V2

Lists tags for a resource.

Request Syntax

```
GET /v2/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:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

{
   "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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

PauseCampaign

Service: Amazon Connect Outbound Campaigns V2

Pauses an outbound campaign. A paused outbound campaign can be resumed.

Request Syntax

```
POST /v2/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 1. 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

PutConnectInstanceIntegration

Service: Amazon Connect Outbound Campaigns V2

Puts an integration for the Amazon Connect instance.

Request Syntax

```
PUT /v2/connect-instance/connectInstanceId/integrations HTTP/1.1
Content-type: application/json

{
   "integrationConfig": { ... }
}
```

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 1. Maximum length of 256.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

integrationConfig

The integration configuration for the Amazon Connect instance

Type: IntegrationConfig 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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

PutOutboundRequestBatch

Service: Amazon Connect Outbound Campaigns V2

Takes in a list of outbound requests to be placed as part of an outbound campaign.

Request Syntax

```
PUT /v2/campaigns/id/outbound-requests HTTP/1.1
Content-type: application/json

{
   "outboundRequests": [
      {
         "channelSubtypeParameters": { ... },
         "clientToken": "string",
         "expirationTime": "string"
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

outboundRequests

Outbound requests for outreaching.

Type: Array of OutboundRequest 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 outbound requests.

Type: Array of FailedRequest objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

successfulRequests

Successful outbound 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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

PutProfileOutboundRequestBatch

Service: Amazon Connect Outbound Campaigns V2

Takes in a list of profile outbound requests to be placed as part of an outbound campaign. For more information on profiles, see What is a customer profile in Amazon Connect?.

> **Important**
>
> Only Customer Profiles event triggers are permitted to invoke this API.

Request Syntax

```
PUT /v2/campaigns/id/profile-outbound-requests HTTP/1.1
Content-type: application/json

{
   "profileOutboundRequests": [
      {
         "clientToken": "string",
         "expirationTime": "string",
         "profileId": "string"
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

profileOutboundRequests

Profile outbound requests for outreaching.

Type: Array of ProfileOutboundRequest objects

Array Members: Minimum number of 1 item. Maximum number of 20 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 profile outbound requests.

Type: Array of FailedProfileOutboundRequest objects

Array Members: Minimum number of 0 items. Maximum number of 20 items.

successfulRequests

Successful profile outbound requests.

Type: Array of SuccessfulProfileOutboundRequest objects

Array Members: Minimum number of 0 items. Maximum number of 20 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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ResumeCampaign

Service: Amazon Connect Outbound Campaigns V2

Resumes an outbound campaign.

Request Syntax

```
POST /v2/campaigns/id/resume HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartCampaign

Service: Amazon Connect Outbound Campaigns V2

Starts an outbound campaign.

> **Note**
>
> - After a campaign is started, `schedule`, `source`, `associatedCampaignFlowArn`, `communicationTimeConfig`, and `communicationLimitsOverride` cannot be modified.
> - After a campaign is started, the queue of the telephony `channelSubtypeConfig` cannot be modified.
> - After a campaign is started, you can't change the outbound mode of the telephony `channelSubtypeConfig` from agentless to progressive/predictive, or the other way around.

Request Syntax

```
POST /v2/campaigns/id/start HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
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- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartInstanceOnboardingJob

Service: Amazon Connect Outbound Campaigns V2

Starts the workflow to onboard an Amazon Connect instance to Outbound Campaigns.

> **Note**
>
> If the current InstanceOnboardingJobStatus is **FAILED**, the `StartInstanceOnboardingJob` API will continue to return the existing status for 14 days from the initial attempt. To reattempt onboarding, first call the DeleteInstanceOnboardingJob API, then invoke the `StartInstanceOnboardingJob` API again.

Request Syntax

```
PUT /v2/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 1. 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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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:

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- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StopCampaign

Service: Amazon Connect Outbound Campaigns V2

Stops an Amazon Connect campaign. When this API is called, no more outbound requests are started for the campaign. Inflight requests aren't impacted.

Request Syntax

```
POST /v2/campaigns/id/stop HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

Length Constraints: Minimum length of 1. 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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:

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- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

TagResource

Service: Amazon Connect Outbound Campaigns V2

Adds the specified tags to a resource.

Request Syntax

```
POST /v2/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:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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. 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

InternalServerException

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 AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UntagResource

Service: Amazon Connect Outbound Campaigns V2

Removes the specified tags from the specified resource.

Request Syntax

```
DELETE /v2/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:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

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

InternalServerException

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 AWS 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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCampaignChannelSubtypeConfig

Service: Amazon Connect Outbound Campaigns V2

Updates `ChannelSubtypeConfig` for an outbound campaign.

Request Syntax

```
POST /v2/campaigns/id/channel-subtype-config HTTP/1.1
Content-type: application/json

{
   "channelSubtypeConfig": {
      "email": {
         "capacity": number,
         "defaultOutboundConfig": {
            "connectSourceEmailAddress": "string",
            "sourceEmailAddressDisplayName": "string",
            "wisdomTemplateArn": "string"
         },
         "outboundMode": { ... }
      },
      "sms": {
         "capacity": number,
         "defaultOutboundConfig": {
            "connectSourcePhoneNumberArn": "string",
            "wisdomTemplateArn": "string"
         },
         "outboundMode": { ... }
      },
      "telephony": {
         "capacity": number,
         "connectQueueId": "string",
         "defaultOutboundConfig": {
            "answerMachineDetectionConfig": {
               "awaitAnswerMachinePrompt": boolean,
               "enableAnswerMachineDetection": boolean
            },
            "connectContactFlowId": "string",
            "connectSourcePhoneNumber": "string",
            "ringTimeout": number
         },
         "outboundMode": { ... }
      },
```

```
      "whatsApp": {
         "capacity": number,
         "defaultOutboundConfig": {
            "connectSourcePhoneNumberArn": "string",
            "wisdomTemplateArn": "string"
         },
         "outboundMode": { ... }
      }
   }
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

channelSubtypeConfig

Channel subtype configuration for an outbound campaign.

Type: ChannelSubtypeConfig 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS 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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCampaignCommunicationLimits

Service: Amazon Connect Outbound Campaigns V2

Updates `CommunicationLimitsOverride` for an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Request Syntax

```
POST /v2/campaigns/id/communication-limits HTTP/1.1
Content-type: application/json

{
   "communicationLimitsOverride": {
      "allChannelSubtypes": { ... },
      "instanceLimitsHandling": "string"
   }
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

communicationLimitsOverride

Communication limits configuration for an outbound campaign.

Type: CommunicationLimitsConfig 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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

ValidationException

The input fails to satisfy the constraints specified by an AWS 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCampaignCommunicationTime

Service: Amazon Connect Outbound Campaigns V2

Updates `CommunicationTimeConfig` for an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Request Syntax

```
POST /v2/campaigns/id/communication-time HTTP/1.1
Content-type: application/json

{
   "communicationTimeConfig": {
      "email": {
         "openHours": { ... },
         "restrictedPeriods": { ... }
      },
      "localTimeZoneConfig": {
         "defaultTimeZone": "string",
         "localTimeZoneDetection": [ "string" ]
      },
      "sms": {
         "openHours": { ... },
         "restrictedPeriods": { ... }
      },
      "telephony": {
         "openHours": { ... },
         "restrictedPeriods": { ... }
      },
      "whatsApp": {
         "openHours": { ... },
         "restrictedPeriods": { ... }
      }
   }
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

communicationTimeConfig

Communication time configuration for an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Type: CommunicationTimeConfig 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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

ValidationException

The input fails to satisfy the constraints specified by an AWS 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:

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- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCampaignFlowAssociation

Service: Amazon Connect Outbound Campaigns V2

Updates associated Amazon Connect campaign flow for an outbound campaign.

Request Syntax

```
POST /v2/campaigns/id/flow HTTP/1.1
Content-type: application/json

{
   "connectCampaignFlowArn": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

connectCampaignFlowArn

The Amazon Resource Name (ARN) of the Amazon Connect campaign flow.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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

ValidationException

The input fails to satisfy the constraints specified by an AWS 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:

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- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCampaignName

Service: Amazon Connect Outbound Campaigns V2

Updates the name of an outbound campaign.

Request Syntax

```
POST /v2/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 outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

name

The name of the outbound 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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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 AWS service.

HTTP Status Code: 400

See Also

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- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCampaignSchedule

Service: Amazon Connect Outbound Campaigns V2

Updates schedule of an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Request Syntax

```
POST /v2/campaigns/id/schedule HTTP/1.1
Content-type: application/json

{
   "schedule": {
      "endTime": "string",
      "refreshFrequency": "string",
      "startTime": "string"
   }
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

schedule

The schedule configuration of the outbound campaign.

Type: Schedule 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

ConflictException

The request could not be processed because of a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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

ValidationException

The input fails to satisfy the constraints specified by an AWS 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:

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- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCampaignSource

Service: Amazon Connect Outbound Campaigns V2

Updates source of an outbound campaign. Only campaigns in the `Initialized` state are valid for this operation.

Request Syntax

```
POST /v2/campaigns/id/source HTTP/1.1
Content-type: application/json

{
   "source": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the outbound campaign.

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

Request Body

The request accepts the following data in JSON format.

source

The source configuration of the outbound campaign.

Type: Source 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 a conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerException

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

ValidationException

The input fails to satisfy the constraints specified by an AWS 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:

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- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:

- BatchGetCaseRule
- BatchGetField
- BatchPutFieldOptions
- CreateCase
- CreateCaseRule
- CreateDomain
- CreateField
- CreateLayout
- CreateRelatedItem
- CreateTemplate
- DeleteCase

- DeleteCaseRule
- DeleteDomain
- DeleteField
- DeleteLayout
- DeleteRelatedItem
- DeleteTemplate
- GetCase
- GetCaseAuditEvents
- GetCaseEventConfiguration
- GetDomain
- GetLayout
- GetTemplate
- ListCaseRules
- ListCasesForContact
- ListDomains
- ListFieldOptions
- ListFields
- ListLayouts
- ListTagsForResource
- ListTemplates
- PutCaseEventConfiguration
- SearchAllRelatedItems
- SearchCases
- SearchRelatedItems
- TagResource
- UntagResource
- UpdateCase
- UpdateCaseRule
- UpdateField
- UpdateLayout

- UpdateRelatedItem
- UpdateTemplate

BatchGetCaseRule

Service: Amazon Connect Cases

Gets a batch of case rules. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Request Syntax

```
POST /domains/domainId/rules-batch HTTP/1.1
Content-type: application/json

{
   "caseRules": [
      {
         "id": "string"
      }
   ]
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

Unique identifier of a 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.

caseRules

A list of case rule identifiers.

Type: Array of CaseRuleIdentifier 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

{
   "caseRules": [
      {
         "caseRuleArn": "string",
         "caseRuleId": "string",
         "createdTime": "string",
         "deleted": boolean,
         "description": "string",
         "lastModifiedTime": "string",
         "name": "string",
         "rule": { ... },
         "tags": {
            "string" : "string"
         }
      }
   ],
   "errors": [
      {
         "errorCode": "string",
         "id": "string",
         "message": "string"
      }
   ],
   "unprocessedCaseRules": [ "string" ]
}
```

Response Elements

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

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

caseRules

A list of detailed case rule information.

Type: Array of GetCaseRuleResponse objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

errors

A list of case rule errors.

Type: Array of CaseRuleError objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

unprocessedCaseRules

A list of unprocessed case rule identifiers.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 50 items.

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

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": [
      {
         "attributes": { ... },
         "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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

When creating a case from a template that has tag propagation configurations, the specified tags are automatically applied to the case.

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": { ... },
   "tags": {
      "string" : "string"
   },
   "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 220 items.

Required: Yes

performedBy

Represents the entity that 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

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

Map Entries: Minimum number of 0 items. Maximum number of 50 items.

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

Key Pattern: `(?![aA][wW][sS]:)[a-zA-Z0-9 _.:/=+\-@]+`

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Value Pattern: `([a-zA-Z0-9 _.:/=+\-@]*)`

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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]",
  "tags": {
    "Department": "Shipping",
    "Priority": "High"
  }
}
```

```
{
  "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateCaseRule

Service: Amazon Connect Cases

Creates a new case rule. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Request Syntax

```
POST /domains/domainId/case-rules HTTP/1.1
Content-type: application/json

{
   "description": "string",
   "name": "string",
   "rule": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

domainId

Unique identifier of a 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 a case rule.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

name

Name of the case rule.

Type: String

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

Pattern: `.*[\S]`

Required: Yes

rule

Represents what rule type should take place, under what conditions.

Type: CaseRuleDetails 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
Content-type: application/json

{
   "caseRuleArn": "string",
   "caseRuleId": "string"
}
```

Response Elements

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

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

caseRuleArn

The Amazon Resource Name (ARN) of a case rule.

Type: String

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

caseRuleId

Unique identifier of a case rule.

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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

This example illustrates one usage of CreateCaseRule.

```
CreateCaseRule
POST /domains/domainId/case-rules HTTP/1.1
Content-type: application/json
{
 "name": "RequiredIfStatusOpen",
 "description": "Makes field required if status is set to Open",
 "rule": {
  "required": {
   "conditions": [
    {
```

```
     "equalTo": {
      "operandOne": {
       "fieldId": "status"
      },
      "operandTwo": {
       "doubleValue": "Open"
      },
      "result": true
     }
    }
   ],
   "defaultValue": false
  }
 }
}
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "attributes": { ... },
   "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.

attributes

Union of field attributes.

Type: FieldAttributes object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

There's a quota for the number of fields allowed in a Custom type related item. See Amazon Connect Cases quotas.

Use cases

Following are examples of related items that you may want to associate with a case:

- Related contacts, such as calls, chats, emails tasks
- Comments, for agent notes
- SLAs, to capture target resolution goals
- Cases, to capture related Amazon Connect Cases
- Files, such as policy documentation or customer-provided attachments
- Custom related items, which provide flexibility for you to define related items that such as bookings, orders, products, notices, and more

Important things to know

- If you are associating a contact to a case by passing in `Contact` for a `type`, you must have DescribeContact permission on the ARN of the contact that you provide in `content.contact.contactArn`.
- 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.userArn` you must also have DescribeUser permission on the ARN of the user that you provide.
- The `type` field is reserved for internal use only.

Endpoints: See Amazon Connect endpoints and quotas.

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 | Sla | ConnectCase | Custom`

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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

This section provides examples for supported related item types.

Type: Comment

Request:

```
{
  "content": {
    "comment": {
      "body": "Hello World!",
      "contentType": "Text/Plain"
    }
  },
  "type": "Comment"
}
```

Type: Sla

Request:

- `name` is the descriptive name for the SLA
- `targetSlaMinutes` is the time in minutes within which the SLA must be met
- `type` only supports "CaseField"
- `fieldId` only supports "status" field
- `targetFieldValues` is the value that the field must reach for the SLA to be met and only supports one value.

```
{
  "content": {
    "sla": {
      "slaInputConfiguration": {
        "name": "Resolution SLA",
        "targetSlaMinutes": 10,
        "type": "CaseField",
        "fieldId": "status",
        "targetFieldValues": [
          {
            "stringValue": "closed"
          }
        ]
      }
    }
  },
  "type": "Sla"
}
```

Type: File

Request:

```
{
  "content": {
    "file": {
      "fileArn": "[fileArn]"
    }
  },
  "type": "File"
}
```

Type: Contact

Request to associate a customer contact with a case:

```
{
  "content": {
    "contact": {
      "contactArn": "[contactArn]"
    }
  },
```

```
  "type": "Contact"
}
```

Type: Custom

Request to associate a custom defined related item with a case:

> **Note**
>
> System case fields cannot be used in a custom related item.

```
{
  "content": {
    "custom": {
        "fields": [
            {
            "id": "[field_id_1]",
            "value": {
                "stringValue": "Billing"
                },
            {
            "id": "[field_id_2]",
            "value": {
                "stringValue": "Incorrect Shipping Address"
                }
            }
        ],
    }
  },
  "type": "Custom"
}
```

Type: ConnectCase

Request to associate another Amazon Connect case with a case:

```
{
  "content": {
    "connectCase": {
      "caseId": "[caseId]"
    }
```

```
  },
  "type": "ConnectCase"
}
```

CreateRelatedItem Response example

All successful CreateRelatedItem requests return the same response structure:

```
{
  "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Other template APIs are:

- DeleteTemplate
- GetTemplate
- ListTemplates
- UpdateTemplate

Request Syntax

```
POST /domains/domainId/templates HTTP/1.1
Content-type: application/json

{
   "description": "string",
   "layoutConfiguration": {
      "defaultLayout": "string"
   },
   "name": "string",
   "requiredFields": [
      {
         "fieldId": "string"
      }
   ],
   "rules": [
      {
         "caseRuleId": "string",
         "fieldId": "string"
      }
   ],
   "status": "string",
   "tagPropagationConfigurations": [
```

```
      {
         "resourceType": "string",
         "tagMap": {
            "string" : "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

rules

A list of case rules (also known as case field conditions) on a template.

Type: Array of TemplateRule objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

status

The status of the template.

Type: String

Valid Values: `Active | Inactive`

Required: No

tagPropagationConfigurations

Defines tag propagation configuration for resources created within a domain. Tags specified here will be automatically applied to resources being created for the specified resource type.

Type: Array of TagPropagationConfiguration 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

{
   "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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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",
  "tagPropagationConfigurations": [
    {
      "resourceType": "Cases",
      "tagMap": {
        "Department" : "Shipping"
      }
    }
  ]
}
```

```
{
  "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteCase

Service: Amazon Connect Cases

The DeleteCase API permanently deletes a case and all its associated resources from the cases data store. After a successful deletion, you cannot:

- Retrieve related items
- Access audit history
- Perform any operations that require the CaseID

> **Important**
>
> This action is irreversible. After you delete a case, you cannot recover its data.

Request Syntax

```
DELETE /domains/domainId/cases/caseId HTTP/1.1
```

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

A 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteCaseRule

Service: Amazon Connect Cases

Deletes a case rule. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Request Syntax

```
DELETE /domains/domainId/case-rules/caseRuleId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

caseRuleId

Unique identifier of a case rule.

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

Required: Yes

domainId

Unique identifier of a 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

HTTP Status Code: 404

ThrottlingException

The rate has been exceeded for this API. Please try again after a few minutes.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

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 identifiers in the request have been deleted.
- Calling `GetCase` with a deleted field identifier 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteRelatedItem

Service: Amazon Connect Cases

Deletes the related item resource under a case.

> **Note**
>
> This API cannot be used on a FILE type related attachment. To delete this type of file, use the DeleteAttachedFile API

Request Syntax

```
DELETE /domains/domainId/cases/caseId/related-items/relatedItemId HTTP/1.1
```

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

A unique identifier of the Cases domain.

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

Required: Yes

relatedItemId

A unique identifier of a related item.

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 220 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 220 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. When no value is provided, 25 is the default.

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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. Other template APIs are:

- CreateTemplate
- DeleteTemplate
- ListTemplates
- UpdateTemplate

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"
      }
   ],
   "rules": [
      {
         "caseRuleId": "string",
         "fieldId": "string"
      }
   ],
   "status": "string",
   "tagPropagationConfigurations": [
      {
         "resourceType": "string",
         "tagMap": {
            "string" : "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.

rules

A list of case rules (also known as case field conditions) on a template.

Type: Array of TemplateRule objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

status

The status of the template.

Type: String

Valid Values: `Active | Inactive`

tagPropagationConfigurations

Defines tag propagation configuration for resources created within a domain. Tags specified here will be automatically applied to resources being created for the specified resource type.

Type: Array of TagPropagationConfiguration objects

Array Members: Minimum number of 0 items. Maximum number of 1 item.

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

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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",
  "tagPropagationConfigurations": [
    {
      "resourceType": "Cases",
      "tagMap": {
        "Department" : "Shipping"
      }
    }
  ]
}
```

See Also

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

- AWS Command Line Interface V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListCaseRules

Service: Amazon Connect Cases

Lists all case rules in a Cases domain. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Request Syntax

```
POST /domains/domainId/rules-list/?maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

domainId

Unique identifier of a 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

{
   "caseRules": [
      {
         "caseRuleArn": "string",
         "caseRuleId": "string",
         "description": "string",
         "name": "string",
         "ruleType": "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.

caseRules

A list of field summary objects.

Type: Array of CaseRuleSummary 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": [
      {
         "attributes": { ... },
         "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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Other template APIs are:

- CreateTemplate
- DeleteTemplate
- GetTemplate
- UpdateTemplate

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",
         "tagPropagationConfigurations": [
            {
               "resourceType": "string",
               "tagMap": {
                  "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.

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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",
    "tagPropagationConfigurations": [
      {
        "resourceType": "Cases",
        "tagMap": {
          "Department" : "Support"
        }
      }
    ]
  }
```

```
  ],
  "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchAllRelatedItems

Service: Amazon Connect Cases

Searches for related items across all cases within a domain. This is a global search operation that returns related items from multiple cases, unlike the case-specific SearchRelatedItems API.

Use cases

Following are common uses cases for this API:

- Find cases with similar issues across the domain. For example, search for all cases containing comments about "product defect" to identify patterns and existing solutions.
- Locate all cases associated with specific contacts or orders. For example, find all cases linked to a contactArn to understand the complete customer journey.
- Monitor SLA compliance across cases. For example, search for all cases with "Active" SLA status to prioritize remediation efforts.

Important things to know

- This API returns case identifiers, not complete case objects. To retrieve full case details, you must make additional calls to the GetCase API for each returned case ID.
- This API searches across related items content, not case fields. Use the SearchCases API to search within case field values.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
POST /domains/domainId/related-items-search HTTP/1.1
Content-type: application/json

{
   "filters": [
      { ... }
   ],
   "maxResults": number,
   "nextToken": "string",
   "sorts": [
      {
```

```
            "sortOrder": "string",
            "sortProperty": "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.

filters

The list of types of related items and their parameters to use for filtering. The filters work as an OR condition: caller gets back related items that match any of the specified filter types.

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

sorts

A structured set of sort terms to specify the order in which related items should be returned. Supports sorting by association time or case ID. The sorts work in the order specified: first sort term takes precedence over subsequent terms.

Type: Array of SearchAllRelatedItemsSort 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

{
   "nextToken": "string",
   "relatedItems": [
      {
         "associationTime": "string",
         "caseId": "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 SearchAllRelatedItemsResponseItem 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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

Example request to search for all contact-type related items

The following example shows how to search for all contact-type related items across cases in a domain, filtering by a specific contactArn and sorting results by association time in descending order, then by case ID in descending order.

```
{
  "sorts": [
    {
      "sortProperty": "AssociationTime",
      "sortOrder": "Desc"
    },
    {
      "sortProperty": "CaseId",
      "sortOrder": "Desc"
    }
```

```
  ],
  "maxResults": 10,
  "filters": [
    {
      "contact": {
        "contactArn": "arn:aws:connect:us-west-2:[account-id]:instance/[instance-id]/
contact/[contact-id]"
      }
    }
  ]
}
```

Example response for a successful search

The following example shows a successful search returning two contact-type related items from different cases, each with their associated case identifiers, contact details, and metadata sorted by most recent association time first.

```
{
  "nextToken": null,
  "relatedItems": [
    {
      "associationTime": "2025-05-16T13:18:37.608074706Z",
      "caseId": "[case-id-1]",
      "content": {
        "contact": {
          "contactArn": "arn:aws:connect:us-west-2:[account-id]:instance/[instance-id]/
contact/[contact-id]",
          "channel": "VOICE",
          "connectedToSystemTime": "2025-05-16T13:18:30.000000000Z"
        }
      },
      "performedBy": null,
      "relatedItemId": "[related-item-id-1]",
      "tags": {
        "Company": "AWS",
        "Team": "Connect"
      },
      "type": "Contact"
    },
    {
      "associationTime": "2025-05-16T13:18:19.270469991Z",
      "caseId": "[case-id-2]",
```

```
      "content": {
        "contact": {
          "contactArn": "arn:aws:connect:us-west-2:[account-id]:instance/[instance-id]/
contact/[contact-id]",
          "channel": "CHAT",
          "connectedToSystemTime": "2025-05-16T13:18:15.000000000Z"
        }
      },
      "performedBy": null,
      "relatedItemId": "[related-item-id-2]",
      "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 25 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. When no value is provided, 25 is the default.

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 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",
   "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.

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 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.

totalCount

The total number of cases that matched the search criteria.

Type: Long

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 220 items.

Required: Yes

performedBy

Represents the entity that 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateCaseRule

Service: Amazon Connect Cases

Updates a case rule. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Request Syntax

```
PUT /domains/domainId/case-rules/caseRuleId HTTP/1.1
Content-type: application/json

{
   "description": "string",
   "name": "string",
   "rule": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

caseRuleId

Unique identifier of a case rule.

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

Required: Yes

domainId

Unique identifier of a 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

Description of a case rule.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

name

Name of the case rule.

Type: String

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

Pattern: `.*[\S]`

Required: No

rule

Represents what rule type should take place, under what conditions.

Type: CaseRuleDetails 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

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "attributes": { ... },
   "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.

attributes

Union of field attributes.

Type: FieldAttributes object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateRelatedItem

Service: Amazon Connect Cases

Updates the content of a related item associated with a case. The following related item types are supported:

- **Comment** - Update the text content of an existing comment
- **Custom** - Update the fields of a custom related item. You can add, modify, and remove fields from a custom related item. There's a quota for the number of fields allowed in a Custom type related item. See Amazon Connect Cases quotas.

Important things to know

- When updating a Custom related item, all existing and new fields, and their associated values should be included in the request. Fields not included as part of this request will be removed.
- If you provide a value for `performedBy.userArn` you must also have DescribeUser permission on the ARN of the user that you provide.
- System case fields cannot be used in a custom related item.

Endpoints: See Amazon Connect endpoints and quotas.

Request Syntax

```
PUT /domains/domainId/cases/caseId/related-items/relatedItemId HTTP/1.1
Content-type: application/json

{
   "content": { ... },
   "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

relatedItemId

Unique identifier of a related item.

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 updated.

Type: RelatedItemUpdateContent object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

performedBy

Represents the user who performed the update 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

Response Syntax

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

{
   "associationTime": "string",
   "content": { ... },
   "createdBy": { ... },
   "lastUpdatedUser": { ... },
   "relatedItemArn": "string",
   "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.

associationTime

Time at which the related item was associated with the case.

Type: Timestamp

content

Represents the content of the updated related item.

Type: RelatedItemContent object

Note: This object is a Union. Only one member of this object can be specified or returned.

createdBy

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.

lastUpdatedUser

Represents the last user that updated the related item.

Type: UserUnion object

Note: This object is a Union. Only one member of this object can be specified or returned.

relatedItemArn

The Amazon Resource Name (ARN) of the updated related item.

Type: String

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

relatedItemId

The unique identifier of the updated related item.

Type: String

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

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

type

Type of the updated related item.

Type: String

Valid Values: `Contact | Comment | File | Sla | ConnectCase | Custom`

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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

This section provides examples for updating supported related item types.

Update Comment related item

Request to update a comment's text and content type:

```
{
  "domainId": "[domain_id]",
  "caseId": "[case_id]",
  "relatedItemId": "[related_item_id]",
  "content": {
    "comment": {
      "body": "Updated comment text with additional details",
      "contentType": "Text/Plain"
    }
  }
}
```

Update Custom related item

Request to update field values in a custom related item:

> **Note**
>
> System case fields cannot be used in a custom related item.

```
{
  "domainId": "[domain_id]",
  "caseId": "[case_id]",
  "relatedItemId": "[related_item_id]",
  "content": {
    "custom": {
      "fields": [
        {
          "id": "[field_id_1]",
          "value": {
            "stringValue": "Updated value for first field"
          }
        },
        {
          "id": "[field_id_2]",
          "value": {
            "stringValue": "Updated value for second field"
          }
        },
        {
          "id": "[field_id_3]",
```

```
          "value": {
            "stringValue": "Existing value that remains unchanged"
          }
        }
      ]
    }
  }
}
```

Update with performedBy parameter

Request to update a comment and specify who performed the update:

```
{
  "domainId": "[domain_id]",
  "caseId": "[case_id]",
  "relatedItemId": "[related_item_id]",
  "content": {
    "comment": {
      "body": "Updated comment text with additional details",
      "contentType": "Text/Plain"
    }
  },
  "performedBy": {
    "userArn": "arn:aws:connect:us-west-2:[account_id]:instance/[instance_id]/agent/
[agent_id]"
  }
}
```

UpdateRelatedItem Response example

All successful UpdateRelatedItem requests return the updated related item:

```
{
  "relatedItemArn": "arn:aws:cases:us-west-2:[account_id]:domain/[domain_id]/case/
[case_id]/related-item/[related_item_id]",
  "relatedItemId": "[related_item_id]",
  "type": "Comment",
  "content": {
    "comment": {
      "body": "Updated comment text with additional details",
      "contentType": "Text/Plain"
    }
```

```
  },
  "associationTime": "2024-11-22T01:35:46.329Z",
  "lastUpdatedUser": {
    "userArn": "arn:aws:connect:us-west-2:[account_id]:instance/[instance_id]/agent/
[agent_id]"
  },
  "createdBy": {
    "userArn": "arn:aws:connect:us-west-2:[account_id]:instance/[instance_id]/agent/
[agent_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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

Other template APIs are:

- CreateTemplate
- DeleteTemplate
- GetTemplate
- ListTemplates

Request Syntax

```
PUT /domains/domainId/templates/templateId HTTP/1.1
Content-type: application/json

{
   "description": "string",
   "layoutConfiguration": {
      "defaultLayout": "string"
   },
   "name": "string",
   "requiredFields": [
      {
         "fieldId": "string"
      }
   ],
   "rules": [
      {
         "caseRuleId": "string",
         "fieldId": "string"
      }
   ],
   "status": "string",
   "tagPropagationConfigurations": [
      {
```

```
            "resourceType": "string",
            "tagMap": {
               "string" : "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

rules

A list of case rules (also known as case field conditions) on a template.

Type: Array of TemplateRule objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

status

The status of the template.

Type: String

Valid Values: `Active | Inactive`

Required: No

tagPropagationConfigurations

Defines tag propagation configuration for resources created within a domain. Tags specified here will be automatically applied to resources being created for the specified resource type.

Type: Array of TagPropagationConfiguration objects

Array Members: Minimum number of 0 items. Maximum number of 1 item.

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

InternalServerException

We couldn't process your request because of an issue with the server. Try again later.

retryAfterSeconds

Advice to clients on when the call can be safely retried.

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.

resourceId

Unique identifier of the resource affected.

resourceType

Type of the resource affected.

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 UpdateTemplate.

```
{
  "name": "updated_template_name",
  "tagPropagationConfigurations": [
```

```
    {
      "resourceType": "Cases",
      "tagMap": {
        "Department" : "UpdatedShipping"
      }
    }
  ]
}
```

```
{ }
```

See Also

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

- AWS Command Line Interface V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:

- CancelParticipantAuthentication
- CompleteAttachmentUpload
- CreateParticipantConnection
- DescribeView

- DisconnectParticipant
- GetAttachment
- GetAuthenticationUrl
- GetTranscript
- SendEvent
- SendMessage
- StartAttachmentUpload

CancelParticipantAuthentication

Service: Amazon Connect Participant Service

Cancels the authentication session. The opted out branch of the Authenticate Customer flow block will be taken.

> **Note**
>
> The current supported channel is chat. This API is not supported for Apple Messages for Business, WhatsApp, or SMS chats.

> **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/cancel-authentication HTTP/1.1
X-Amz-Bearer: ConnectionToken
Content-type: application/json

{
   "SessionId": "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.

SessionId

The `sessionId` provided in the `authenticationInitiated` event.

Type: String

Length Constraints: Fixed length of 36.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

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-Bearer: 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

For WebRTC security recommendations, see Amazon Connect WebRTC 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. For WebRTC participants, if they leave or are disconnected for 60 seconds, a new participant needs to be created using the CreateParticipant API.

For `WEBSOCKET` Type:

The response URL for 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.

The expiry time for the connection token is different than the `ChatDurationInMinutes`. Expiry time for the connection token is 1 day.

For `WEBRTC_CONNECTION` Type:

The response includes connection data required for the client application to join the call using the Amazon Chime SDK client libraries. The WebRTCConnection response contains Meeting and Attendee information needed to establish the media connection.

The attendee join token in WebRTCConnection response is valid for the lifetime of the participant in the call. If a participant leaves or is disconnected for 60 seconds, their participant credentials will no longer be valid, and a new participant will need to be created to rejoin the call.

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*.

Multi-user web, in-app, video calling support:

For WebRTC calls, this API is used in conjunction with the CreateParticipant API to enable multi-party calling. The StartWebRTCContact API creates the initial contact and routes it to an agent, while CreateParticipant adds additional participants to the ongoing call. For more information about multi-party WebRTC calls, see Enable multi-user web, in-app, and video calling in the *Amazon Connect Administrator Guide*.

Feature specifications: For information about feature specifications, such as the allowed number of open websocket connections per participant or maximum number of WebRTC participants, 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-Bearer: 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 | WEBRTC_CONNECTION`

Required: No

Response Syntax

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

{
   "ConnectionCredentials": {
      "ConnectionToken": "string",
      "Expiry": "string"
```

```
    },
    "WebRTCConnection": {
       "Attendee": {
          "AttendeeId": "string",
          "JoinToken": "string"
       },
       "Meeting": {
          "MediaPlacement": {
             "AudioFallbackUrl": "string",
             "AudioHostUrl": "string",
             "EventIngestionUrl": "string",
             "SignalingUrl": "string"
          },
          "MeetingFeatures": {
             "Audio": {
                "EchoReduction": "string"
             }
          },
          "MeetingId": "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

WebRTCConnection

Creates the participant's WebRTC connection data required for the client application (mobile application or website) to connect to the call.

Type: WebRTCConnection 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

InternalServerException

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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-Bearer: 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

InternalServerException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

ResourceNotFoundException

The resource was not found.

ResourceId

The identifier of the resource.

ResourceType

The type of Amazon Connect resource.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

- The participant role `CUSTOM_BOT` is not permitted to access attachments customers may upload. An `AccessDeniedException` can indicate that the participant may be a CUSTOM_BOT, and it doesn't have access to attachments.
- `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-Bearer: ConnectionToken
Content-type: application/json

{
   "AttachmentId": "string",
   "UrlExpiryInSeconds": 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.

AttachmentId

A unique identifier for the attachment.

Type: String

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

Required: Yes

UrlExpiryInSeconds

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: Integer

Valid Range: Minimum value of 5. Maximum value of 300.

Required: No

Response Syntax

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

{
   "AttachmentSizeInBytes": number,
   "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.

AttachmentSizeInBytes

The size of the attachment in bytes.

Type: Long

Valid Range: Minimum value of 1.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetAuthenticationUrl

Service: Amazon Connect Participant Service

Retrieves the AuthenticationUrl for the current authentication session for the AuthenticateCustomer flow block.

For security recommendations, see Amazon Connect Chat security best practices.

Note

- This API can only be called within one minute of receiving the authenticationInitiated event.
- The current supported channel is chat. This API is not supported for Apple Messages for Business, WhatsApp, or SMS chats.

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/authentication-url HTTP/1.1
X-Amz-Bearer: ConnectionToken
Content-type: application/json

{
   "RedirectUri": "string",
   "SessionId": "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.

RedirectUri

The URL where the customer will be redirected after Amazon Cognito authorizes the user.

Type: String

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

Required: Yes

SessionId

The sessionId provided in the authenticationInitiated event.

Type: String

Length Constraints: Fixed length of 36.

Required: Yes

Response Syntax

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

{
   "AuthenticationUrl": "string"
}
```

Response Elements

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

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

AuthenticationUrl

The URL where the customer will sign in to the identity provider. This URL contains the authorize endpoint for the Cognito UserPool used in the authentication.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2083.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.invited`
- `application/vnd.amazonaws.connect.event.participant.joined`
- `application/vnd.amazonaws.connect.event.participant.left`
- `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-Bearer: 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",
            "MessageProcessingStatus": "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 is no longer maintained since 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-Bearer: 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 (is no longer maintained since 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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-Bearer: 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. Possible types are `text/plain`, `text/markdown`, `application/json`, and `application/vnd.amazonaws.connect.message.interactive.response`.

Supported types on the contact are configured through `SupportedMessagingContentTypes` on StartChatContact and StartOutboundChatContact.

For Apple Messages for Business, SMS, and WhatsApp Business Messaging contacts, only `text/plain` is supported.

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",
   "MessageMetadata": {
      "MessageProcessingStatus": "string"
   }
}
```

Response Elements

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.

MessageMetadata

Contains metadata for the message.

Type: MessageProcessingMetadata 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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-Bearer: 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

The headers to be provided while uploading the file to the URL.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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
- BatchGetCalculatedAttributeForProfile
- BatchGetProfile
- CreateCalculatedAttributeDefinition
- CreateDomain
- CreateDomainLayout
- CreateEventStream
- CreateEventTrigger
- CreateIntegrationWorkflow
- CreateProfile
- CreateRecommender
- CreateSegmentDefinition
- CreateSegmentEstimate
- CreateSegmentSnapshot
- CreateUploadJob
- DeleteCalculatedAttributeDefinition
- DeleteDomain
- DeleteDomainLayout
- DeleteDomainObjectType
- DeleteEventStream
- DeleteEventTrigger
- DeleteIntegration
- DeleteProfile
- DeleteProfileKey
- DeleteProfileObject
- DeleteProfileObjectType
- DeleteRecommender

- DeleteSegmentDefinition
- DeleteWorkflow
- DetectProfileObjectType
- GetAutoMergingPreview
- GetCalculatedAttributeDefinition
- GetCalculatedAttributeForProfile
- GetDomain
- GetDomainLayout
- GetDomainObjectType
- GetEventStream
- GetEventTrigger
- GetIdentityResolutionJob
- GetIntegration
- GetMatches
- GetObjectTypeAttributeStatistics
- GetProfileHistoryRecord
- GetProfileObjectType
- GetProfileObjectTypeTemplate
- GetProfileRecommendations
- GetRecommender
- GetSegmentDefinition
- GetSegmentEstimate
- GetSegmentMembership
- GetSegmentSnapshot
- GetSimilarProfiles
- GetUploadJob
- GetUploadJobPath
- GetWorkflow
- GetWorkflowSteps
- ListAccountIntegrations

- ListCalculatedAttributeDefinitions
- ListCalculatedAttributesForProfile
- ListDomainLayouts
- ListDomainObjectTypes
- ListDomains
- ListEventStreams
- ListEventTriggers
- ListIdentityResolutionJobs
- ListIntegrations
- ListObjectTypeAttributes
- ListObjectTypeAttributeValues
- ListProfileAttributeValues
- ListProfileHistoryRecords
- ListProfileObjects
- ListProfileObjectTypes
- ListProfileObjectTypeTemplates
- ListRecommenderRecipes
- ListRecommenders
- ListRuleBasedMatches
- ListSegmentDefinitions
- ListTagsForResource
- ListUploadJobs
- ListWorkflows
- MergeProfiles
- PutDomainObjectType
- PutIntegration
- PutProfileObject
- PutProfileObjectType
- SearchProfiles
- StartRecommender

- StartUploadJob
- StopRecommender
- StopUploadJob
- TagResource
- UntagResource
- UpdateCalculatedAttributeDefinition
- UpdateDomain
- UpdateDomainLayout
- UpdateEventTrigger
- UpdateProfile
- UpdateRecommender

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchGetCalculatedAttributeForProfile

Service: Amazon Connect Customer Profiles

Fetch the possible attribute values given the attribute name.

Request Syntax

```
POST /domains/DomainName/calculated-attributes/CalculatedAttributeName/batch-get-for-profiles HTTP/1.1
Content-type: application/json

{
   "ConditionOverrides": {
      "Range": {
         "End": number,
         "Start": number,
         "Unit": "string"
      }
   },
   "ProfileIds": [ "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.

ConditionOverrides

Overrides the condition block within the original calculated attribute definition.

Type: ConditionOverrides object

Required: No

ProfileIds

List of unique identifiers for customer profiles to retrieve.

Type: Array of strings

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

Pattern: `[a-f0-9]{32}`

Required: Yes

Response Syntax

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

{
   "CalculatedAttributeValues": [
      {
         "CalculatedAttributeName": "string",
         "DisplayName": "string",
         "IsDataPartial": "string",
         "LastObjectTimestamp": number,
         "ProfileId": "string",
         "Value": "string"
      }
   ],
```

```
   "ConditionOverrides": {
      "Range": {
         "End": number,
         "Start": number,
         "Unit": "string"
      }
   },
   "Errors": [
      {
         "Code": "string",
         "Message": "string",
         "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.

CalculatedAttributeValues

List of calculated attribute values retrieved.

Type: Array of CalculatedAttributeValue objects

ConditionOverrides

Overrides the condition block within the original calculated attribute definition.

Type: ConditionOverrides object

Errors

List of errors for calculated attribute values that could not be retrieved.

Type: Array of BatchGetCalculatedAttributeForProfileError 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

BatchGetProfile

Service: Amazon Connect Customer Profiles

Get a batch of profiles.

Request Syntax

```
POST /domains/DomainName/batch-get-profiles HTTP/1.1
Content-type: application/json

{
   "ProfileIds": [ "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.

ProfileIds

List of unique identifiers for customer profiles to retrieve.

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

{
   "Errors": [
      {
         "Code": "string",
         "Message": "string",
         "ProfileId": "string"
      }
   ],
   "Profiles": [
      {
         "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",
        "EngagementPreferences": {
           "Email": [
              {
                 "ContactType": "string",
                 "KeyName": "string",
                 "KeyValue": "string",
                 "ProfileId": "string"
              }
           ],
           "Phone": [
              {
                 "ContactType": "string",
                 "KeyName": "string",
                 "KeyValue": "string",
                 "ProfileId": "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",
         "ProfileType": "string",
         "ShippingAddress": {
            "Address1": "string",
            "Address2": "string",
            "Address3": "string",
            "Address4": "string",
            "City": "string",
            "Country": "string",
            "County": "string",
            "PostalCode": "string",
            "Province": "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.

Errors

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

Type: Array of BatchGetProfileError objects

Profiles

Array of Profile Objects.

Type: Array of Profile 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
         "TimestampFormat": "string",
         "TimestampSource": "string",
         "Unit": "string",
         "Value": number,
         "ValueRange": {
            "End": number,
            "Start": number
         }
      },
      "Threshold": {
         "Operator": "string",
         "Value": "string"
      }
   },
   "Description": "string",
   "DisplayName": "string",
```

```
   "Filter": {
      "Groups": [
         {
            "Dimensions": [
               {
                  "Attributes": {
                     "string" : {
                        "DimensionType": "string",
                        "Values": [ "string" ]
                     }
                  }
               }
            ],
            "Type": "string"
         }
      ],
      "Include": "string"
   },
   "Statistic": "string",
   "Tags": {
      "string" : "string"
   },
   "UseHistoricalData": boolean
}
```

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

Filter

Defines how to filter incoming objects to include part of the Calculated Attribute.

Type: Filter object

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

UseHistoricalData

Whether historical data ingested before the Calculated Attribute was created should be included in calculations.

Type: Boolean

Required: No

Response Syntax

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

{
   "AttributeDetails": {
      "Attributes": [
         {
            "Name": "string"
         }
      ],
      "Expression": "string"
   },
   "CalculatedAttributeName": "string",
   "Conditions": {
      "ObjectCount": number,
      "Range": {
         "TimestampFormat": "string",
         "TimestampSource": "string",
         "Unit": "string",
         "Value": number,
         "ValueRange": {
            "End": number,
            "Start": number
         }
      },
      "Threshold": {
         "Operator": "string",
         "Value": "string"
      }
   },
   "CreatedAt": number,
   "Description": "string",
   "DisplayName": "string",
   "Filter": {
      "Groups": [
         {
            "Dimensions": [
               {
                  "Attributes": {
```

```
                    "string" : {
                       "DimensionType": "string",
                       "Values": [ "string" ]
                    }
                 }
              }
           ],
           "Type": "string"
        }
     ],
     "Include": "string"
  },
  "LastUpdatedAt": number,
  "Readiness": {
     "Message": "string",
     "ProgressPercentage": number
  },
  "Statistic": "string",
  "Status": "string",
  "Tags": {
     "string" : "string"
  },
  "UseHistoricalData": 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.

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]*$`

Filter

The filter that was used as part of the request.

Type: Filter object

LastUpdatedAt

The timestamp of when the calculated attribute definition was most recently edited.

Type: Timestamp

Readiness

Information indicating if the Calculated Attribute is ready for use by confirming all historical data has been processed and reflected.

Type: Readiness object

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`

Status

Status of the Calculated Attribute creation (whether all historical data has been indexed.)

Type: String

Valid Values: `PREPARING | IN_PROGRESS | COMPLETED | FAILED`

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.

UseHistoricalData

Whether historical data ingested before the Calculated Attribute was created should be included in calculations.

Type: Boolean

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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

{
   "DataStore": {
      "Enabled": boolean
   },
   "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.

DataStore

Set to true to enabled data store for this domain.

Type: DataStoreRequest object

Required: No

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,
   "DataStore": {
      "Enabled": boolean,
      "Readiness": {
         "Message": "string",
         "ProgressPercentage": 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

DataStore

The data store.

Type: DataStoreResponse object

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateDomainLayout

Service: Amazon Connect Customer Profiles

Creates the layout to view data for a specific domain. This API can only be invoked from the Amazon Connect admin website.

Request Syntax

```
POST /domains/DomainName/layouts/LayoutDefinitionName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "DisplayName": "string",
   "IsDefault": boolean,
   "Layout": "string",
   "LayoutType": "string",
   "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

LayoutDefinitionName

The unique name of the layout.

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.

Description

The description of the layout

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

DisplayName

The display name of the layout

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

Required: Yes

IsDefault

If set to true for a layout, this layout will be used by default to view data. If set to false, then the layout will not be used by default, but it can be used to view data by explicitly selecting it in the console.

Type: Boolean

Required: No

Layout

A customizable layout that can be used to view data under a Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000000.

Required: Yes

LayoutType

The type of layout that can be used to view data under a Customer Profiles domain.

Type: String

Valid Values: `PROFILE_EXPLORER`

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

{
   "CreatedAt": number,
   "Description": "string",
   "DisplayName": "string",
   "IsDefault": boolean,
   "LastUpdatedAt": number,
   "Layout": "string",
   "LayoutDefinitionName": "string",
   "LayoutType": "string",
   "Tags": {
      "string" : "string"
```

```
    },
    "Version": "string"
}
```

Response Elements

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 layout was created.

Type: Timestamp

Description

The description of the layout

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

DisplayName

The display name of the layout

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

IsDefault

If set to true for a layout, this layout will be used by default to view data. If set to false, then the layout will not be used by default, but it can be used to view data by explicitly selecting it in the console.

Type: Boolean

LastUpdatedAt

The timestamp of when the layout was most recently updated.

Type: Timestamp

Layout

A customizable layout that can be used to view data under Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000000.

LayoutDefinitionName

The unique name of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

LayoutType

The type of layout that can be used to view data under customer profiles domain.

Type: String

Valid Values: `PROFILE_EXPLORER`

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.

Version

The version used to create layout.

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

InternalServerException

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateEventTrigger

Service: Amazon Connect Customer Profiles

Creates an event trigger, which specifies the rules when to perform action based on customer's ingested data.

Each event stream can be associated with only one integration in the same region and AWS account as the event stream.

Request Syntax

```
POST /domains/DomainName/event-triggers/EventTriggerName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "EventTriggerConditions": [
      {
         "EventTriggerDimensions": [
            {
               "ObjectAttributes": [
                  {
                     "ComparisonOperator": "string",
                     "FieldName": "string",
                     "Source": "string",
                     "Values": [ "string" ]
                  }
               ]
            }
         ],
         "LogicalOperator": "string"
      }
   ],
   "EventTriggerLimits": {
      "EventExpiration": number,
      "Periods": [
         {
            "MaxInvocationsPerProfile": number,
            "Unit": "string",
            "Unlimited": boolean,
            "Value": number
         }
      ]
```

```
    },
    "ObjectTypeName": "string",
    "SegmentFilter": "string",
    "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

EventTriggerName

The unique name of the event trigger.

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.

Description

The description of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

EventTriggerConditions

A list of conditions that determine when an event should trigger the destination.

Type: Array of EventTriggerCondition objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

Required: Yes

EventTriggerLimits

Defines limits controlling whether an event triggers the destination, based on ingestion latency and the number of invocations per profile over specific time periods.

Type: EventTriggerLimits object

Required: No

ObjectTypeName

The unique name of the 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

SegmentFilter

The destination is triggered only for profiles that meet the criteria of a segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: No

Tags

An array of key-value pairs to apply to 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,
   "Description": "string",
   "EventTriggerConditions": [
      {
         "EventTriggerDimensions": [
            {
               "ObjectAttributes": [
                  {
                     "ComparisonOperator": "string",
                     "FieldName": "string",
                     "Source": "string",
                     "Values": [ "string" ]
                  }
               ]
            }
         ],
         "LogicalOperator": "string"
      }
   ],
   "EventTriggerLimits": {
      "EventExpiration": number,
      "Periods": [
         {
            "MaxInvocationsPerProfile": number,
            "Unit": "string",
```

```
            "Unlimited": boolean,
            "Value": number
         }
      ]
   },
   "EventTriggerName": "string",
   "LastUpdatedAt": number,
   "ObjectTypeName": "string",
   "SegmentFilter": "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 event trigger was created.

Type: Timestamp

Description

The description of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

EventTriggerConditions

A list of conditions that determine when an event should trigger the destination.

Type: Array of EventTriggerCondition objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

EventTriggerLimits

Defines limits controlling whether an event triggers the destination, based on ingestion latency and the number of invocations per profile over specific time periods.

Type: EventTriggerLimits object

EventTriggerName

The unique name of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

LastUpdatedAt

The timestamp of when the event trigger was most recently updated.

Type: Timestamp

ObjectTypeName

The unique name of the object type.

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

SegmentFilter

The destination is triggered only for profiles that meet the criteria of a segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Tags

An array of key-value pairs to apply to 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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
    "EngagementPreferences": {
       "Email": [
          {
             "ContactType": "string",
             "KeyName": "string",
             "KeyValue": "string",
             "ProfileId": "string"
          }
       ],
       "Phone": [
          {
             "ContactType": "string",
             "KeyName": "string",
             "KeyValue": "string",
             "ProfileId": "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",
   "ProfileType": "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 assigned 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

EngagementPreferences

Object that defines the preferred methods of engagement, per channel.

Type: EngagementPreferences object

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

ProfileType

The type of the profile.

Type: String

Valid Values: `ACCOUNT_PROFILE | PROFILE`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateRecommender

Service: Amazon Connect Customer Profiles

Creates a recommender

Request Syntax

```
POST /domains/DomainName/recommenders/RecommenderName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "RecommenderConfig": {
      "EventsConfig": {
         "EventParametersList": [
            {
               "EventType": "string",
               "EventValueThreshold": number
            }
         ]
      },
      "TrainingFrequency": number
   },
   "RecommenderRecipeName": "string",
   "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

RecommenderName

The name of the recommender.

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.

Description

The description of the domain object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

RecommenderConfig

The recommender configuration.

Type: RecommenderConfig object

Required: No

RecommenderRecipeName

The name of the recommeder recipe.

Type: String

Valid Values: `recommended-for-you | similar-items | frequently-paired-items | popular-items | trending-now`

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

{
   "RecommenderArn": "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.

RecommenderArn

The ARN of the recommender

Type: String

Pattern: `arn:([a-z\d-]+):profile:.*:.*:.+`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateSegmentDefinition

Service: Amazon Connect Customer Profiles

Creates a segment definition associated to the given domain.

Request Syntax

```
POST /domains/DomainName/segment-definitions/SegmentDefinitionName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "DisplayName": "string",
   "SegmentGroups": {
      "Groups": [
         {
            "Dimensions": [
               { ... }
            ],
            "SourceSegments": [
               {
                  "SegmentDefinitionName": "string"
               }
            ],
            "SourceType": "string",
            "Type": "string"
         }
      ],
      "Include": "string"
   },
   "SegmentSqlQuery": "string",
   "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

SegmentDefinitionName

The unique name of the segment definition.

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.

Description

The description of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4000.

Required: No

DisplayName

The display name of the segment definition.

Type: String

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

Required: Yes

SegmentGroups

Specifies the base segments and dimensions for a segment definition along with their respective relationship.

Type: SegmentGroup object

Required: No

SegmentSqlQuery

The segment SQL query.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 50000.

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,
   "Description": "string",
   "DisplayName": "string",
   "SegmentDefinitionArn": "string",
   "SegmentDefinitionName": "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 segment definition was created.

Type: Timestamp

Description

The description of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4000.

DisplayName

The display name of the segment definition.

Type: String

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

SegmentDefinitionArn

The arn of the segment definition.

Type: String

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

SegmentDefinitionName

The name of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

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.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateSegmentEstimate

Service: Amazon Connect Customer Profiles

Creates a segment estimate query.

Request Syntax

```
POST /domains/DomainName/segment-estimates HTTP/1.1
Content-type: application/json

{
   "SegmentQuery": {
      "Groups": [
         {
            "Dimensions": [
               { ... }
            ],
            "SourceSegments": [
               {
                  "SegmentDefinitionName": "string"
               }
            ],
            "SourceType": "string",
            "Type": "string"
         }
      ],
      "Include": "string"
   },
   "SegmentSqlQuery": "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.

SegmentQuery

The segment query for calculating a segment estimate.

Type: SegmentGroupStructure object

Required: No

SegmentSqlQuery

The segment SQL query.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 50000.

Required: No

Response Syntax

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

{
   "DomainName": "string",
   "EstimateId": "string"
}
```

Response Elements

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

StatusCode

The status code for the 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_-]+$`

EstimateId

A unique identifier for the resource. The value can be passed to `GetSegmentEstimate` to retrieve the result of segment estimate status.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateSegmentSnapshot

Service: Amazon Connect Customer Profiles

Triggers a job to export a segment to a specified destination.

Request Syntax

```
POST /domains/DomainName/segments/SegmentDefinitionName/snapshots HTTP/1.1
Content-type: application/json

{
   "DataFormat": "string",
   "DestinationUri": "string",
   "EncryptionKey": "string",
   "RoleArn": "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

SegmentDefinitionName

The name of the segment definition used in this snapshot request.

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.

DataFormat

The format in which the segment will be exported.

Type: String

Valid Values: `CSV | JSONL | ORC`

Required: Yes

DestinationUri

The destination to which the segment will be exported. This field must be provided if the request is not submitted from the Amazon Connect Admin Website.

Type: String

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

Required: No

EncryptionKey

The Amazon Resource Name (ARN) of the KMS key used to encrypt the exported segment.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

RoleArn

The Amazon Resource Name (ARN) of the IAM role that allows Customer Profiles service principal to assume the role for conducting KMS and S3 operations.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `arn:aws:iam:.*:[0-9]+:.*`

Required: No

Response Syntax

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

{
   "SnapshotId": "string"
}
```

Response Elements

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

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

SnapshotId

The unique identifier of the segment snapshot.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateUploadJob

Service: Amazon Connect Customer Profiles

Creates an Upload job to ingest data for segment imports. The metadata is created for the job with the provided field mapping and unique key.

Request Syntax

```
POST /domains/DomainName/upload-jobs HTTP/1.1
Content-type: application/json

{
   "DataExpiry": number,
   "DisplayName": "string",
   "Fields": {
      "string" : {
         "ContentType": "string",
         "Source": "string",
         "Target": "string"
      }
   },
   "UniqueKey": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain. Domain should be exists for the upload job to be created.

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.

DataExpiry

The expiry duration for the profiles ingested with the job. If not provided, the system default of 2 weeks is used.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

Required: No

DisplayName

The unique name of the upload job. Could be a file name to identify the upload job.

Type: String

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

Required: Yes

Fields

The mapping between CSV Columns and Profile Object attributes. 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: Yes

UniqueKey

The unique key columns for de-duping the profiles used to map data to the profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Response Syntax

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

{
   "JobId": "string"
}
```

Response Elements

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

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

JobId

The unique identifier for the created upload job.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteDomainLayout

Service: Amazon Connect Customer Profiles

Deletes the layout used to view data for a specific domain. This API can only be invoked from the Amazon Connect admin website.

Request Syntax

```
DELETE /domains/DomainName/layouts/LayoutDefinitionName 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

LayoutDefinitionName

The unique name of the layout.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteDomainObjectType

Service: Amazon Connect Customer Profiles

Delete a DomainObjectType for the given Domain and ObjectType name.

Request Syntax

```
DELETE /domains/DomainName/domain-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 unique name of the domain 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
```

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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteEventTrigger

Service: Amazon Connect Customer Profiles

Disable and deletes the Event Trigger.

> **Note**
>
> You cannot delete an Event Trigger with an active Integration associated.

Request Syntax

```
DELETE /domains/DomainName/event-triggers/EventTriggerName 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

EventTriggerName

The unique name of the event trigger.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "ObjectTypeName": "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.

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

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

InternalServerException

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
```

```
{
   "ObjectTypeName": "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python

- AWS SDK for Ruby V3

DeleteRecommender

Service: Amazon Connect Customer Profiles

Deletes a recommender.

Request Syntax

```
DELETE /domains/DomainName/recommenders/RecommenderName 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

RecommenderName

The recommender name.

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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteSegmentDefinition

Service: Amazon Connect Customer Profiles

Deletes a segment definition from the domain.

Request Syntax

```
DELETE /domains/DomainName/segment-definitions/SegmentDefinitionName 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

SegmentDefinitionName

The unique name of the segment definition.

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

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.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
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- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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:

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- AWS SDK for C++
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- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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": {
         "TimestampFormat": "string",
         "TimestampSource": "string",
         "Unit": "string",
         "Value": number,
         "ValueRange": {
            "End": number,
            "Start": number
         }
      },
      "Threshold": {
         "Operator": "string",
         "Value": "string"
      }
   },
   "CreatedAt": number,
   "Description": "string",
   "DisplayName": "string",
   "Filter": {
      "Groups": [
         {
            "Dimensions": [
               {
                  "Attributes": {
                     "string" : {
                        "DimensionType": "string",
                        "Values": [ "string" ]
                     }
                  }
               }
            ],
            "Type": "string"
         }
      ],
```

```
      "Include": "string"
   },
   "LastUpdatedAt": number,
   "Readiness": {
      "Message": "string",
      "ProgressPercentage": number
   },
   "Statistic": "string",
   "Status": "string",
   "Tags": {
      "string" : "string"
   },
   "UseHistoricalData": 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.

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]*$`

Filter

The filter assigned to this calculated attribute definition.

Type: Filter object

LastUpdatedAt

The timestamp of when the calculated attribute definition was most recently edited.

Type: Timestamp

Readiness

Information indicating if the Calculated Attribute is ready for use by confirming all historical data has been processed and reflected.

Type: Readiness object

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`

Status

Status of the Calculated Attribute creation (whether all historical data has been indexed).

Type: String

Valid Values: `PREPARING | IN_PROGRESS | COMPLETED | FAILED`

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.

UseHistoricalData

Whether historical data ingested before the Calculated Attribute was created should be included in calculations.

Type: Boolean

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
   "LastObjectTimestamp": number,
   "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.

LastObjectTimestamp

The timestamp of the newest object included in the calculated attribute calculation.

Type: Timestamp

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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,
   "DataStore": {
      "Enabled": boolean,
      "Readiness": {
         "Message": "string",
         "ProgressPercentage": 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

DataStore

True if data store is enabled for this domain.

Type: DataStoreResponse object

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

InternalServerException

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:

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- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetDomainLayout

Service: Amazon Connect Customer Profiles

Gets the layout to view data for a specific domain. This API can only be invoked from the Amazon Connect admin website.

Request Syntax

```
GET /domains/DomainName/layouts/LayoutDefinitionName 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

LayoutDefinitionName

The unique name of the layout.

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,
   "Description": "string",
   "DisplayName": "string",
   "IsDefault": boolean,
   "LastUpdatedAt": number,
   "Layout": "string",
   "LayoutDefinitionName": "string",
   "LayoutType": "string",
   "Tags": {
      "string" : "string"
   },
   "Version": "string"
}
```

Response Elements

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 layout was created.

Type: Timestamp

Description

The description of the layout

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

DisplayName

The display name of the layout

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

IsDefault

If set to true for a layout, this layout will be used by default to view data. If set to false, then the layout will not be used by default, but it can be used to view data by explicitly selecting it in the console.

Type: Boolean

LastUpdatedAt

The timestamp of when the layout was most recently updated.

Type: Timestamp

Layout

A customizable layout that can be used to view data under a Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000000.

LayoutDefinitionName

The unique name of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

LayoutType

The type of layout that can be used to view data under a Customer Profiles domain.

Type: String

Valid Values: `PROFILE_EXPLORER`

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.

Version

The version used to create layout.

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

InternalServerException

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:

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- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetDomainObjectType

Service: Amazon Connect Customer Profiles

Return a DomainObjectType for the input Domain and ObjectType names.

Request Syntax

```
GET /domains/DomainName/domain-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 unique name of the domain 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
```

```
{
   "CreatedAt": number,
   "Description": "string",
   "EncryptionKey": "string",
   "Fields": {
      "string" : {
         "ContentType": "string",
         "FeatureType": "string",
         "Source": "string",
         "Target": "string"
      }
   },
   "LastUpdatedAt": number,
   "ObjectTypeName": "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 object type was created.

Type: Timestamp

Description

The description of the domain object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10000.

EncryptionKey

The customer provided KMS key used to encrypt this type of domain object.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Fields

A map of field names to their corresponding domain object type field definitions.

Type: String to DomainObjectTypeField object 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 object type was most recently edited.

Type: Timestamp

ObjectTypeName

The unique name of the domain object type.

Type: String

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

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.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetEventTrigger

Service: Amazon Connect Customer Profiles

Get a specific Event Trigger from the domain.

Request Syntax

```
GET /domains/DomainName/event-triggers/EventTriggerName 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

EventTriggerName

The unique name of the event trigger.

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,
   "Description": "string",
   "EventTriggerConditions": [
      {
         "EventTriggerDimensions": [
            {
               "ObjectAttributes": [
                  {
                     "ComparisonOperator": "string",
                     "FieldName": "string",
                     "Source": "string",
                     "Values": [ "string" ]
                  }
               ]
            }
         ],
         "LogicalOperator": "string"
      }
   ],
   "EventTriggerLimits": {
      "EventExpiration": number,
      "Periods": [
         {
            "MaxInvocationsPerProfile": number,
            "Unit": "string",
            "Unlimited": boolean,
            "Value": number
         }
      ]
   },
   "EventTriggerName": "string",
   "LastUpdatedAt": number,
   "ObjectTypeName": "string",
   "SegmentFilter": "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 event trigger was created.

Type: Timestamp

Description

The description of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

EventTriggerConditions

A list of conditions that determine when an event should trigger the destination.

Type: Array of EventTriggerCondition objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

EventTriggerLimits

Defines limits controlling whether an event triggers the destination, based on ingestion latency and the number of invocations per profile over specific time periods.

Type: EventTriggerLimits object

EventTriggerName

The unique name of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

LastUpdatedAt

The timestamp of when the event trigger was most recently updated.

Type: Timestamp

ObjectTypeName

The unique name of the object type.

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

SegmentFilter

The destination is triggered only for profiles that meet the criteria of a segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Tags

An array of key-value pairs to apply to 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
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- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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",
   "EventTriggerNames": [ "string" ],
   "IsUnstructured": boolean,
   "LastUpdatedAt": number,
   "ObjectTypeName": "string",
   "ObjectTypeNames": {
      "string" : "string"
   },
   "RoleArn": "string",
   "Scope": "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_-]+$`

EventTriggerNames

A list of unique names for active event triggers associated with the integration. This list would be empty if no Event Trigger is associated with the integration.

Type: Array of strings

Array Members: Fixed number of 1 item.

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-]*$`

RoleArn

The Amazon Resource Name (ARN) of the IAM role. The Integration uses this role to make Customer Profiles requests on your behalf.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `arn:aws:iam:.*:[0-9]+:.*`

Scope

Specifies whether the integration applies to profile level data (associated with profiles) or domain level data (not associated with any specific profile). The default value is PROFILE.

Type: String

Valid Values: `PROFILE | DOMAIN`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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:

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- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

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- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetObjectTypeAttributeStatistics

Service: Amazon Connect Customer Profiles

The GetObjectTypeAttributeValues API delivers statistical insights about attributes within a specific object type, but is exclusively available for domains with data store enabled. This API performs daily calculations to provide statistical information about your attribute values, helping you understand patterns and trends in your data. The statistical calculations are performed once per day, providing a consistent snapshot of your attribute data characteristics.

> **Note**
>
> You'll receive null values in two scenarios:
> During the first period after enabling data vault (unless a calculation cycle occurs, which happens once daily).
> For attributes that don't contain numeric values.

Request Syntax

```
POST /domains/DomainName/object-types/ObjectTypeName/attributes/AttributeName/
statistics HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AttributeName

The attribute name.

Length Constraints: Minimum length of 1. Maximum length of 1000.

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

ObjectTypeName

The unique name of the domain 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

{
   "CalculatedAt": number,
   "Statistics": {
      "Average": number,
      "Maximum": number,
      "Minimum": number,
      "Percentiles": {
         "P25": number,
         "P5": number,
         "P50": number,
         "P75": number,
         "P95": number
      },
      "StandardDeviation": 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.

CalculatedAt

Time when this statistics was calculated.

Type: Timestamp

Statistics

The statistics.

Type: GetObjectTypeAttributeStatisticsStats 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

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetProfileHistoryRecord

Service: Amazon Connect Customer Profiles

Returns a history record for a specific profile, for a specific domain.

Request Syntax

```
GET /domains/DomainName/profiles/ProfileId/history-records/Id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain for which to return a profile history record.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

Id

The unique identifier of the profile history record to return.

Pattern: `[a-f0-9]{32}`

Required: Yes

ProfileId

The unique identifier of the profile for which to return a history record.

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

{
   "ActionType": "string",
   "Content": "string",
   "CreatedAt": number,
   "Id": "string",
   "LastUpdatedAt": number,
   "ObjectTypeName": "string",
   "PerformedBy": "string",
   "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.

ActionType

The action type of the profile history record.

Type: String

Valid Values: `ADDED_PROFILE_KEY | DELETED_PROFILE_KEY | CREATED | UPDATED | INGESTED | DELETED_BY_CUSTOMER | EXPIRED | MERGED | DELETED_BY_MERGE`

Content

A string containing the customer profile, profile object, or profile key content.

Type: String

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

CreatedAt

The timestamp of when the profile history record was created.

Type: Timestamp

Id

The unique identifier of the profile history record.

Type: String

Pattern: `[a-f0-9]{32}`

LastUpdatedAt

The timestamp of when the profile history record was last updated.

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-]*$`

PerformedBy

The Amazon Resource Name (ARN) of the person or service principal who performed the action.

Type: String

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

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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,
   "ObjectTypeName": "CustomProfileObjectTypeName",
   "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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": "Saleforce-Account",
   "SourceObject": "Account",
   "TemplateId": "Saleforce-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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetProfileRecommendations

Service: Amazon Connect Customer Profiles

Fetches the recommendations for a profile in the input Customer Profiles domain. Fetches all the profile recommendations

Request Syntax

```
POST /domains/DomainName/profiles/ProfileId/recommendations HTTP/1.1
Content-type: application/json

{
   "Context": {
      "string" : "string"
   },
   "MaxResults": number,
   "RecommenderName": "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

ProfileId

The unique identifier of the profile for which to retrieve recommendations.

Pattern: `[a-f0-9]{32}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

Context

The contextual metadata used to provide dynamic runtime information to tailor recommendations.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

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

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

Required: No

MaxResults

The maximum number of recommendations to return. The default value is 10.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 10.

Required: No

RecommenderName

The unique name of the recommender.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
   "Recommendations": [
      {
         "CatalogItem": {
            "AdditionalInformation": "string",
            "Attributes": {
               "string" : "string"
            },
            "Category": "string",
            "Code": "string",
            "CreatedAt": number,
            "Description": "string",
            "Id": "string",
            "ImageLink": "string",
            "Link": "string",
            "Name": "string",
            "Price": "string",
            "Type": "string",
            "UpdatedAt": number
         },
         "Score": 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.

Recommendations

List of recommendations generated by the recommender.

Type: Array of Recommendation 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetRecommender

Service: Amazon Connect Customer Profiles

Retrieves a recommender.

Request Syntax

```
GET /domains/DomainName/recommenders/RecommenderName?training-metrics-
count=TrainingMetricsCount 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

RecommenderName

The name of the recommender.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

TrainingMetricsCount

The number of training metrics to retrieve for the recommender.

Valid Range: Minimum value of 0. Maximum value of 5.

Request Body

The request does not have a request body.

Response Syntax

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

{
   "CreatedAt": number,
   "Description": "string",
   "FailureReason": "string",
   "LastUpdatedAt": number,
   "LatestRecommenderUpdate": {
      "CreatedAt": number,
      "FailureReason": "string",
      "LastUpdatedAt": number,
      "RecommenderConfig": {
         "EventsConfig": {
            "EventParametersList": [
               {
                  "EventType": "string",
                  "EventValueThreshold": number
               }
            ]
         },
         "TrainingFrequency": number
      },
      "Status": "string"
   },
   "RecommenderConfig": {
      "EventsConfig": {
         "EventParametersList": [
            {
               "EventType": "string",
               "EventValueThreshold": number
            }
         ]
      },
      "TrainingFrequency": number
   },
   "RecommenderName": "string",
   "RecommenderRecipeName": "string",
   "Status": "string",
   "Tags": {
      "string" : "string"
```

```
   },
   "TrainingMetrics": [
      {
         "Metrics": {
            "string" : number
         },
         "Time": 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.

CreatedAt

The timestamp of when the recommender was created.

Type: Timestamp

Description

A detailed description of the recommender providing information about its purpose and functionality.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

FailureReason

If the recommender fails, provides the reason for the failure.

Type: String

LastUpdatedAt

The timestamp of when the recommender was edited.

Type: Timestamp

LatestRecommenderUpdate

Information about the most recent update performed on the recommender, including status and timestamp.

Type: RecommenderUpdate object

RecommenderConfig

The configuration settings for the recommender, including parameters and settings that define its behavior.

Type: RecommenderConfig object

RecommenderName

The name of the recommender.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

RecommenderRecipeName

The name of the recipe used by the recommender to generate recommendations.

Type: String

Valid Values: `recommended-for-you | similar-items | frequently-paired-items | popular-items | trending-now`

Status

The current status of the recommender, indicating whether it is active, creating, updating, or in another state.

Type: String

Valid Values: `PENDING | IN_PROGRESS | ACTIVE | FAILED | STOPPING | INACTIVE | STARTING | DELETING`

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.

TrainingMetrics

A set of metrics that provide information about the recommender's training performance and accuracy.

Type: Array of TrainingMetrics 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetSegmentDefinition

Service: Amazon Connect Customer Profiles

Gets a segment definition from the domain.

Request Syntax

```
GET /domains/DomainName/segment-definitions/SegmentDefinitionName 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

SegmentDefinitionName

The unique name of the segment definition.

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,
   "Description": "string",
   "DisplayName": "string",
   "SegmentDefinitionArn": "string",
   "SegmentDefinitionName": "string",
   "SegmentGroups": {
      "Groups": [
         {
            "Dimensions": [
               { ... }
            ],
            "SourceSegments": [
               {
                  "SegmentDefinitionName": "string"
               }
            ],
            "SourceType": "string",
            "Type": "string"
         }
      ],
      "Include": "string"
   },
   "SegmentSqlQuery": "string",
   "SegmentType": "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 segment definition was created.

Type: Timestamp

Description

The description of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4000.

DisplayName

The display name of the segment definition.

Type: String

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

SegmentDefinitionArn

The arn of the segment definition.

Type: String

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

SegmentDefinitionName

The name of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

SegmentGroups

The segment criteria associated with this definition.

Type: SegmentGroup object

SegmentSqlQuery

The segment SQL query.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 50000.

SegmentType

The segment type.

Classic : Segments created using traditional SegmentGroup structure

Enhanced : Segments created using SQL queries

Type: String

Valid Values: `CLASSIC | ENHANCED`

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetSegmentEstimate

Service: Amazon Connect Customer Profiles

Gets the result of a segment estimate query.

Request Syntax

```
GET /domains/DomainName/segment-estimates/EstimateId 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

EstimateId

The query Id passed by a previous `CreateSegmentEstimate` operation.

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 StatusCode
Content-type: application/json

{
   "DomainName": "string",
```

```
    "Estimate": "string",
    "EstimateId": "string",
    "Message": "string",
    "Status": "string"
}
```

Response Elements

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

StatusCode

The status code of the segment estimate.

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_-]+$`

Estimate

The estimated number of profiles contained in the segment.

Type: String

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

EstimateId

The `QueryId` which is the same as the value passed in `QueryId`.

Type: String

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

Message

The error message if there is any error.

Type: String

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

Status

The current status of the query.

Type: String

Valid Values: `RUNNING | SUCCEEDED | 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetSegmentMembership

Service: Amazon Connect Customer Profiles

Determines if the given profiles are within a segment.

Request Syntax

```
POST /domains/DomainName/segments/SegmentDefinitionName/membership HTTP/1.1
Content-type: application/json

{
   "ProfileIds": [ "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

SegmentDefinitionName

The Id of the wanted segment. Needs to be a valid, and existing segment Id.

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.

ProfileIds

The list of profile IDs to query for.

Type: Array of strings

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

Pattern: `[a-f0-9]{32}`

Required: Yes

Response Syntax

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

{
   "Failures": [
      {
         "Message": "string",
         "ProfileId": "string",
         "Status": number
      }
   ],
   "LastComputedAt": number,
   "Profiles": [
      {
         "Profile": {
            "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",
            "EngagementPreferences": {
               "Email": [
                  {
                     "ContactType": "string",
                     "KeyName": "string",
                     "KeyValue": "string",
                     "ProfileId": "string"
                  }
               ],
               "Phone": [
                  {
                     "ContactType": "string",
                     "KeyName": "string",
                     "KeyValue": "string",
                     "ProfileId": "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",
            "ProfileType": "string",
            "ShippingAddress": {
               "Address1": "string",
               "Address2": "string",
               "Address3": "string",
               "Address4": "string",
               "City": "string",
               "Country": "string",
               "County": "string",
               "PostalCode": "string",
               "Province": "string",
               "State": "string"
            }
         },
         "ProfileId": "string",
         "QueryResult": "string"
      }
   ],
   "SegmentDefinitionName": "string"
```

```
}
```

Response Elements

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

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

Failures

An array of maps where each contains a response per profile failed for the request.

Type: Array of ProfileQueryFailures objects

LastComputedAt

The timestamp indicating when the segment membership was last computed or updated.

Type: Timestamp

Profiles

An array of maps where each contains a response per profile requested.

Type: Array of ProfileQueryResult objects

SegmentDefinitionName

The unique name of the segment definition.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetSegmentSnapshot

Service: Amazon Connect Customer Profiles

Retrieve the latest status of a segment snapshot.

Request Syntax

```
GET /domains/DomainName/segments/SegmentDefinitionName/snapshots/SnapshotId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique identifier of the domain.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

SegmentDefinitionName

The unique name of the segment definition.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

SnapshotId

The unique identifier of the segment snapshot.

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

{
   "DataFormat": "string",
   "DestinationUri": "string",
   "EncryptionKey": "string",
   "RoleArn": "string",
   "SnapshotId": "string",
   "Status": "string",
   "StatusMessage": "string"
}
```

Response Elements

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

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

DataFormat

The format in which the segment will be exported.

Type: String

Valid Values: `CSV | JSONL | ORC`

DestinationUri

The destination to which the segment will be exported. This field must be provided if the request is not submitted from the Amazon Connect Admin Website.

Type: String

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

EncryptionKey

The Amazon Resource Name (ARN) of the KMS key used to encrypt the exported segment.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

RoleArn

The Amazon Resource Name (ARN) of the IAM role that allows Customer Profiles service principal to assume the role for conducting KMS and S3 operations.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `arn:aws:iam:.*:[0-9]+:.*`

SnapshotId

The unique identifier of the segment snapshot.

Type: String

Pattern: `[a-f0-9]{32}`

Status

The status of the asynchronous job for exporting the segment snapshot.

Type: String

Valid Values: `COMPLETED | IN_PROGRESS | FAILED`

StatusMessage

The status message of the asynchronous job for exporting the segment snapshot.

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.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetUploadJob

Service: Amazon Connect Customer Profiles

This API retrieves the details of a specific upload job.

Request Syntax

```
GET /domains/DomainName/upload-jobs/JobId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain containing the upload job.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

JobId

The unique identifier of the upload job to retrieve.

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

{
```

```
   "CompletedAt": number,
   "CreatedAt": number,
   "DataExpiry": number,
   "DisplayName": "string",
   "Fields": {
      "string" : {
         "ContentType": "string",
         "Source": "string",
         "Target": "string"
      }
   },
   "JobId": "string",
   "ResultsSummary": {
      "CreatedRecords": number,
      "FailedRecords": number,
      "UpdatedRecords": number
   },
   "Status": "string",
   "StatusReason": "string",
   "UniqueKey": "string"
}
```

Response Elements

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

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

CompletedAt

The timestamp when the upload job was completed.

Type: Timestamp

CreatedAt

The timestamp when the upload job was created.

Type: Timestamp

DataExpiry

The expiry duration for the profiles ingested with the upload job.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

DisplayName

The unique name of the upload job. Could be a file name to identify the upload job.

Type: String

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

Fields

The mapping between CSV Columns and Profile Object attributes for the upload job.

Type: String to ObjectTypeField object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

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

JobId

The unique identifier of the upload job.

Type: String

Pattern: `[a-f0-9]{32}`

ResultsSummary

The summary of results for the upload job, including the number of updated, created, and failed records.

Type: ResultsSummary object

Status

The status describing the status for the upload job. The following are Valid Values:

- **CREATED**: The upload job has been created, but has not started processing yet.
- **IN_PROGRESS**: The upload job is currently in progress, ingesting and processing the profile data.
- **PARTIALLY_SUCCEEDED**: The upload job has successfully completed the ingestion and processing of all profile data.
- **SUCCEEDED**: The upload job has successfully completed the ingestion and processing of all profile data.

- **FAILED**: The upload job has failed to complete.
- **STOPPED**: The upload job has been manually stopped or terminated before completion.

Type: String

Valid Values: `CREATED | IN_PROGRESS | PARTIALLY_SUCCEEDED | SUCCEEDED | FAILED | STOPPED`

StatusReason

The reason for the current status of the upload job. Possible reasons:

- **VALIDATION_FAILURE**: The upload job has encountered an error or issue and was unable to complete the profile data ingestion.
- **INTERNAL_FAILURE**: Failure caused from service side

Type: String

Valid Values: `VALIDATION_FAILURE | INTERNAL_FAILURE`

UniqueKey

The unique key columns used for de-duping the keys in the upload job.

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.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetUploadJobPath

Service: Amazon Connect Customer Profiles

This API retrieves the pre-signed URL and client token for uploading the file associated with the upload job.

Request Syntax

```
GET /domains/DomainName/upload-jobs/JobId/path HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain containing the upload job.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

JobId

The unique identifier of the upload job to retrieve the upload path for. This is generated from the CreateUploadJob API.

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

{
   "ClientToken": "string",
   "Url": "string",
   "ValidUntil": 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.

ClientToken

The plaintext data key used to encrypt the upload file.

To persist to the pre-signed url, use the client token and MD5 client token as header. The required headers are as follows:

- x-amz-server-side-encryption-customer-key: Client Token
- x-amz-server-side-encryption-customer-key-MD5: MD5 Client Token
- x-amz-server-side-encryption-customer-algorithm: AES256

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Url

The pre-signed S3 URL for uploading the CSV file associated with the upload job.

Type: String

Length Constraints: Maximum length of 2048.

Pattern: `.*`

ValidUntil

The expiry timestamp for the pre-signed URL, after which the URL will no longer be valid.

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

BadRequestException

The input you provided is invalid.

HTTP Status Code: 400

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
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- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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:

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- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
         "EventTriggerNames": [ "string" ],
         "IsUnstructured": boolean,
         "LastUpdatedAt": number,
         "ObjectTypeName": "string",
         "ObjectTypeNames": {
            "string" : "string"
         },
         "RoleArn": "string",
         "Scope": "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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,
         "Status": "string",
         "Tags": {
            "string" : "string"
         },
         "UseHistoricalData": boolean
      }
   ],
   "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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",
         "LastObjectTimestamp": number,
         "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListDomainLayouts

Service: Amazon Connect Customer Profiles

Lists the existing layouts that can be used to view data for a specific domain. This API can only be invoked from the Amazon Connect admin website.

Request Syntax

```
GET /domains/DomainName/layouts?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",
         "DisplayName": "string",
         "IsDefault": boolean,
         "LastUpdatedAt": number,
         "LayoutDefinitionName": "string",
         "LayoutType": "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

Contains summary information about an EventStream.

Type: Array of LayoutItem 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListDomainObjectTypes

Service: Amazon Connect Customer Profiles

List all DomainObjectType(s) in a Customer Profiles domain.

Request Syntax

```
GET /domains/DomainName/domain-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 domain object types returned per page.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous call to ListDomainObjectTypes.

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,
         "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 domain object types.

Type: Array of DomainObjectTypesListItem objects

NextToken

The pagination token from the previous call to ListDomainObjectTypes.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListEventTriggers

Service: Amazon Connect Customer Profiles

List all Event Triggers under a domain.

Request Syntax

```
GET /domains/DomainName/event-triggers?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 pagination token to use with ListEventTriggers.

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",
         "EventTriggerName": "string",
         "LastUpdatedAt": 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 Event Triggers.

Type: Array of EventTriggerSummaryItem objects

NextToken

The pagination token from the previous call to ListEventTriggers.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
         "EventTriggerNames": [ "string" ],
         "IsUnstructured": boolean,
         "LastUpdatedAt": number,
         "ObjectTypeName": "string",
         "ObjectTypeNames": {
            "string" : "string"
         },
         "RoleArn": "string",
         "Scope": "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

InternalServerException

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,
         "ObjectTypeName": "SalesForce-Account",
         "Uri": "arn:aws:flow:us-east-1:123456789012:URIOfIntegration1"
      },
      {
         "CreatedAt": 1479249799770,
         "DomainName": "ExampleDomainName2",
         "LastUpdatedAt": 1479249799770,
         "ObjectTypeName": "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListObjectTypeAttributes

Service: Amazon Connect Customer Profiles

Fetch the possible attribute values given the attribute name.

Request Syntax

```
GET /domains/DomainName/object-types/ObjectTypeName/attributes?max-
results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique identifier 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.

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

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

{
   "Items": [
      {
         "AttributeName": "string",
         "LastUpdatedAt": 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.

Items

The items returned as part of the response.

Type: Array of ListObjectTypeAttributeItem objects

NextToken

The pagination token from the previous 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListObjectTypeAttributeValues

Service: Amazon Connect Customer Profiles

The ListObjectTypeAttributeValues API provides access to the most recent distinct values for any specified attribute, making it valuable for real-time data validation and consistency checks within your object types. This API works across domain, supporting both custom and standard object types. The API accepts the object type name, attribute name, and domain name as input parameters and returns values up to the storage limit of approximately 350KB.

Request Syntax

```
GET /domains/DomainName/object-types/ObjectTypeName/attributes/AttributeName/values?
max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AttributeName

The attribute name.

Length Constraints: Minimum length of 1. Maximum length of 1000.

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

MaxResults

The maximum number of objects returned per page. Valid Range: Minimum value of 1. Maximum value of 100. If not provided default as 100.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

The pagination token from the previous call.

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

ObjectTypeName

The unique name of the domain 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

{
   "Items": [
      {
         "LastUpdatedAt": number,
         "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

A list of unique attribute values sorted on the basis of LastUpdatedAt.

Type: Array of ListObjectTypeAttributeValuesItem objects

NextToken

The pagination token from the previous call to call ListObjectTypeAttributeValues.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListProfileAttributeValues

Service: Amazon Connect Customer Profiles

Fetch the possible attribute values given the attribute name.

Request Syntax

```
GET /domains/DomainName/profile-attributes/AttributeName/values HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

AttributeName

The attribute name.

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

Required: Yes

DomainName

The unique identifier 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 StatusCode
Content-type: application/json
```

```
{
   "AttributeName": "string",
   "DomainName": "string",
   "Items": [
      {
         "Value": "string"
      }
   ]
}
```

Response Elements

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

StatusCode

The status code for the response.

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

AttributeName

The attribute name.

Type: String

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

DomainName

The name of the domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Items

The items returned as part of the response.

Type: Array of AttributeValueItem 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListProfileHistoryRecords

Service: Amazon Connect Customer Profiles

Returns a list of history records for a specific profile, for a specific domain.

Request Syntax

```
POST /domains/DomainName/profiles/history-records?max-results=MaxResults&next-
token=NextToken HTTP/1.1
Content-type: application/json

{
   "ActionType": "string",
   "ObjectTypeName": "string",
   "PerformedBy": "string",
   "ProfileId": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain for which to return profile history records.

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.

ActionType

Applies a filter to include profile history records only with the specified `ActionType` value in the response.

Type: String

Valid Values: `ADDED_PROFILE_KEY | DELETED_PROFILE_KEY | CREATED | UPDATED | INGESTED | DELETED_BY_CUSTOMER | EXPIRED | MERGED | DELETED_BY_MERGE`

Required: No

ObjectTypeName

Applies a filter to include profile history records only with the specified `ObjectTypeName` value in the response.

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

PerformedBy

Applies a filter to include profile history records only with the specified `PerformedBy` value in the response. The `PerformedBy` value can be the Amazon Resource Name (ARN) of the person or service principal who performed the action.

Type: String

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

Required: No

ProfileId

The identifier of the profile to be taken.

Type: String

Pattern: `[a-f0-9]{32}`

Required: Yes

Response Syntax

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

{
   "NextToken": "string",
   "ProfileHistoryRecords": [
      {
         "ActionType": "string",
         "CreatedAt": number,
         "Id": "string",
         "LastUpdatedAt": number,
         "ObjectTypeName": "string",
         "PerformedBy": "string",
         "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.

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.

ProfileHistoryRecords

The list of profile history records.

Type: Array of ProfileHistoryRecord 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

InternalServerException

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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
 \"children\": [],\n       \"spouse\": null}",
         "ObjectTypeName": "MyCustomObject",
         "ProfileObjectUniqueKey": "UniqueKeyOfTheProfileObject"
      },
      {
         "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
 \"children\": [],\n       \"spouse\": null}",
         "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListRecommenderRecipes

Service: Amazon Connect Customer Profiles

Returns a list of available recommender recipes that can be used to create recommenders.

Request Syntax

```
GET /recommender-recipes?max-results=MaxResults&next-token=NextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

MaxResults

The maximum number of recommender recipes to return in the response. The default value is 100.

Valid Range: Minimum value of 10. Maximum value of 100.

NextToken

A token received from a previous ListRecommenderRecipes call to retrieve the next page 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

{
   "NextToken": "string",
   "RecommenderRecipes": [
      {
         "description": "string",
```

```
            "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

A token to retrieve the next page of results. Null if there are no more results to retrieve.

Type: String

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

RecommenderRecipes

A list of available recommender recipes and their properties.

Type: Array of RecommenderRecipe 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

InternalServerException

An internal service error occurred.

HTTP Status Code: 500

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListRecommenders

Service: Amazon Connect Customer Profiles

Returns a list of recommenders in the specified domain.

Request Syntax

```
GET /domains/DomainName/recommenders?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 recommenders to return in the response. The default value is 100.

Valid Range: Minimum value of 1. Maximum value of 100.

NextToken

A token received from a previous ListRecommenders call to retrieve the next page 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
```

```
{
   "NextToken": "string",
   "Recommenders": [
      {
         "CreatedAt": number,
         "Description": "string",
         "FailureReason": "string",
         "LastUpdatedAt": number,
         "LatestRecommenderUpdate": {
            "CreatedAt": number,
            "FailureReason": "string",
            "LastUpdatedAt": number,
            "RecommenderConfig": {
               "EventsConfig": {
                  "EventParametersList": [
                     {
                        "EventType": "string",
                        "EventValueThreshold": number
                     }
                  ]
               },
               "TrainingFrequency": number
            },
            "Status": "string"
         },
         "RecipeName": "string",
         "RecommenderConfig": {
            "EventsConfig": {
               "EventParametersList": [
                  {
                     "EventType": "string",
                     "EventValueThreshold": number
                  }
               ]
            },
            "TrainingFrequency": number
         },
         "RecommenderName": "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

A token to retrieve the next page of results. Null if there are no more results to retrieve.

Type: String

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

Recommenders

A list of recommenders and their properties in the specified domain.

Type: Array of RecommenderSummary 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListSegmentDefinitions

Service: Amazon Connect Customer Profiles

Lists all segment definitions under a domain.

Request Syntax

```
GET /domains/DomainName/segment-definitions?max-results=MaxResults&next-token=NextToken
 HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique identifier 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 500.

NextToken

The pagination token from the previous 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,
         "Description": "string",
         "DisplayName": "string",
         "SegmentDefinitionArn": "string",
         "SegmentDefinitionName": "string",
         "SegmentType": "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

List of segment definitions.

Type: Array of SegmentDefinitionItem objects

NextToken

The pagination token from the previous 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListUploadJobs

Service: Amazon Connect Customer Profiles

This API retrieves a list of upload jobs for the specified domain.

Request Syntax

```
GET /domains/DomainName/upload-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 to list upload jobs for.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

MaxResults

The maximum number of upload jobs to return per page.

Valid Range: Minimum value of 1. Maximum value of 500.

NextToken

The pagination token from the previous call to retrieve the next page 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

{
   "Items": [
      {
         "CompletedAt": number,
         "CreatedAt": number,
         "DataExpiry": number,
         "DisplayName": "string",
         "JobId": "string",
         "Status": "string",
         "StatusReason": "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 upload jobs for the specified domain.

Type: Array of UploadJobItem objects

NextToken

The pagination token to use to retrieve the next page 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
      "EngagementPreferences": "string",
      "FirstName": "string",
      "Gender": "string",
      "HomePhoneNumber": "string",
      "LastName": "string",
      "MailingAddress": "string",
      "MiddleName": "string",
      "MobilePhoneNumber": "string",
      "PartyType": "string",
      "PersonalEmailAddress": "string",
      "PhoneNumber": "string",
      "ProfileType": "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

PutDomainObjectType

Service: Amazon Connect Customer Profiles

Create/Update a DomainObjectType in a Customer Profiles domain. To create a new DomainObjectType, Data Store needs to be enabled on the Domain.

Request Syntax

```
PUT /domains/DomainName/domain-object-types/ObjectTypeName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "EncryptionKey": "string",
   "Fields": {
      "string" : {
         "ContentType": "string",
         "FeatureType": "string",
         "Source": "string",
         "Target": "string"
      }
   },
   "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

ObjectTypeName

The unique name of the domain 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.

Description

The description of the domain object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10000.

Required: No

EncryptionKey

The customer provided KMS key used to encrypt this type of domain object.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

Fields

A map of field names to their corresponding domain object type field definitions.

Type: String to DomainObjectTypeField object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

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

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

Response Syntax

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

{
   "CreatedAt": number,
   "Description": "string",
   "EncryptionKey": "string",
   "Fields": {
      "string" : {
         "ContentType": "string",
         "FeatureType": "string",
         "Source": "string",
         "Target": "string"
      }
   },
   "LastUpdatedAt": number,
   "ObjectTypeName": "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 object type was created.

Type: Timestamp

Description

The description of the domain object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10000.

EncryptionKey

The customer provided KMS key used to encrypt this type of domain object.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Fields

A map of field names to their corresponding domain object type field definitions.

Type: String to DomainObjectTypeField object 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 object type was most recently edited.

Type: Timestamp

ObjectTypeName

The unique name of the domain object type.

Type: String

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

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.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "EventTriggerNames": [ "string" ],
   "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"
   },
   "RoleArn": "string",
   "Scope": "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.

EventTriggerNames

A list of unique names for active event triggers associated with the integration.

Type: Array of strings

Array Members: Fixed number of 1 item.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: No

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

RoleArn

The Amazon Resource Name (ARN) of the IAM role. The Integration uses this role to make Customer Profiles requests on your behalf.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `arn:aws:iam:.*:[0-9]+:.*`

Required: No

Scope

Specifies whether the integration applies to profile level data (associated with profiles) or domain level data (not associated with any specific profile). The default value is PROFILE.

Type: String

Valid Values: `PROFILE | DOMAIN`

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",
   "EventTriggerNames": [ "string" ],
   "IsUnstructured": boolean,
   "LastUpdatedAt": number,
   "ObjectTypeName": "string",
   "ObjectTypeNames": {
      "string" : "string"
   },
   "RoleArn": "string",
   "Scope": "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_-]+$`

EventTriggerNames

A list of unique names for active event triggers associated with the integration. This list would be empty if no Event Trigger is associated with the integration.

Type: Array of strings

Array Members: Fixed number of 1 item.

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-]*$`

RoleArn

The Amazon Resource Name (ARN) of the IAM role. The Integration uses this role to make Customer Profiles requests on your behalf.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `arn:aws:iam:.*:[0-9]+:.*`

Scope

Specifies whether the integration applies to profile level data (associated with profiles) or domain level data (not associated with any specific profile). The default value is PROFILE.

Type: String

Valid Values: `PROFILE | DOMAIN`

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

InternalServerException

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
{
   "ObjectTypeName": "MyCustomObject",
   "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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
 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
 \"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    \"queue\": null,\n    \"preDisconnectState\": null,\n
   \"references\": null,\n    \"contactReferences\": null,\n    \"initialContactId
\": null,\n    \"previousContactData\": null,\n    \"recordings\": null,\n
 \"contactDetails\": null,\n    \"initialContactFlowId\": \"e1b44e46-a457-4230-
a896-64473a2dbe7d\",\n    \"channel\": \"VOICE\",\n    \"attributes\": null,\n
 \"customerEndpoint\": {\n        \"address\": null,\n        \"type\": \"VOIP\",\n
        \"arn\": null\n    },\n    \"transferInfo\": null,\n    \"initiationMethod
\": \"API\",\n    \"nextContactData\": null,\n    \"contactId\": \"9a3394ee-
a0c4-448a-a329-9a148e53d8cd\",\n    \"initiationTimestamp\": 1603319514474,\n
   \"connectedToSystemTimestamp\": 1603319517218,\n    \"disconnectTimestamp\":
 1603319517000,\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}",
   "ObjectTypeName": "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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/ObjectTypeName 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

InternalServerException

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/CustomProfileObjectTypeName 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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
         "EngagementPreferences": {
            "Email": [
               {
                  "ContactType": "string",
                  "KeyName": "string",
                  "KeyValue": "string",
                  "ProfileId": "string"
               }
            ],
            "Phone": [
               {
                  "ContactType": "string",
                  "KeyName": "string",
```

```
                "KeyValue": "string",
                "ProfileId": "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",
    "ProfileType": "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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartRecommender

Service: Amazon Connect Customer Profiles

Starts a recommender that was previously stopped. Starting a recommender resumes its ability to generate recommendations.

Request Syntax

```
PUT /domains/DomainName/recommenders/RecommenderName/start 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

RecommenderName

The name of the recommender to start.

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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartUploadJob

Service: Amazon Connect Customer Profiles

This API starts the processing of an upload job to ingest profile data.

Request Syntax

```
PUT /domains/DomainName/upload-jobs/JobId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain containing the upload job to start.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

JobId

The unique identifier of the upload job to start.

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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StopRecommender

Service: Amazon Connect Customer Profiles

Stops a recommender, suspending its ability to generate recommendations. The recommender can be restarted later using StartRecommender.

Request Syntax

```
PUT /domains/DomainName/recommenders/RecommenderName/stop 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

RecommenderName

The name of the recommender to stop.

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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StopUploadJob

Service: Amazon Connect Customer Profiles

This API stops the processing of an upload job.

Request Syntax

```
PUT /domains/DomainName/upload-jobs/JobId/stop HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

DomainName

The unique name of the domain containing the upload job to stop.

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: Yes

JobId

The unique identifier of the upload job to stop.

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

InternalServerException

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
         "TimestampFormat": "string",
         "TimestampSource": "string",
         "Unit": "string",
         "Value": number,
         "ValueRange": {
            "End": number,
            "Start": 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": {
         "TimestampFormat": "string",
         "TimestampSource": "string",
         "Unit": "string",
         "Value": number,
         "ValueRange": {
            "End": number,
            "Start": number
         }
      },
      "Threshold": {
         "Operator": "string",
         "Value": "string"
      }
   },
   "CreatedAt": number,
   "Description": "string",
   "DisplayName": "string",
   "LastUpdatedAt": number,
   "Readiness": {
      "Message": "string",
      "ProgressPercentage": number
   },
   "Statistic": "string",
```

```
   "Status": "string",
   "Tags": {
      "string" : "string"
   },
   "UseHistoricalData": 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.

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

Readiness

Information indicating if the Calculated Attribute is ready for use by confirming all historical data has been processed and reflected.

Type: Readiness object

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`

Status

Status of the Calculated Attribute creation (whether all historical data has been indexed.)

Type: String

Valid Values: `PREPARING | IN_PROGRESS | COMPLETED | FAILED`

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.

UseHistoricalData

Whether historical data ingested before the Calculated Attribute was created should be included in calculations.

Type: Boolean

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "DataStore": {
      "Enabled": boolean
   },
   "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.

DataStore

Set to true to enabled data store for this domain.

Type: DataStoreRequest object

Required: No

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,
   "DataStore": {
      "Enabled": boolean,
      "Readiness": {
         "Message": "string",
         "ProgressPercentage": 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

DataStore

The data store.

Type: DataStoreResponse object

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateDomainLayout

Service: Amazon Connect Customer Profiles

Updates the layout used to view data for a specific domain. This API can only be invoked from the Amazon Connect admin website.

Request Syntax

```
PUT /domains/DomainName/layouts/LayoutDefinitionName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "DisplayName": "string",
   "IsDefault": boolean,
   "Layout": "string",
   "LayoutType": "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

LayoutDefinitionName

The unique name of the layout.

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.

Description

The description of the layout

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

DisplayName

The display name of the layout

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

Required: No

IsDefault

If set to true for a layout, this layout will be used by default to view data. If set to false, then the layout will not be used by default, but it can be used to view data by explicitly selecting it in the console.

Type: Boolean

Required: No

Layout

A customizable layout that can be used to view data under a Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000000.

Required: No

LayoutType

The type of layout that can be used to view data under a Customer Profiles domain.

Type: String

Valid Values: PROFILE_EXPLORER

Required: No

Response Syntax

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

{
   "CreatedAt": number,
   "Description": "string",
   "DisplayName": "string",
   "IsDefault": boolean,
   "LastUpdatedAt": number,
   "Layout": "string",
   "LayoutDefinitionName": "string",
   "LayoutType": "string",
   "Tags": {
      "string" : "string"
   },
   "Version": "string"
}
```

Response Elements

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 layout was created.

Type: Timestamp

Description

The description of the layout

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

DisplayName

The display name of the layout

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

IsDefault

If set to true for a layout, this layout will be used by default to view data. If set to false, then the layout will not be used by default, but it can be used to view data by explicitly selecting it in the console.

Type: Boolean

LastUpdatedAt

The timestamp of when the layout was most recently updated.

Type: Timestamp

Layout

A customizable layout that can be used to view data under a Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000000.

LayoutDefinitionName

The unique name of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

LayoutType

The type of layout that can be used to view data under a Customer Profiles domain.

Type: String

Valid Values: `PROFILE_EXPLORER`

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.

Version

The version used to create layout.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateEventTrigger

Service: Amazon Connect Customer Profiles

Update the properties of an Event Trigger.

Request Syntax

```
PUT /domains/DomainName/event-triggers/EventTriggerName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "EventTriggerConditions": [
      {
         "EventTriggerDimensions": [
            {
               "ObjectAttributes": [
                  {
                     "ComparisonOperator": "string",
                     "FieldName": "string",
                     "Source": "string",
                     "Values": [ "string" ]
                  }
               ]
            }
         ],
         "LogicalOperator": "string"
      }
   ],
   "EventTriggerLimits": {
      "EventExpiration": number,
      "Periods": [
         {
            "MaxInvocationsPerProfile": number,
            "Unit": "string",
            "Unlimited": boolean,
            "Value": number
         }
      ]
   },
   "ObjectTypeName": "string",
   "SegmentFilter": "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

EventTriggerName

The unique name of the event trigger.

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.

Description

The description of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

EventTriggerConditions

A list of conditions that determine when an event should trigger the destination.

Type: Array of EventTriggerCondition objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

Required: No

EventTriggerLimits

Defines limits controlling whether an event triggers the destination, based on ingestion latency and the number of invocations per profile over specific time periods.

Type: EventTriggerLimits object

Required: No

ObjectTypeName

The unique name of the 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

SegmentFilter

The destination is triggered only for profiles that meet the criteria of a segment definition.

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

{
   "CreatedAt": number,
   "Description": "string",
   "EventTriggerConditions": [
      {
```

```
         "EventTriggerDimensions": [
            {
               "ObjectAttributes": [
                  {
                     "ComparisonOperator": "string",
                     "FieldName": "string",
                     "Source": "string",
                     "Values": [ "string" ]
                  }
               ]
            }
         ],
         "LogicalOperator": "string"
      }
   ],
   "EventTriggerLimits": {
      "EventExpiration": number,
      "Periods": [
         {
            "MaxInvocationsPerProfile": number,
            "Unit": "string",
            "Unlimited": boolean,
            "Value": number
         }
      ]
   },
   "EventTriggerName": "string",
   "LastUpdatedAt": number,
   "ObjectTypeName": "string",
   "SegmentFilter": "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 event trigger was created.

Type: Timestamp

Description

The description of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

EventTriggerConditions

A list of conditions that determine when an event should trigger the destination.

Type: Array of EventTriggerCondition objects

Array Members: Minimum number of 1 item. Maximum number of 5 items.

EventTriggerLimits

Defines limits controlling whether an event triggers the destination, based on ingestion latency and the number of invocations per profile over specific time periods.

Type: EventTriggerLimits object

EventTriggerName

The unique name of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

LastUpdatedAt

The timestamp of when the event trigger was most recently updated.

Type: Timestamp

ObjectTypeName

The unique name of the object type.

Type: String

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

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

SegmentFilter

The destination is triggered only for profiles that meet the criteria of a segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Tags

An array of key-value pairs to apply to 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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
    "EngagementPreferences": {
       "Email": [
          {
             "ContactType": "string",
             "KeyName": "string",
             "KeyValue": "string",
             "ProfileId": "string"
          }
       ],
       "Phone": [
          {
             "ContactType": "string",
             "KeyName": "string",
             "KeyValue": "string",
             "ProfileId": "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",
    "ProfileType": "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 assigned 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

EngagementPreferences

Object that defines users preferred methods of engagement.

Type: EngagementPreferences object

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

ProfileType

Determines the type of the profile.

Type: String

Valid Values: `ACCOUNT_PROFILE | PROFILE`

Required: No

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateRecommender

Service: Amazon Connect Customer Profiles

Updates the properties of an existing recommender, allowing you to modify its configuration and description.

Request Syntax

```
PATCH /domains/DomainName/recommenders/RecommenderName HTTP/1.1
Content-type: application/json

{
   "Description": "string",
   "RecommenderConfig": {
      "EventsConfig": {
         "EventParametersList": [
            {
               "EventType": "string",
               "EventValueThreshold": number
            }
         ]
      },
      "TrainingFrequency": 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

RecommenderName

The name of the recommender to update.

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.

Description

The new description to assign to the recommender.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

RecommenderConfig

The new configuration settings to apply to the recommender, including updated parameters and settings that define its behavior.

Type: RecommenderConfig object

Required: No

Response Syntax

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

{
   "RecommenderName": "string"
}
```

Response Elements

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

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

RecommenderName

The name of the recommender that was updated.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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:

- ActivateMessageTemplate
- CreateAIAgent
- CreateAIAgentVersion
- CreateAIGuardrail
- CreateAIGuardrailVersion
- CreateAIPrompt
- CreateAIPromptVersion
- CreateAssistant
- CreateAssistantAssociation
- CreateContent
- CreateContentAssociation
- CreateKnowledgeBase
- CreateMessageTemplate

- CreateMessageTemplateAttachment
- CreateMessageTemplateVersion
- CreateQuickResponse
- CreateSession
- DeactivateMessageTemplate
- DeleteAIAgent
- DeleteAIAgentVersion
- DeleteAIGuardrail
- DeleteAIGuardrailVersion
- DeleteAIPrompt
- DeleteAIPromptVersion
- DeleteAssistant
- DeleteAssistantAssociation
- DeleteContent
- DeleteContentAssociation
- DeleteImportJob
- DeleteKnowledgeBase
- DeleteMessageTemplate
- DeleteMessageTemplateAttachment
- DeleteQuickResponse
- GetAIAgent
- GetAIGuardrail
- GetAIPrompt
- GetAssistant
- GetAssistantAssociation
- GetContent
- GetContentAssociation
- GetContentSummary
- GetImportJob
- GetKnowledgeBase

- GetMessageTemplate
- GetNextMessage
- GetQuickResponse
- GetRecommendations
- GetSession
- ListAIAgents
- ListAIAgentVersions
- ListAIGuardrails
- ListAIGuardrailVersions
- ListAIPrompts
- ListAIPromptVersions
- ListAssistantAssociations
- ListAssistants
- ListContentAssociations
- ListContents
- ListImportJobs
- ListKnowledgeBases
- ListMessages
- ListMessageTemplates
- ListMessageTemplateVersions
- ListQuickResponses
- ListSpans
- ListTagsForResource
- NotifyRecommendationsReceived
- PutFeedback
- QueryAssistant
- RemoveAssistantAIAgent
- RemoveKnowledgeBaseTemplateUri
- RenderMessageTemplate
- Retrieve

- SearchContent
- SearchMessageTemplates
- SearchQuickResponses
- SearchSessions
- SendMessage
- StartContentUpload
- StartImportJob
- TagResource
- UntagResource
- UpdateAIAgent
- UpdateAIGuardrail
- UpdateAIPrompt
- UpdateAssistantAIAgent
- UpdateContent
- UpdateKnowledgeBaseTemplateUri
- UpdateMessageTemplate
- UpdateMessageTemplateMetadata
- UpdateQuickResponse
- UpdateSession
- UpdateSessionData

ActivateMessageTemplate

Service: Amazon Q Connect

Activates a specific version of the Amazon Q in Connect message template. After the version is activated, the previous active version will be deactivated automatically. You can use the $ACTIVE_VERSION qualifier later to reference the version that is in active status.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/activate
 HTTP/1.1
Content-type: application/json

{
   "versionNumber": 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

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

versionNumber

The version number of the message template version to activate.

Type: Long

Valid Range: Minimum value of 1.

Required: Yes

Response Syntax

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

{
   "messageTemplateArn": "string",
   "messageTemplateId": "string",
   "versionNumber": 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.

messageTemplateArn

The Amazon Resource Name (ARN) of the message template.

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}(:[A-Z0-9_$]+){0,1}`

messageTemplateId

The identifier of the message template.

Type: String

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

versionNumber

The version number of the message template version that is activated.

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateAIAgent

Service: Amazon Q Connect

Creates an Amazon Q in Connect AI Agent.

Request Syntax

```
POST /assistants/assistantId/aiagents HTTP/1.1
Content-type: application/json

{
   "clientToken": "string",
   "configuration": { ... },
   "description": "string",
   "name": "string",
   "tags": {
      "string" : "string"
   },
   "type": "string",
   "visibilityStatus": "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

configuration

The configuration of the AI Agent.

Type: AIAgentConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

description

The description of the AI Agent.

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 AI Agent.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

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

type

The type of the AI Agent.

Type: String

Valid Values: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: Yes

visibilityStatus

The visibility status of the AI Agent.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

Response Syntax

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

{
   "aiAgent": {
      "aiAgentArn": "string",
      "aiAgentId": "string",
```

```
      "assistantArn": "string",
      "assistantId": "string",
      "configuration": { ... },
      "description": "string",
      "modifiedTime": number,
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "type": "string",
      "visibilityStatus": "string"
   }
}
```

Response Elements

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

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

aiAgent

The data of the created AI Agent.

Type: AIAgentData 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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateAIAgentVersion

Service: Amazon Q Connect

Creates and Amazon Q in Connect AI Agent version.

Request Syntax

```
POST /assistants/assistantId/aiagents/aiAgentId/versions HTTP/1.1
Content-type: application/json

{
   "clientToken": "string",
   "modifiedTime": number
}
```

URI Request Parameters

The request uses the following URI parameters.

aiAgentId

The identifier of the Amazon Q in Connect AI Agent.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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 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

modifiedTime

The modification time of the AI Agent should be tracked for version creation. This field should be specified to avoid version creation when simultaneous update to the underlying AI Agent are possible. The value should be the modifiedTime returned from the request to create or update an AI Agent so that version creation can fail if an update to the AI Agent post the specified modification time has been made.

Type: Timestamp

Required: No

Response Syntax

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

{
   "aiAgent": {
      "aiAgentArn": "string",
      "aiAgentId": "string",
      "assistantArn": "string",
      "assistantId": "string",
```

```
      "configuration": { ... },
      "description": "string",
      "modifiedTime": number,
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "type": "string",
      "visibilityStatus": "string"
   },
   "versionNumber": 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.

aiAgent

The data of the AI Agent version.

Type: AIAgentData object

versionNumber

The version number of the AI Agent version.

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateAIGuardrail

Service: Amazon Q Connect

Creates an Amazon Q in Connect AI Guardrail.

Request Syntax

```
POST /assistants/assistantId/aiguardrails HTTP/1.1
Content-type: application/json

{
   "blockedInputMessaging": "string",
   "blockedOutputsMessaging": "string",
   "clientToken": "string",
   "contentPolicyConfig": {
      "filtersConfig": [
         {
            "inputStrength": "string",
            "outputStrength": "string",
            "type": "string"
         }
      ]
   },
   "contextualGroundingPolicyConfig": {
      "filtersConfig": [
         {
            "threshold": number,
            "type": "string"
         }
      ]
   },
   "description": "string",
   "name": "string",
   "sensitiveInformationPolicyConfig": {
      "piiEntitiesConfig": [
         {
            "action": "string",
            "type": "string"
         }
      ],
      "regexesConfig": [
         {
            "action": "string",
```

```
            "description": "string",
            "name": "string",
            "pattern": "string"
         }
      ]
   },
   "tags": {
      "string" : "string"
   },
   "topicPolicyConfig": {
      "topicsConfig": [
         {
            "definition": "string",
            "examples": [ "string" ],
            "name": "string",
            "type": "string"
         }
      ]
   },
   "visibilityStatus": "string",
   "wordPolicyConfig": {
      "managedWordListsConfig": [
         {
            "type": "string"
         }
      ],
      "wordsConfig": [
         {
            "text": "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.

blockedInputMessaging

The message to return when the AI Guardrail blocks a prompt.

Type: String

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

Required: Yes

blockedOutputsMessaging

The message to return when the AI Guardrail blocks a model response.

Type: String

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

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

contentPolicyConfig

The content filter policies to configure for the AI Guardrail.

Type: AIGuardrailContentPolicyConfig object

Required: No

contextualGroundingPolicyConfig

The contextual grounding policy configuration used to create an AI Guardrail.

Type: AIGuardrailContextualGroundingPolicyConfig object

Required: No

description

A description of the AI Guardrail.

Type: String

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

Required: No

name

The name of the AI Guardrail.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

sensitiveInformationPolicyConfig

The sensitive information policy to configure for the AI Guardrail.

Type: AIGuardrailSensitiveInformationPolicyConfig 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

topicPolicyConfig

The topic policies to configure for the AI Guardrail.

Type: AIGuardrailTopicPolicyConfig object

Required: No

visibilityStatus

The visibility status of the AI Guardrail.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

wordPolicyConfig

The word policy you configure for the AI Guardrail.

Type: AIGuardrailWordPolicyConfig object

Required: No

Response Syntax

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

{
   "aiGuardrail": {
      "aiGuardrailArn": "string",
      "aiGuardrailId": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "blockedInputMessaging": "string",
      "blockedOutputsMessaging": "string",
      "contentPolicyConfig": {
```

```
      "filtersConfig": [
         {
            "inputStrength": "string",
            "outputStrength": "string",
            "type": "string"
         }
      ]
   },
   "contextualGroundingPolicyConfig": {
      "filtersConfig": [
         {
            "threshold": number,
            "type": "string"
         }
      ]
   },
   "description": "string",
   "modifiedTime": number,
   "name": "string",
   "sensitiveInformationPolicyConfig": {
      "piiEntitiesConfig": [
         {
            "action": "string",
            "type": "string"
         }
      ],
      "regexesConfig": [
         {
            "action": "string",
            "description": "string",
            "name": "string",
            "pattern": "string"
         }
      ]
   },
   "status": "string",
   "tags": {
      "string" : "string"
   },
   "topicPolicyConfig": {
      "topicsConfig": [
         {
            "definition": "string",
            "examples": [ "string" ],
```

```
                "name": "string",
                "type": "string"
            }
         ]
      },
      "visibilityStatus": "string",
      "wordPolicyConfig": {
         "managedWordListsConfig": [
            {
               "type": "string"
            }
         ],
         "wordsConfig": [
            {
               "text": "string"
            }
         ]
      }
   }
}
```

Response Elements

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

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

aiGuardrail

The data of the AI Guardrail.

Type: AIGuardrailData 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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateAIGuardrailVersion

Service: Amazon Q Connect

Creates an Amazon Q in Connect AI Guardrail version.

Request Syntax

```
POST /assistants/assistantId/aiguardrails/aiGuardrailId/versions HTTP/1.1
Content-type: application/json

{
   "clientToken": "string",
   "modifiedTime": number
}
```

URI Request Parameters

The request uses the following URI parameters.

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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 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

modifiedTime

The time the AI Guardrail was last modified.

Type: Timestamp

Required: No

Response Syntax

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

{
   "aiGuardrail": {
      "aiGuardrailArn": "string",
      "aiGuardrailId": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "blockedInputMessaging": "string",
      "blockedOutputsMessaging": "string",
      "contentPolicyConfig": {
         "filtersConfig": [
            {
               "inputStrength": "string",
               "outputStrength": "string",
               "type": "string"
            }
```

```
      ]
   },
   "contextualGroundingPolicyConfig": {
      "filtersConfig": [
         {
            "threshold": number,
            "type": "string"
         }
      ]
   },
   "description": "string",
   "modifiedTime": number,
   "name": "string",
   "sensitiveInformationPolicyConfig": {
      "piiEntitiesConfig": [
         {
            "action": "string",
            "type": "string"
         }
      ],
      "regexesConfig": [
         {
            "action": "string",
            "description": "string",
            "name": "string",
            "pattern": "string"
         }
      ]
   },
   "status": "string",
   "tags": {
      "string" : "string"
   },
   "topicPolicyConfig": {
      "topicsConfig": [
         {
            "definition": "string",
            "examples": [ "string" ],
            "name": "string",
            "type": "string"
         }
      ]
   },
   "visibilityStatus": "string",
```

```
      "wordPolicyConfig": {
         "managedWordListsConfig": [
            {
               "type": "string"
            }
         ],
         "wordsConfig": [
            {
               "text": "string"
            }
         ]
      }
   },
   "versionNumber": 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.

aiGuardrail

The data of the AI Guardrail version.

Type: AIGuardrailData object

versionNumber

The version number of the AI Guardrail version.

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateAIPrompt

Service: Amazon Q Connect

Creates an Amazon Q in Connect AI Prompt.

Request Syntax

```
POST /assistants/assistantId/aiprompts HTTP/1.1
Content-type: application/json

{
   "apiFormat": "string",
   "clientToken": "string",
   "description": "string",
   "inferenceConfiguration": { ... },
   "modelId": "string",
   "name": "string",
   "tags": {
      "string" : "string"
   },
   "templateConfiguration": { ... },
   "templateType": "string",
   "type": "string",
   "visibilityStatus": "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.

apiFormat

The API Format of the AI Prompt.

Recommended values: `MESSAGES | TEXT_COMPLETIONS`

> **Note**
>
> The values `ANTHROPIC_CLAUDE_MESSAGES | ANTHROPIC_CLAUDE_TEXT_COMPLETIONS` will be deprecated.

Type: String

Valid Values: `ANTHROPIC_CLAUDE_MESSAGES | ANTHROPIC_CLAUDE_TEXT_COMPLETIONS | MESSAGES | TEXT_COMPLETIONS`

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

description

The description of the AI Prompt.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

inferenceConfiguration

The inference configuration for the AI Prompt being created.

Type: AIPromptInferenceConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

modelId

The identifier of the model used for this AI Prompt.

> **Note**
>
> For information about which models are supported in each AWS Region, see Supported models for system/custom prompts.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

name

The name of the AI Prompt.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

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

templateConfiguration

The configuration of the prompt template for this AI Prompt.

Type: AIPromptTemplateConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

templateType

The type of the prompt template for this AI Prompt.

Type: String

Valid Values: `TEXT`

Required: Yes

type

The type of this AI Prompt.

Type: String

Valid Values: `ANSWER_GENERATION | INTENT_LABELING_GENERATION | QUERY_REFORMULATION | SELF_SERVICE_PRE_PROCESSING | SELF_SERVICE_ANSWER_GENERATION | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | EMAIL_QUERY_REFORMULATION | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: Yes

visibilityStatus

The visibility status of the AI Prompt.

Type: String

Valid Values: SAVED | PUBLISHED

Required: Yes

Response Syntax

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

{
   "aiPrompt": {
      "aiPromptArn": "string",
      "aiPromptId": "string",
      "apiFormat": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "description": "string",
      "inferenceConfiguration": { ... },
      "modelId": "string",
      "modifiedTime": number,
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "templateConfiguration": { ... },
      "templateType": "string",
      "type": "string",
      "visibilityStatus": "string"
   }
}
```

Response Elements

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

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

aiPrompt

The data of the AI Prompt.

Type: AIPromptData 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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateAIPromptVersion

Service: Amazon Q Connect

Creates an Amazon Q in Connect AI Prompt version.

Request Syntax

```
POST /assistants/assistantId/aiprompts/aiPromptId/versions HTTP/1.1
Content-type: application/json

{
   "clientToken": "string",
   "modifiedTime": number
}
```

URI Request Parameters

The request uses the following URI parameters.

aiPromptId

The identifier of the Amazon Q in Connect AI prompt.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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 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

modifiedTime

The time the AI Prompt was last modified.

Type: Timestamp

Required: No

Response Syntax

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

{
   "aiPrompt": {
      "aiPromptArn": "string",
      "aiPromptId": "string",
      "apiFormat": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "description": "string",
      "inferenceConfiguration": { ... },
      "modelId": "string",
      "modifiedTime": number,
```

```
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "templateConfiguration": { ... },
      "templateType": "string",
      "type": "string",
      "visibilityStatus": "string"
   },
   "versionNumber": 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.

aiPrompt

The data of the AI Prompt version.

Type: AIPromptData object

versionNumber

The version number of the AI Prompt version.

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

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": {
      "aiAgentConfiguration": {
         "string" : {
            "aiAgentId": "string"
         }
      },
      "assistantArn": "string",
      "assistantId": "string",
      "capabilityConfiguration": {
         "type": "string"
      },
      "description": "string",
      "integrationConfiguration": {
         "topicIntegrationArn": "string"
      },
      "name": "string",
      "orchestratorConfigurationList": [
```

```
            {
               "aiAgentId": "string",
               "orchestratorUseCase": "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

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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 | EXTERNAL_BEDROCK_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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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]{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 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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
   },
```

```
   "vectorIngestionConfiguration": {
      "chunkingConfiguration": {
         "chunkingStrategy": "string",
         "fixedSizeChunkingConfiguration": {
            "maxTokens": number,
            "overlapPercentage": number
         },
         "hierarchicalChunkingConfiguration": {
            "levelConfigurations": [
               {
                  "maxTokens": number
               }
            ],
            "overlapTokens": number
         },
         "semanticChunkingConfiguration": {
            "breakpointPercentileThreshold": number,
            "bufferSize": number,
            "maxTokens": number
         }
      },
      "parsingConfiguration": {
         "bedrockFoundationModelConfiguration": {
            "modelArn": "string",
            "parsingPrompt": {
               "parsingPromptText": "string"
            }
         },
         "parsingStrategy": "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 | MESSAGE_TEMPLATES | MANAGED`

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 or Managed 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

vectorIngestionConfiguration

Contains details about how to ingest the documents in a data source.

Type: VectorIngestionConfiguration object

Required: No

Response Syntax

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

{
   "knowledgeBase": {
      "description": "string",
      "ingestionFailureReasons": [ "string" ],
      "ingestionStatus": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "knowledgeBaseType": "string",
      "lastContentModificationTime": number,
      "name": "string",
      "renderingConfiguration": {
         "templateUri": "string"
      },
      "serverSideEncryptionConfiguration": {
         "kmsKeyId": "string"
      },
      "sourceConfiguration": { ... },
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "vectorIngestionConfiguration": {
         "chunkingConfiguration": {
            "chunkingStrategy": "string",
            "fixedSizeChunkingConfiguration": {
               "maxTokens": number,
               "overlapPercentage": number
```

```
            },
            "hierarchicalChunkingConfiguration": {
               "levelConfigurations": [
                  {
                     "maxTokens": number
                  }
               ],
               "overlapTokens": number
            },
            "semanticChunkingConfiguration": {
               "breakpointPercentileThreshold": number,
               "bufferSize": number,
               "maxTokens": number
            }
         },
         "parsingConfiguration": {
            "bedrockFoundationModelConfiguration": {
               "modelArn": "string",
               "parsingPrompt": {
                  "parsingPromptText": "string"
               }
            },
            "parsingStrategy": "string"
         }
      }
   }
}
```

Response Elements

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

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateMessageTemplate

Service: Amazon Q Connect

Creates an Amazon Q in Connect message template. The name of the message template has to be unique for each knowledge base. The channel subtype of the message template is immutable and cannot be modified after creation. After the message template is created, you can use the $LATEST qualifier to reference the created message template.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates HTTP/1.1
Content-type: application/json

{
   "channelSubtype": "string",
   "clientToken": "string",
   "content": { ... },
   "defaultAttributes": {
      "agentAttributes": {
         "firstName": "string",
         "lastName": "string"
      },
      "customAttributes": {
         "string" : "string"
      },
      "customerProfileAttributes": {
         "accountNumber": "string",
         "additionalInformation": "string",
         "address1": "string",
         "address2": "string",
         "address3": "string",
         "address4": "string",
         "billingAddress1": "string",
         "billingAddress2": "string",
         "billingAddress3": "string",
         "billingAddress4": "string",
         "billingCity": "string",
         "billingCountry": "string",
         "billingCounty": "string",
         "billingPostalCode": "string",
         "billingProvince": "string",
         "billingState": "string",
```

```
        "birthDate": "string",
        "businessEmailAddress": "string",
        "businessName": "string",
        "businessPhoneNumber": "string",
        "city": "string",
        "country": "string",
        "county": "string",
        "custom": {
           "string" : "string"
        },
        "emailAddress": "string",
        "firstName": "string",
        "gender": "string",
        "homePhoneNumber": "string",
        "lastName": "string",
        "mailingAddress1": "string",
        "mailingAddress2": "string",
        "mailingAddress3": "string",
        "mailingAddress4": "string",
        "mailingCity": "string",
        "mailingCountry": "string",
        "mailingCounty": "string",
        "mailingPostalCode": "string",
        "mailingProvince": "string",
        "mailingState": "string",
        "middleName": "string",
        "mobilePhoneNumber": "string",
        "partyType": "string",
        "phoneNumber": "string",
        "postalCode": "string",
        "profileARN": "string",
        "profileId": "string",
        "province": "string",
        "shippingAddress1": "string",
        "shippingAddress2": "string",
        "shippingAddress3": "string",
        "shippingAddress4": "string",
        "shippingCity": "string",
        "shippingCountry": "string",
        "shippingCounty": "string",
        "shippingPostalCode": "string",
        "shippingProvince": "string",
        "shippingState": "string",
        "state": "string"
```

```
      },
      "systemAttributes": {
         "customerEndpoint": {
            "address": "string"
         },
         "name": "string",
         "systemEndpoint": {
            "address": "string"
         }
      }
   },
   "description": "string",
   "groupingConfiguration": {
      "criteria": "string",
      "values": [ "string" ]
   },
   "language": "string",
   "name": "string",
   "sourceConfiguration": { ... },
   "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.

channelSubtype

The channel subtype this message template applies to.

Type: String

Valid Values: `EMAIL | SMS | WHATSAPP | PUSH`

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

content

The content of the message template.

Type: MessageTemplateContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

defaultAttributes

An object that specifies the default values to use for variables in the message template. This object contains different categories of key-value pairs. Each key defines a variable or placeholder in the message template. The corresponding value defines the default value for that variable.

Type: MessageTemplateAttributes object

Required: No

description

The description of the message template.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

groupingConfiguration

The configuration information of the grouping of Amazon Q in Connect users.

Type: GroupingConfiguration object

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 message template.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

sourceConfiguration

The source configuration of the message template. Only set this argument for WHATSAPP channel subtype.

Type: MessageTemplateSourceConfiguration 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

{
   "messageTemplate": {
      "attributeTypes": [ "string" ],
      "channel": "string",
      "channelSubtype": "string",
      "content": { ... },
      "createdTime": "string",
      "defaultAttributes": {
         "agentAttributes": {
            "firstName": "string",
            "lastName": "string"
         },
         "customAttributes": {
            "string" : "string"
         },
         "customerProfileAttributes": {
            "accountNumber": "string",
            "additionalInformation": "string",
            "address1": "string",
```

```
            "address2": "string",
            "address3": "string",
            "address4": "string",
            "billingAddress1": "string",
            "billingAddress2": "string",
            "billingAddress3": "string",
            "billingAddress4": "string",
            "billingCity": "string",
            "billingCountry": "string",
            "billingCounty": "string",
            "billingPostalCode": "string",
            "billingProvince": "string",
            "billingState": "string",
            "birthDate": "string",
            "businessEmailAddress": "string",
            "businessName": "string",
            "businessPhoneNumber": "string",
            "city": "string",
            "country": "string",
            "county": "string",
            "custom": {
               "string" : "string"
            },
            "emailAddress": "string",
            "firstName": "string",
            "gender": "string",
            "homePhoneNumber": "string",
            "lastName": "string",
            "mailingAddress1": "string",
            "mailingAddress2": "string",
            "mailingAddress3": "string",
            "mailingAddress4": "string",
            "mailingCity": "string",
            "mailingCountry": "string",
            "mailingCounty": "string",
            "mailingPostalCode": "string",
            "mailingProvince": "string",
            "mailingState": "string",
            "middleName": "string",
            "mobilePhoneNumber": "string",
            "partyType": "string",
            "phoneNumber": "string",
            "postalCode": "string",
            "profileARN": "string",
```

```
            "profileId": "string",
            "province": "string",
            "shippingAddress1": "string",
            "shippingAddress2": "string",
            "shippingAddress3": "string",
            "shippingAddress4": "string",
            "shippingCity": "string",
            "shippingCountry": "string",
            "shippingCounty": "string",
            "shippingPostalCode": "string",
            "shippingProvince": "string",
            "shippingState": "string",
            "state": "string"
         },
         "systemAttributes": {
            "customerEndpoint": {
               "address": "string"
            },
            "name": "string",
            "systemEndpoint": {
               "address": "string"
            }
         }
      },
      "description": "string",
      "groupingConfiguration": {
         "criteria": "string",
         "values": [ "string" ]
      },
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "language": "string",
      "lastModifiedBy": "string",
      "lastModifiedTime": "string",
      "messageTemplateArn": "string",
      "messageTemplateContentSha256": "string",
      "messageTemplateId": "string",
      "name": "string",
      "sourceConfigurationSummary": { ... },
      "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.

messageTemplate

The message template.

Type: MessageTemplateData 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.

resourceName

The specified resource name.

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: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateMessageTemplateAttachment

Service: Amazon Q Connect

Uploads an attachment file to the specified Amazon Q in Connect message template. The name of the message template attachment has to be unique for each message template referenced by the $LATEST qualifier. The body of the attachment file should be encoded using base64 encoding. After the file is uploaded, you can use the pre-signed Amazon S3 URL returned in response to download the uploaded file.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/attachments
 HTTP/1.1
Content-type: application/json

{
   "body": "string",
   "clientToken": "string",
   "contentDisposition": "string",
   "name": "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

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

body

The body of the attachment file being uploaded. It should be encoded using base64 encoding.

Type: String

Length Constraints: Minimum length 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 4096.

Required: No

contentDisposition

The presentation information for the attachment file.

Type: String

Valid Values: `ATTACHMENT`

Required: Yes

name

The name of the attachment file being uploaded. The name should include the file extension.

Type: String

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

Pattern: `[\p{L}\p{M}\p{N}_\s&@()+,;=\-]+\.[A-Za-z0-9]+`

Required: Yes

Response Syntax

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

{
   "attachment": {
      "attachmentId": "string",
      "contentDisposition": "string",
      "name": "string",
      "uploadedTime": "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.

attachment

The message template attachment.

Type: MessageTemplateAttachment 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.

resourceName

The specified resource name.

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: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateMessageTemplateVersion

Service: Amazon Q Connect

Creates a new Amazon Q in Connect message template version from the current content and configuration of a message template. Versions are immutable and monotonically increasing. Once a version is created, you can reference a specific version of the message template by passing in <message-template-id>:<versionNumber> as the message template identifier. An error is displayed if the supplied messageTemplateContentSha256 is different from the messageTemplateContentSha256 of the message template with $LATEST qualifier. If multiple CreateMessageTemplateVersion requests are made while the message template remains the same, only the first invocation creates a new version and the succeeding requests will return the same response as the first invocation.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/versions
 HTTP/1.1
Content-type: application/json

{
   "messageTemplateContentSha256": "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

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

messageTemplateContentSha256

The checksum value of the message template content that is referenced by the `$LATEST` qualifier. It can be returned in `MessageTemplateData` or `ExtendedMessageTemplateData`. It's calculated by content, language, `defaultAttributes` and `Attachments` of the message template. If not supplied, the message template version will be created based on the message template content that is referenced by the `$LATEST` qualifier by default.

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

{
   "messageTemplate": {
      "attachments": [
```

```
        {
           "attachmentId": "string",
           "contentDisposition": "string",
           "name": "string",
           "uploadedTime": "string",
           "url": "string",
           "urlExpiry": "string"
        }
     ],
     "attributeTypes": [ "string" ],
     "channel": "string",
     "channelSubtype": "string",
     "content": { ... },
     "createdTime": "string",
     "defaultAttributes": {
        "agentAttributes": {
           "firstName": "string",
           "lastName": "string"
        },
        "customAttributes": {
           "string" : "string"
        },
        "customerProfileAttributes": {
           "accountNumber": "string",
           "additionalInformation": "string",
           "address1": "string",
           "address2": "string",
           "address3": "string",
           "address4": "string",
           "billingAddress1": "string",
           "billingAddress2": "string",
           "billingAddress3": "string",
           "billingAddress4": "string",
           "billingCity": "string",
           "billingCountry": "string",
           "billingCounty": "string",
           "billingPostalCode": "string",
           "billingProvince": "string",
           "billingState": "string",
           "birthDate": "string",
           "businessEmailAddress": "string",
           "businessName": "string",
           "businessPhoneNumber": "string",
           "city": "string",
```

```
            "country": "string",
            "county": "string",
            "custom": {
               "string" : "string"
            },
            "emailAddress": "string",
            "firstName": "string",
            "gender": "string",
            "homePhoneNumber": "string",
            "lastName": "string",
            "mailingAddress1": "string",
            "mailingAddress2": "string",
            "mailingAddress3": "string",
            "mailingAddress4": "string",
            "mailingCity": "string",
            "mailingCountry": "string",
            "mailingCounty": "string",
            "mailingPostalCode": "string",
            "mailingProvince": "string",
            "mailingState": "string",
            "middleName": "string",
            "mobilePhoneNumber": "string",
            "partyType": "string",
            "phoneNumber": "string",
            "postalCode": "string",
            "profileARN": "string",
            "profileId": "string",
            "province": "string",
            "shippingAddress1": "string",
            "shippingAddress2": "string",
            "shippingAddress3": "string",
            "shippingAddress4": "string",
            "shippingCity": "string",
            "shippingCountry": "string",
            "shippingCounty": "string",
            "shippingPostalCode": "string",
            "shippingProvince": "string",
            "shippingState": "string",
            "state": "string"
         },
         "systemAttributes": {
            "customerEndpoint": {
               "address": "string"
            },
```

```
            "name": "string",
            "systemEndpoint": {
               "address": "string"
            }
         }
      },
      "description": "string",
      "groupingConfiguration": {
         "criteria": "string",
         "values": [ "string" ]
      },
      "isActive": boolean,
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "language": "string",
      "lastModifiedBy": "string",
      "lastModifiedTime": "string",
      "messageTemplateArn": "string",
      "messageTemplateContentSha256": "string",
      "messageTemplateId": "string",
      "name": "string",
      "sourceConfigurationSummary": { ... },
      "tags": {
         "string" : "string"
      },
      "versionNumber": 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.

messageTemplate

The message template.

Type: ExtendedMessageTemplateData 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.

resourceName

The specified resource name.

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: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "aiAgentConfiguration": {
      "string" : {
         "aiAgentId": "string"
      }
   },
   "clientToken": "string",
   "contactArn": "string",
   "description": "string",
   "name": "string",
   "orchestratorConfigurationList": [
      {
         "aiAgentId": "string",
         "orchestratorUseCase": "string"
      }
   ],
   "removeOrchestratorConfigurationList": boolean,
   "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.

aiAgentConfiguration

The configuration of the AI Agents (mapped by AI Agent Type to AI Agent version) that should be used by Amazon Q in Connect for this Session.

Type: String to AIAgentConfigurationData object map

Valid Keys: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

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

contactArn

The Amazon Resource Name (ARN) of the email contact in Amazon Connect. Used to retrieve email content and establish session context for AI-powered email assistance.

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

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

orchestratorConfigurationList

The list of orchestrator configurations for the session being created.

Type: Array of OrchestratorConfigurationEntry objects

Required: No

removeOrchestratorConfigurationList

The list of orchestrator configurations to remove from the session.

Type: Boolean

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

Response Syntax

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

{
   "session": {
      "aiAgentConfiguration": {
         "string" : {
            "aiAgentId": "string"
         }
```

```
      },
      "description": "string",
      "integrationConfiguration": {
         "topicIntegrationArn": "string"
      },
      "name": "string",
      "orchestratorConfigurationList": [
         {
            "aiAgentId": "string",
            "orchestratorUseCase": "string"
         }
      ],
      "origin": "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

DependencyFailedException

The request failed because it depends on another request that failed.

HTTP Status Code: 424

ResourceNotFoundException

The specified resource does not exist.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeactivateMessageTemplate

Service: Amazon Q Connect

Deactivates a specific version of the Amazon Q in Connect message template . After the version is deactivated, you can no longer use the `$ACTIVE_VERSION` qualifier to reference the version in active status.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/deactivate
 HTTP/1.1
Content-type: application/json

{
   "versionNumber": 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

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

versionNumber

The version number of the message template version to deactivate.

Type: Long

Valid Range: Minimum value of 1.

Required: Yes

Response Syntax

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

{
   "messageTemplateArn": "string",
   "messageTemplateId": "string",
   "versionNumber": 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.

messageTemplateArn

The Amazon Resource Name (ARN) of the message template.

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}(:[A-Z0-9_$]+){0,1}`

messageTemplateId

The identifier of the message template.

Type: String

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

versionNumber

The version number of the message template version that has been deactivated.

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteAIAgent

Service: Amazon Q Connect

Deletes an Amazon Q in Connect AI Agent.

Request Syntax

```
DELETE /assistants/assistantId/aiagents/aiAgentId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiAgentId

The identifier of the Amazon Q in Connect AI Agent. 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteAIAgentVersion

Service: Amazon Q Connect

Deletes an Amazon Q in Connect AI Agent Version.

Request Syntax

```
DELETE /assistants/assistantId/aiagents/aiAgentId/versions/versionNumber HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiAgentId

The identifier of the Amazon Q in Connect AI Agent. 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

versionNumber

The version number of the AI Agent version.

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteAIGuardrail

Service: Amazon Q Connect

Deletes an Amazon Q in Connect AI Guardrail.

Request Syntax

```
DELETE /assistants/assistantId/aiguardrails/aiGuardrailId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail. 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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/1.1 202
```

Response Elements

If the action is successful, the service sends back an HTTP 202 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteAIGuardrailVersion

Service: Amazon Q Connect

Delete and Amazon Q in Connect AI Guardrail version.

Request Syntax

```
DELETE /assistants/assistantId/aiguardrails/aiGuardrailId/versions/versionNumber
 HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

versionNumber

The version number of the AI Guardrail version to be deleted.

Valid Range: Minimum value of 1.

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 202
```

Response Elements

If the action is successful, the service sends back an HTTP 202 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteAIPrompt

Service: Amazon Q Connect

Deletes an Amazon Q in Connect AI Prompt.

Request Syntax

```
DELETE /assistants/assistantId/aiprompts/aiPromptId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiPromptId

The identifier of the Amazon Q in Connect AI prompt. 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteAIPromptVersion

Service: Amazon Q Connect

Delete and Amazon Q in Connect AI Prompt version.

Request Syntax

```
DELETE /assistants/assistantId/aiprompts/aiPromptId/versions/versionNumber HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiPromptId

The identifier of the Amazon Q in Connect AI prompt.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

versionNumber

The version number of the AI Prompt version to be deleted.

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteMessageTemplate

Service: Amazon Q Connect

Deletes an Amazon Q in Connect message template entirely or a specific version of the message template if version is supplied in the request. You can provide the message template identifier as `<message-template-id>:<versionNumber>` to delete a specific version of the message template. If it is not supplied, the message template and all available versions will be deleted.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId 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

messageTemplateId

The identifier of the message template. 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteMessageTemplateAttachment

Service: Amazon Q Connect

Deletes the attachment file from the Amazon Q in Connect message template that is referenced by $LATEST qualifier. Attachments on available message template versions will remain unchanged.

Request Syntax

```
DELETE /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/
attachments/attachmentId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

attachmentId

The identifier of the attachment file.

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. 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

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetAIAgent

Service: Amazon Q Connect

Gets an Amazon Q in Connect AI Agent.

Request Syntax

```
GET /assistants/assistantId/aiagents/aiAgentId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiAgentId

The identifier of the Amazon Q in Connect AI Agent (with or without a version qualifier). 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

{
   "aiAgent": {
      "aiAgentArn": "string",
      "aiAgentId": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "configuration": { ... },
      "description": "string",
      "modifiedTime": number,
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "type": "string",
      "visibilityStatus": "string"
   },
   "versionNumber": 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.

aiAgent

The data of the AI Agent.

Type: AIAgentData object

versionNumber

The version number of the AI Agent version (returned if an AI Agent version was specified via use of a qualifier for the `aiAgentId` on the request).

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetAIGuardrail

Service: Amazon Q Connect

Gets the Amazon Q in Connect AI Guardrail.

Request Syntax

```
GET /assistants/assistantId/aiguardrails/aiGuardrailId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

{
   "aiGuardrail": {
      "aiGuardrailArn": "string",
      "aiGuardrailId": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "blockedInputMessaging": "string",
      "blockedOutputsMessaging": "string",
      "contentPolicyConfig": {
         "filtersConfig": [
            {
               "inputStrength": "string",
               "outputStrength": "string",
               "type": "string"
            }
         ]
      },
      "contextualGroundingPolicyConfig": {
         "filtersConfig": [
            {
               "threshold": number,
               "type": "string"
            }
         ]
      },
      "description": "string",
      "modifiedTime": number,
      "name": "string",
      "sensitiveInformationPolicyConfig": {
         "piiEntitiesConfig": [
            {
               "action": "string",
               "type": "string"
            }
         ],
         "regexesConfig": [
            {
               "action": "string",
```

```
            "description": "string",
            "name": "string",
            "pattern": "string"
         }
      ]
   },
   "status": "string",
   "tags": {
      "string" : "string"
   },
   "topicPolicyConfig": {
      "topicsConfig": [
         {
            "definition": "string",
            "examples": [ "string" ],
            "name": "string",
            "type": "string"
         }
      ]
   },
   "visibilityStatus": "string",
   "wordPolicyConfig": {
      "managedWordListsConfig": [
         {
            "type": "string"
         }
      ],
      "wordsConfig": [
         {
            "text": "string"
         }
      ]
   }
},
"versionNumber": 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.

aiGuardrail

The data of the AI Guardrail.

Type: AIGuardrailData object

versionNumber

The version number of the AI Guardrail version (returned if an AI Guardrail version was specified via use of a qualifier for the `aiGuardrailId` on the request).

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetAIPrompt

Service: Amazon Q Connect

Gets and Amazon Q in Connect AI Prompt.

Request Syntax

```
GET /assistants/assistantId/aiprompts/aiPromptId HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiPromptId

The identifier of the Amazon Q in Connect AI prompt.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

{
   "aiPrompt": {
      "aiPromptArn": "string",
      "aiPromptId": "string",
      "apiFormat": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "description": "string",
      "inferenceConfiguration": { ... },
      "modelId": "string",
      "modifiedTime": number,
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "templateConfiguration": { ... },
      "templateType": "string",
      "type": "string",
      "visibilityStatus": "string"
   },
   "versionNumber": 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.

aiPrompt

The data of the AI Prompt.

Type: AIPromptData object

versionNumber

The version number of the AI Prompt version (returned if an AI Prompt version was specified via use of a qualifier for the `aiPromptId` on the request).

Type: Long

Valid Range: Minimum value of 1.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
      "aiAgentConfiguration": {
         "string" : {
            "aiAgentId": "string"
         }
```

```
      },
      "assistantArn": "string",
      "assistantId": "string",
      "capabilityConfiguration": {
         "type": "string"
      },
      "description": "string",
      "integrationConfiguration": {
         "topicIntegrationArn": "string"
      },
      "name": "string",
      "orchestratorConfigurationList": [
         {
            "aiAgentId": "string",
            "orchestratorUseCase": "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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
      "ingestionFailureReasons": [ "string" ],
      "ingestionStatus": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
```

```
      "knowledgeBaseType": "string",
      "lastContentModificationTime": number,
      "name": "string",
      "renderingConfiguration": {
         "templateUri": "string"
      },
      "serverSideEncryptionConfiguration": {
         "kmsKeyId": "string"
      },
      "sourceConfiguration": { ... },
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "vectorIngestionConfiguration": {
         "chunkingConfiguration": {
            "chunkingStrategy": "string",
            "fixedSizeChunkingConfiguration": {
               "maxTokens": number,
               "overlapPercentage": number
            },
            "hierarchicalChunkingConfiguration": {
               "levelConfigurations": [
                  {
                     "maxTokens": number
                  }
               ],
               "overlapTokens": number
            },
            "semanticChunkingConfiguration": {
               "breakpointPercentileThreshold": number,
               "bufferSize": number,
               "maxTokens": number
            }
         },
         "parsingConfiguration": {
            "bedrockFoundationModelConfiguration": {
               "modelArn": "string",
               "parsingPrompt": {
                  "parsingPromptText": "string"
               }
            },
            "parsingStrategy": "string"
         }
```

```
        }
    }
}
```

Response Elements

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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetMessageTemplate

Service: Amazon Q Connect

Retrieves the Amazon Q in Connect message template. The message template identifier can contain an optional qualifier, for example, `<message-template-id>:<qualifier>`, which is either an actual version number or an Amazon Q Connect managed qualifier `$ACTIVE_VERSION` | `$LATEST`. If it is not supplied, then `$LATEST` is assumed implicitly.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId 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

messageTemplateId

The identifier of the message template. 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
   "messageTemplate": {
      "attachments": [
         {
            "attachmentId": "string",
            "contentDisposition": "string",
            "name": "string",
            "uploadedTime": "string",
            "url": "string",
            "urlExpiry": "string"
         }
      ],
      "attributeTypes": [ "string" ],
      "channel": "string",
      "channelSubtype": "string",
      "content": { ... },
      "createdTime": "string",
      "defaultAttributes": {
         "agentAttributes": {
            "firstName": "string",
            "lastName": "string"
         },
         "customAttributes": {
            "string" : "string"
         },
         "customerProfileAttributes": {
            "accountNumber": "string",
            "additionalInformation": "string",
            "address1": "string",
            "address2": "string",
            "address3": "string",
            "address4": "string",
            "billingAddress1": "string",
            "billingAddress2": "string",
```

```
            "billingAddress3": "string",
            "billingAddress4": "string",
            "billingCity": "string",
            "billingCountry": "string",
            "billingCounty": "string",
            "billingPostalCode": "string",
            "billingProvince": "string",
            "billingState": "string",
            "birthDate": "string",
            "businessEmailAddress": "string",
            "businessName": "string",
            "businessPhoneNumber": "string",
            "city": "string",
            "country": "string",
            "county": "string",
            "custom": {
               "string" : "string"
            },
            "emailAddress": "string",
            "firstName": "string",
            "gender": "string",
            "homePhoneNumber": "string",
            "lastName": "string",
            "mailingAddress1": "string",
            "mailingAddress2": "string",
            "mailingAddress3": "string",
            "mailingAddress4": "string",
            "mailingCity": "string",
            "mailingCountry": "string",
            "mailingCounty": "string",
            "mailingPostalCode": "string",
            "mailingProvince": "string",
            "mailingState": "string",
            "middleName": "string",
            "mobilePhoneNumber": "string",
            "partyType": "string",
            "phoneNumber": "string",
            "postalCode": "string",
            "profileARN": "string",
            "profileId": "string",
            "province": "string",
            "shippingAddress1": "string",
            "shippingAddress2": "string",
            "shippingAddress3": "string",
```

```
            "shippingAddress4": "string",
            "shippingCity": "string",
            "shippingCountry": "string",
            "shippingCounty": "string",
            "shippingPostalCode": "string",
            "shippingProvince": "string",
            "shippingState": "string",
            "state": "string"
         },
         "systemAttributes": {
            "customerEndpoint": {
               "address": "string"
            },
            "name": "string",
            "systemEndpoint": {
               "address": "string"
            }
         }
      },
      "description": "string",
      "groupingConfiguration": {
         "criteria": "string",
         "values": [ "string" ]
      },
      "isActive": boolean,
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "language": "string",
      "lastModifiedBy": "string",
      "lastModifiedTime": "string",
      "messageTemplateArn": "string",
      "messageTemplateContentSha256": "string",
      "messageTemplateId": "string",
      "name": "string",
      "sourceConfigurationSummary": { ... },
      "tags": {
         "string" : "string"
      },
      "versionNumber": 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.

messageTemplate

The message template.

Type: ExtendedMessageTemplateData 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

GetNextMessage

Service: Amazon Q Connect

Retrieves next message on an Amazon Q in Connect session.

Request Syntax

```
GET /assistants/assistantId/sessions/sessionId/messages/next?
nextMessageToken=nextMessageToken HTTP/1.1
```

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

nextMessageToken

The token for the next message. Use the value returned in the SendMessage or previous response in the next request to retrieve the next message.

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

sessionId

The identifier of the Amazon Q in Connect session.

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

{
   "chunkedResponseTerminated": boolean,
   "conversationSessionData": [
      {
         "key": "string",
         "value": { ... }
      }
   ],
   "conversationState": {
      "reason": "string",
      "status": "string"
   },
   "nextMessageToken": "string",
   "requestMessageId": "string",
   "response": {
      "messageId": "string",
      "participant": "string",
      "timestamp": number,
      "value": { ... }
   },
   "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.

chunkedResponseTerminated

Indicates whether the chunked response has been terminated.

Type: Boolean

conversationSessionData

The conversation data stored on an Amazon Q in Connect Session.

Type: Array of RuntimeSessionData objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

conversationState

The state of current conversation.

Type: ConversationState object

nextMessageToken

The token for the next message.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

requestMessageId

The identifier of the submitted message.

Type: String

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

response

The message response to the requested message.

Type: MessageOutput object

type

The type of message response.

Type: String

Valid Values: TEXT

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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnprocessableContentException

The server has a failure of processing the message

HTTP Status Code: 422

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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&nextChunkToken=nextChunkToken&recommendationType=recommendationType&waitT
 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.

nextChunkToken

The token for the next set of chunks. Use the value returned in the previous response in the next request to retrieve the next set of chunks.

Length Constraints: Minimum length of 1. Maximum length of 2048.

recommendationType

The type of recommendation being requested.

Valid Values: `KNOWLEDGE_CONTENT | GENERATIVE_RESPONSE | GENERATIVE_ANSWER | DETECTED_INTENT | GENERATIVE_ANSWER_CHUNK | BLOCKED_GENERATIVE_ANSWER_CHUNK | INTENT_ANSWER_CHUNK | BLOCKED_INTENT_ANSWER_CHUNK | EMAIL_RESPONSE_CHUNK | EMAIL_OVERVIEW_CHUNK | EMAIL_GENERATIVE_ANSWER_CHUNK | CASE_SUMMARIZATION_CHUNK | BLOCKED_CASE_SUMMARIZATION_CHUNK | SUGGESTED_MESSAGE | NOTES_CHUNK | BLOCKED_NOTES_CHUNK`

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

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",
               "referenceType": "string",
               "sourceURL": "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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": {
      "aiAgentConfiguration": {
         "string" : {
            "aiAgentId": "string"
         }
      },
      "description": "string",
      "integrationConfiguration": {
         "topicIntegrationArn": "string"
      },
      "name": "string",
      "orchestratorConfigurationList": [
         {
            "aiAgentId": "string",
            "orchestratorUseCase": "string"
         }
      ],
      "origin": "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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAIAgents

Service: Amazon Q Connect

Lists AI Agents.

Request Syntax

```
GET /assistants/assistantId/aiagents?
maxResults=maxResults&nextToken=nextToken&origin=origin 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.

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.

origin

The origin of the AI Agents to be listed. `SYSTEM` for a default AI Agent created by Q in Connect or `CUSTOMER` for an AI Agent created by calling AI Agent creation APIs.

Valid Values: SYSTEM | CUSTOMER

Request Body

The request does not have a request body.

Response Syntax

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

{
   "aiAgentSummaries": [
      {
         "aiAgentArn": "string",
         "aiAgentId": "string",
         "assistantArn": "string",
         "assistantId": "string",
         "configuration": { ... },
         "description": "string",
         "modifiedTime": number,
         "name": "string",
         "origin": "string",
         "status": "string",
         "tags": {
            "string" : "string"
         },
         "type": "string",
         "visibilityStatus": "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.

aiAgentSummaries

The summaries of AI Agents.

Type: Array of AIAgentSummary 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 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAIAgentVersions

Service: Amazon Q Connect

List AI Agent versions.

Request Syntax

```
GET /assistants/assistantId/aiagents/aiAgentId/versions?
maxResults=maxResults&nextToken=nextToken&origin=origin HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiAgentId

The identifier of the Amazon Q in Connect AI Agent for which versions are to be listed.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

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.

origin

The origin of the AI Agent versions to be listed. SYSTEM for a default AI Agent created by Q in Connect or CUSTOMER for an AI Agent created by calling AI Agent creation APIs.

Valid Values: SYSTEM | CUSTOMER

Request Body

The request does not have a request body.

Response Syntax

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

{
   "aiAgentVersionSummaries": [
      {
         "aiAgentSummary": {
            "aiAgentArn": "string",
            "aiAgentId": "string",
            "assistantArn": "string",
            "assistantId": "string",
            "configuration": { ... },
            "description": "string",
            "modifiedTime": number,
            "name": "string",
            "origin": "string",
            "status": "string",
            "tags": {
               "string" : "string"
            },
            "type": "string",
            "visibilityStatus": "string"
```

```
        },
        "versionNumber": 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.

aiAgentVersionSummaries

The summaries of AI Agent versions.

Type: Array of AIAgentVersionSummary 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 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAIGuardrails

Service: Amazon Q Connect

Lists the AI Guardrails available on the Amazon Q in Connect assistant.

Request Syntax

```
GET /assistants/assistantId/aiguardrails?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]{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

{
   "aiGuardrailSummaries": [
      {
         "aiGuardrailArn": "string",
         "aiGuardrailId": "string",
         "assistantArn": "string",
         "assistantId": "string",
         "description": "string",
         "modifiedTime": number,
         "name": "string",
         "status": "string",
         "tags": {
            "string" : "string"
         },
         "visibilityStatus": "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.

aiGuardrailSummaries

The summaries of the AI Guardrails.

Type: Array of AIGuardrailSummary 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 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAIGuardrailVersions

Service: Amazon Q Connect

Lists AI Guardrail versions.

Request Syntax

```
GET /assistants/assistantId/aiguardrails/aiGuardrailId/versions?
maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail for which versions are to be listed.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

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

{
   "aiGuardrailVersionSummaries": [
      {
         "aiGuardrailSummary": {
            "aiGuardrailArn": "string",
            "aiGuardrailId": "string",
            "assistantArn": "string",
            "assistantId": "string",
            "description": "string",
            "modifiedTime": number,
            "name": "string",
            "status": "string",
            "tags": {
               "string" : "string"
            },
            "visibilityStatus": "string"
         },
         "versionNumber": 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.

aiGuardrailVersionSummaries

The summaries of the AI Guardrail versions.

Type: Array of AIGuardrailVersionSummary 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 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAIPrompts

Service: Amazon Q Connect

Lists the AI Prompts available on the Amazon Q in Connect assistant.

Request Syntax

```
GET /assistants/assistantId/aiprompts?
maxResults=maxResults&nextToken=nextToken&origin=origin 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.

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.

origin

The origin of the AI Prompts to be listed. SYSTEM for a default AI Agent created by Q in Connect or CUSTOMER for an AI Agent created by calling AI Agent creation APIs.

Valid Values: SYSTEM | CUSTOMER

Request Body

The request does not have a request body.

Response Syntax

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

{
   "aiPromptSummaries": [
      {
         "aiPromptArn": "string",
         "aiPromptId": "string",
         "apiFormat": "string",
         "assistantArn": "string",
         "assistantId": "string",
         "description": "string",
         "modelId": "string",
         "modifiedTime": number,
         "name": "string",
         "origin": "string",
         "status": "string",
         "tags": {
            "string" : "string"
         },
         "templateType": "string",
         "type": "string",
         "visibilityStatus": "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.

aiPromptSummaries

The summaries of the AI Prompts.

Type: Array of AIPromptSummary 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 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListAIPromptVersions

Service: Amazon Q Connect

Lists AI Prompt versions.

Request Syntax

```
GET /assistants/assistantId/aiprompts/aiPromptId/versions?
maxResults=maxResults&nextToken=nextToken&origin=origin HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiPromptId

The identifier of the Amazon Q in Connect AI prompt for which versions are to be listed.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

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.

origin

The origin of the AI Prompt versions to be listed. SYSTEM for a default AI Agent created by Q in Connect or CUSTOMER for an AI Agent created by calling AI Agent creation APIs.

Valid Values: SYSTEM | CUSTOMER

Request Body

The request does not have a request body.

Response Syntax

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

{
   "aiPromptVersionSummaries": [
      {
         "aiPromptSummary": {
            "aiPromptArn": "string",
            "aiPromptId": "string",
            "apiFormat": "string",
            "assistantArn": "string",
            "assistantId": "string",
            "description": "string",
            "modelId": "string",
            "modifiedTime": number,
            "name": "string",
            "origin": "string",
            "status": "string",
            "tags": {
               "string" : "string"
            },
```

```
            "templateType": "string",
            "type": "string",
            "visibilityStatus": "string"
         },
         "versionNumber": 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.

aiPromptVersionSummaries

The summaries of the AI Prompt versions.

Type: Array of AIPromptVersionSummary 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 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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]{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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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": [
      {
         "aiAgentConfiguration": {
            "string" : {
```

```
                "aiAgentId": "string"
            }
        },
        "assistantArn": "string",
        "assistantId": "string",
        "capabilityConfiguration": {
            "type": "string"
        },
        "description": "string",
        "integrationConfiguration": {
            "topicIntegrationArn": "string"
        },
        "name": "string",
        "orchestratorConfigurationList": [
            {
                "aiAgentId": "string",
                "orchestratorUseCase": "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

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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]{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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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]{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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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"
        },
        "vectorIngestionConfiguration": {
           "chunkingConfiguration": {
              "chunkingStrategy": "string",
              "fixedSizeChunkingConfiguration": {
                 "maxTokens": number,
                 "overlapPercentage": number
              },
              "hierarchicalChunkingConfiguration": {
                 "levelConfigurations": [
                    {
                       "maxTokens": number
                    }
                 ],
                 "overlapTokens": number
              },
              "semanticChunkingConfiguration": {
                 "breakpointPercentileThreshold": number,
                 "bufferSize": number,
                 "maxTokens": number
              }
           },
           "parsingConfiguration": {
              "bedrockFoundationModelConfiguration": {
                 "modelArn": "string",
                 "parsingPrompt": {
                    "parsingPromptText": "string"
                 }
              },
              "parsingStrategy": "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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListMessages

Service: Amazon Q Connect

Lists messages on an Amazon Q in Connect session.

Request Syntax

```
GET /assistants/assistantId/sessions/sessionId/messages?
filter=filter&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.

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

filter

The filter criteria for listing messages.

Valid Values: `ALL | TEXT_ONLY`

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.

sessionId

The identifier of the Amazon Q in Connect session.

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

{
   "messages": [
      {
         "messageId": "string",
         "participant": "string",
         "timestamp": number,
         "value": { ... }
      }
   ],
   "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.

messages

The message information.

Type: Array of MessageOutput 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 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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListMessageTemplates

Service: Amazon Q Connect

Lists all the available Amazon Q in Connect message templates for the specified knowledge base.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/messageTemplates?
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]{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

{
   "messageTemplateSummaries": [
      {
         "activeVersionNumber": number,
         "channel": "string",
         "channelSubtype": "string",
         "createdTime": "string",
         "description": "string",
         "knowledgeBaseArn": "string",
         "knowledgeBaseId": "string",
         "lastModifiedBy": "string",
         "lastModifiedTime": "string",
         "messageTemplateArn": "string",
         "messageTemplateId": "string",
         "name": "string",
         "sourceConfiguration": { ... },
         "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.

messageTemplateSummaries

Summary information about the message template.

Type: Array of MessageTemplateSummary 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListMessageTemplateVersions

Service: Amazon Q Connect

Lists all the available versions for the specified Amazon Q in Connect message template.

Request Syntax

```
GET /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/versions?
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]{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.

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}

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.

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

{
   "messageTemplateVersionSummaries": [
      {
         "channel": "string",
         "channelSubtype": "string",
         "isActive": boolean,
         "knowledgeBaseArn": "string",
         "knowledgeBaseId": "string",
         "messageTemplateArn": "string",
         "messageTemplateId": "string",
         "name": "string",
         "versionNumber": 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.

messageTemplateVersionSummaries

Summary information about the versions of a message template.

Type: Array of MessageTemplateVersionSummary 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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]{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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListSpans

Service: Amazon Q Connect

Retrieves AI agent execution traces for a session, providing granular visibility into agent orchestration flows, LLM interactions, and tool invocations.

Request Syntax

```
GET /assistants/assistantId/sessions/sessionId/spans?
maxResults=maxResults&nextToken=nextToken HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

UUID or ARN of the Connect AI Assistant resource

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

Maximum number of spans to return per page

Valid Range: Minimum value of 1. Maximum value of 100.

nextToken

Pagination token for retrieving the next page of results

Length Constraints: Minimum length of 1. Maximum length of 2048.

sessionId

UUID or ARN of the Connect AI Session resource

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

{
   "nextToken": "string",
   "spans": [
      {
         "assistantId": "string",
         "attributes": {
            "agentId": "string",
            "aiAgentArn": "string",
            "aiAgentId": "string",
            "aiAgentInvoker": "string",
            "aiAgentName": "string",
            "aiAgentOrchestratorUseCase": "string",
            "aiAgentType": "string",
            "aiAgentVersion": number,
            "cacheReadInputTokens": number,
            "cacheWriteInputTokens": number,
            "contactId": "string",
            "errorType": "string",
            "initialContactId": "string",
            "inputMessages": [
               {
                  "messageId": "string",
                  "participant": "string",
                  "timestamp": number,
                  "values": [
                     { ... }
                  ]
               }
            ],
```

```
            "instanceArn": "string",
            "operationName": "string",
            "outputMessages": [
               {
                  "messageId": "string",
                  "participant": "string",
                  "timestamp": number,
                  "values": [
                     { ... }
                  ]
               }
            ],
            "promptArn": "string",
            "promptId": "string",
            "promptName": "string",
            "promptType": "string",
            "promptVersion": number,
            "providerName": "string",
            "requestMaxTokens": number,
            "requestModel": "string",
            "responseFinishReasons": [ "string" ],
            "responseModel": "string",
            "sessionName": "string",
            "systemInstructions": [
               { ... }
            ],
            "temperature": number,
            "topP": number,
            "usageInputTokens": number,
            "usageOutputTokens": number,
            "usageTotalTokens": number
         },
         "endTimestamp": number,
         "parentSpanId": "string",
         "requestId": "string",
         "sessionId": "string",
         "spanId": "string",
         "spanName": "string",
         "spanType": "string",
         "startTimestamp": number,
         "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

Pagination token for retrieving additional results

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

spans

Array of span objects for the session

Type: Array of Span 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

ResourceNotFoundException

The specified resource does not exist.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
   "overrideKnowledgeBaseSearchType": "string",
   "queryCondition": [
      { ... }
   ],
   "queryInputData": { ... },
   "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]{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

overrideKnowledgeBaseSearchType

The search type to be used against the Knowledge Base for this request. The values can be `SEMANTIC` which uses vector embeddings or `HYBRID` which use vector embeddings and raw text.

Type: String

Valid Values: `HYBRID | SEMANTIC`

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

queryInputData

Information about the query.

Type: QueryInputData object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

queryText

The text to search for.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 512.

Required: No

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]{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",
               "referenceType": "string",
               "sourceURL": "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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

RemoveAssistantAIAgent

Service: Amazon Q Connect

Removes the AI Agent that is set for use by default on an Amazon Q in Connect Assistant.

Request Syntax

```
DELETE /assistants/assistantId/aiagentConfiguration?
aiAgentType=aiAgentType&orchestratorUseCase=orchestratorUseCase HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

aiAgentType

The type of the AI Agent being removed for use by default from the Amazon Q in Connect Assistant.

Valid Values: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

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

orchestratorUseCase

The orchestrator use case for the AI Agent being removed.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Request Body

The request does not have a request body.

Response Syntax

```
HTTP/1.1 204
```

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

RenderMessageTemplate

Service: Amazon Q Connect

Renders the Amazon Q in Connect message template based on the attribute values provided and generates the message content. For any variable present in the message template, if the attribute value is neither provided in the attribute request parameter nor the default attribute of the message template, the rendered message content will keep the variable placeholder as it is and return the attribute keys that are missing.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/render HTTP/1.1
Content-type: application/json

{
   "attributes": {
      "agentAttributes": {
         "firstName": "string",
         "lastName": "string"
      },
      "customAttributes": {
         "string" : "string"
      },
      "customerProfileAttributes": {
         "accountNumber": "string",
         "additionalInformation": "string",
         "address1": "string",
         "address2": "string",
         "address3": "string",
         "address4": "string",
         "billingAddress1": "string",
         "billingAddress2": "string",
         "billingAddress3": "string",
         "billingAddress4": "string",
         "billingCity": "string",
         "billingCountry": "string",
         "billingCounty": "string",
         "billingPostalCode": "string",
         "billingProvince": "string",
         "billingState": "string",
         "birthDate": "string",
         "businessEmailAddress": "string",
```

```
        "businessName": "string",
        "businessPhoneNumber": "string",
        "city": "string",
        "country": "string",
        "county": "string",
        "custom": {
           "string" : "string"
        },
        "emailAddress": "string",
        "firstName": "string",
        "gender": "string",
        "homePhoneNumber": "string",
        "lastName": "string",
        "mailingAddress1": "string",
        "mailingAddress2": "string",
        "mailingAddress3": "string",
        "mailingAddress4": "string",
        "mailingCity": "string",
        "mailingCountry": "string",
        "mailingCounty": "string",
        "mailingPostalCode": "string",
        "mailingProvince": "string",
        "mailingState": "string",
        "middleName": "string",
        "mobilePhoneNumber": "string",
        "partyType": "string",
        "phoneNumber": "string",
        "postalCode": "string",
        "profileARN": "string",
        "profileId": "string",
        "province": "string",
        "shippingAddress1": "string",
        "shippingAddress2": "string",
        "shippingAddress3": "string",
        "shippingAddress4": "string",
        "shippingCity": "string",
        "shippingCountry": "string",
        "shippingCounty": "string",
        "shippingPostalCode": "string",
        "shippingProvince": "string",
        "shippingState": "string",
        "state": "string"
    },
    "systemAttributes": {
```

```
            "customerEndpoint": {
               "address": "string"
            },
            "name": "string",
            "systemEndpoint": {
               "address": "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

messageTemplateId

The identifier of the message template. 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}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

attributes

An object that specifies the values to use for variables in the message template. This object contains different categories of key-value pairs. Each key defines a variable or placeholder in the message template. The corresponding value defines the value for that variable.

Type: MessageTemplateAttributes object

Required: Yes

Response Syntax

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

{
   "attachments": [
      {
         "attachmentId": "string",
         "contentDisposition": "string",
         "name": "string",
         "uploadedTime": "string",
         "url": "string",
         "urlExpiry": "string"
      }
   ],
   "attributesNotInterpolated": [ "string" ],
   "content": { ... },
   "sourceConfigurationSummary": { ... }
}
```

Response Elements

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

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

attachments

The message template attachments.

Type: Array of MessageTemplateAttachment objects

attributesNotInterpolated

The attribute keys that are not resolved.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 32767.

content

The content of the message template.

Type: MessageTemplateContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

sourceConfigurationSummary

The source configuration of the message template.

Type: MessageTemplateSourceConfigurationSummary object

Note: This object is a Union. Only one member of this object can be specified or returned.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

Retrieve

Service: Amazon Q Connect

Retrieves content from knowledge sources based on a query.

Request Syntax

```
POST /assistants/assistantId/retrieve HTTP/1.1
Content-type: application/json

{
   "retrievalConfiguration": {
      "filter": { ... },
      "knowledgeSource": { ... },
      "numberOfResults": number,
      "overrideKnowledgeBaseSearchType": "string"
   },
   "retrievalQuery": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

assistantId

The identifier of the Amazon Q in Connect assistant for content retrieval.

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.

retrievalConfiguration

The configuration for the content retrieval operation.

Type: RetrievalConfiguration object

Required: Yes

retrievalQuery

The query for content retrieval.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

Response Syntax

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

{
   "results": [
      {
         "associationId": "string",
         "contentText": "string",
         "referenceType": "string",
         "sourceId": "string"
      }
   ]
}
```

Response Elements

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

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

results

The results of the content retrieval operation.

Type: Array of RetrieveResult 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

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

DependencyFailedException

The request failed because it depends on another request that failed.

HTTP Status Code: 424

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.

resourceName

The specified resource name.

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: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SearchMessageTemplates

Service: Amazon Q Connect

Searches for Amazon Q in Connect message templates in the specified knowledge base.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/search/messageTemplates?
maxResults=maxResults&nextToken=nextToken HTTP/1.1
Content-type: application/json

{
   "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. 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 for querying the message template.

Type: MessageTemplateSearchExpression object

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

{
   "nextToken": "string",
   "results": [
      {
         "channel": "string",
         "channelSubtype": "string",
         "createdTime": "string",
         "description": "string",
         "groupingConfiguration": {
            "criteria": "string",
            "values": [ "string" ]
         },
         "isActive": boolean,
         "knowledgeBaseArn": "string",
         "knowledgeBaseId": "string",
         "language": "string",
         "lastModifiedBy": "string",
         "lastModifiedTime": "string",
         "messageTemplateArn": "string",
         "messageTemplateId": "string",
         "name": "string",
         "sourceConfigurationSummary": { ... },
         "tags": {
            "string" : "string"
         },
         "versionNumber": 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 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 message template search.

Type: Array of MessageTemplateSearchResultData 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

SendMessage

Service: Amazon Q Connect

Submits a message to the Amazon Q in Connect session.

Request Syntax

```
POST /assistants/assistantId/sessions/sessionId/message HTTP/1.1
Content-type: application/json

{
   "aiAgentId": "string",
   "clientToken": "string",
   "configuration": {
      "generateChunkedMessage": boolean,
      "generateFillerMessage": boolean
   },
   "conversationContext": {
      "selfServiceConversationHistory": [
         {
            "botResponse": "string",
            "inputTranscript": "string",
            "timestamp": number,
            "turnNumber": number
         }
      ]
   },
   "message": {
      "value": { ... }
   },
   "metadata": {
      "string" : "string"
   },
   "orchestratorUseCase": "string",
   "type": "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

sessionId

The identifier of the Amazon Q in Connect session.

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.

aiAgentId

The identifier of the AI Agent to use for processing the message.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

configuration

The configuration of the SendMessage request.

Type: MessageConfiguration object

Required: No

conversationContext

The conversation context before the Amazon Q in Connect session.

Type: ConversationContext object

Required: No

message

The message data to submit to the Amazon Q in Connect session.

Type: MessageInput object

Required: Yes

metadata

Additional metadata for the message.

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.

Required: No

orchestratorUseCase

The orchestrator use case for message processing.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

type

The message type.

Type: String

Valid Values: TEXT

Required: Yes

Response Syntax

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

{
   "configuration": {
      "generateChunkedMessage": boolean,
      "generateFillerMessage": boolean
   },
   "nextMessageToken": "string",
   "requestMessageId": "string"
}
```

Response Elements

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

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

configuration

The configuration of the SendMessage request.

Type: MessageConfiguration object

nextMessageToken

The token for the next message, used by GetNextMessage.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

requestMessageId

The identifier of the submitted message.

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

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

DependencyFailedException

The request failed because it depends on another request that failed.

HTTP Status Code: 424

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.

resourceName

The specified resource name.

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: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin

- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

HTTP Status Code: 404

TooManyTagsException

Amazon Q in Connect throws this exception if you have too many tags in your tag set.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateAIAgent

Service: Amazon Q Connect

Updates an AI Agent.

Request Syntax

```
POST /assistants/assistantId/aiagents/aiAgentId HTTP/1.1
Content-type: application/json

{
   "clientToken": "string",
   "configuration": { ... },
   "description": "string",
   "visibilityStatus": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

aiAgentId

The identifier of the Amazon Q in Connect AI Agent.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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 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

configuration

The configuration of the Amazon Q in Connect AI Agent.

Type: AIAgentConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

description

The description of the Amazon Q in Connect AI Agent.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

visibilityStatus

The visbility status of the Amazon Q in Connect AI Agent.

Type: String

Valid Values: SAVED | PUBLISHED

Required: Yes

Response Syntax

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

{
   "aiAgent": {
      "aiAgentArn": "string",
      "aiAgentId": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "configuration": { ... },
      "description": "string",
      "modifiedTime": number,
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "type": "string",
      "visibilityStatus": "string"
   }
}
```

Response Elements

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

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

aiAgent

The data of the updated Amazon Q in Connect AI Agent.

Type: AIAgentData 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateAIGuardrail

Service: Amazon Q Connect

Updates an AI Guardrail.

Request Syntax

```
POST /assistants/assistantId/aiguardrails/aiGuardrailId HTTP/1.1
Content-type: application/json

{
   "blockedInputMessaging": "string",
   "blockedOutputsMessaging": "string",
   "clientToken": "string",
   "contentPolicyConfig": {
      "filtersConfig": [
         {
            "inputStrength": "string",
            "outputStrength": "string",
            "type": "string"
         }
      ]
   },
   "contextualGroundingPolicyConfig": {
      "filtersConfig": [
         {
            "threshold": number,
            "type": "string"
         }
      ]
   },
   "description": "string",
   "sensitiveInformationPolicyConfig": {
      "piiEntitiesConfig": [
         {
            "action": "string",
            "type": "string"
         }
      ],
      "regexesConfig": [
         {
            "action": "string",
            "description": "string",
```

```
            "name": "string",
            "pattern": "string"
         }
      ]
   },
   "topicPolicyConfig": {
      "topicsConfig": [
         {
            "definition": "string",
            "examples": [ "string" ],
            "name": "string",
            "type": "string"
         }
      ]
   },
   "visibilityStatus": "string",
   "wordPolicyConfig": {
      "managedWordListsConfig": [
         {
            "type": "string"
         }
      ],
      "wordsConfig": [
         {
            "text": "string"
         }
      ]
   }
}
```

URI Request Parameters

The request uses the following URI parameters.

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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 accepts the following data in JSON format.

blockedInputMessaging

The message to return when the AI Guardrail blocks a prompt.

Type: String

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

Required: Yes

blockedOutputsMessaging

The message to return when the AI Guardrail blocks a model response.

Type: String

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

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

contentPolicyConfig

The content filter policies to configure for the AI Guardrail.

Type: AIGuardrailContentPolicyConfig object

Required: No

contextualGroundingPolicyConfig

The contextual grounding policy configuration used to create an AI Guardrail.

Type: AIGuardrailContextualGroundingPolicyConfig object

Required: No

description

A description of the AI Guardrail.

Type: String

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

Required: No

sensitiveInformationPolicyConfig

The sensitive information policy to configure for the AI Guardrail.

Type: AIGuardrailSensitiveInformationPolicyConfig object

Required: No

topicPolicyConfig

The topic policies to configure for the AI Guardrail.

Type: AIGuardrailTopicPolicyConfig object

Required: No

visibilityStatus

The visibility status of the Amazon Q in Connect AI Guardrail.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

wordPolicyConfig

The word policy you configure for the AI Guardrail.

Type: AIGuardrailWordPolicyConfig object

Required: No

Response Syntax

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

{
   "aiGuardrail": {
      "aiGuardrailArn": "string",
      "aiGuardrailId": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "blockedInputMessaging": "string",
      "blockedOutputsMessaging": "string",
      "contentPolicyConfig": {
         "filtersConfig": [
            {
               "inputStrength": "string",
               "outputStrength": "string",
               "type": "string"
            }
         ]
      },
      "contextualGroundingPolicyConfig": {
         "filtersConfig": [
            {
               "threshold": number,
               "type": "string"
            }
         ]
      },
```

```
      "description": "string",
      "modifiedTime": number,
      "name": "string",
      "sensitiveInformationPolicyConfig": {
         "piiEntitiesConfig": [
            {
               "action": "string",
               "type": "string"
            }
         ],
         "regexesConfig": [
            {
               "action": "string",
               "description": "string",
               "name": "string",
               "pattern": "string"
            }
         ]
      },
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "topicPolicyConfig": {
         "topicsConfig": [
            {
               "definition": "string",
               "examples": [ "string" ],
               "name": "string",
               "type": "string"
            }
         ]
      },
      "visibilityStatus": "string",
      "wordPolicyConfig": {
         "managedWordListsConfig": [
            {
               "type": "string"
            }
         ],
         "wordsConfig": [
            {
               "text": "string"
            }
```

```
            ]
        }
    }
}
```

Response Elements

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

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

aiGuardrail

The data of the updated Amazon Q in Connect AI Guardrail.

Type: AIGuardrailData 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateAIPrompt

Service: Amazon Q Connect

Updates an AI Prompt.

Request Syntax

```
POST /assistants/assistantId/aiprompts/aiPromptId HTTP/1.1
Content-type: application/json

{
   "clientToken": "string",
   "description": "string",
   "inferenceConfiguration": { ... },
   "modelId": "string",
   "templateConfiguration": { ... },
   "visibilityStatus": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

aiPromptId

The identifier of the Amazon Q in Connect AI Prompt.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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 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 Amazon Q in Connect AI Prompt.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

inferenceConfiguration

The updated inference configuration for the AI Prompt.

Type: AIPromptInferenceConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

modelId

The identifier of the model used for this AI Prompt.

> **Note**
>
> For information about which models are supported in each AWS Region, see Supported models for system/custom prompts.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

templateConfiguration

The configuration of the prompt template for this AI Prompt.

Type: AIPromptTemplateConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

visibilityStatus

The visibility status of the Amazon Q in Connect AI prompt.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

Response Syntax

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

{
   "aiPrompt": {
```

```
      "aiPromptArn": "string",
      "aiPromptId": "string",
      "apiFormat": "string",
      "assistantArn": "string",
      "assistantId": "string",
      "description": "string",
      "inferenceConfiguration": { ... },
      "modelId": "string",
      "modifiedTime": number,
      "name": "string",
      "origin": "string",
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "templateConfiguration": { ... },
      "templateType": "string",
      "type": "string",
      "visibilityStatus": "string"
   }
}
```

Response Elements

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

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

aiPrompt

The data of the updated Amazon Q in Connect AI Prompt.

Type: AIPromptData 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateAssistantAIAgent

Service: Amazon Q Connect

Updates the AI Agent that is set for use by default on an Amazon Q in Connect Assistant.

Request Syntax

```
POST /assistants/assistantId/aiagentConfiguration HTTP/1.1
Content-type: application/json

{
   "aiAgentType": "string",
   "configuration": {
      "aiAgentId": "string"
   },
   "orchestratorConfigurationList": [
      {
         "aiAgentId": "string",
         "orchestratorUseCase": "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.

aiAgentType

The type of the AI Agent being updated for use by default on the Amazon Q in Connect Assistant.

Type: String

Valid Values: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: Yes

configuration

The configuration of the AI Agent being updated for use by default on the Amazon Q in Connect Assistant.

Type: AIAgentConfigurationData object

Required: Yes

orchestratorConfigurationList

The updated list of orchestrator configurations for the assistant AI Agent.

Type: Array of OrchestratorConfigurationEntry objects

Required: No

Response Syntax

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

{
   "assistant": {
```

```
      "aiAgentConfiguration": {
         "string" : {
            "aiAgentId": "string"
         }
      },
      "assistantArn": "string",
      "assistantId": "string",
      "capabilityConfiguration": {
         "type": "string"
      },
      "description": "string",
      "integrationConfiguration": {
         "topicIntegrationArn": "string"
      },
      "name": "string",
      "orchestratorConfigurationList": [
         {
            "aiAgentId": "string",
            "orchestratorUseCase": "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

The assistant data.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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}(?:/[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.

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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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",
      "ingestionFailureReasons": [ "string" ],
      "ingestionStatus": "string",
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "knowledgeBaseType": "string",
      "lastContentModificationTime": number,
      "name": "string",
      "renderingConfiguration": {
         "templateUri": "string"
      },
      "serverSideEncryptionConfiguration": {
         "kmsKeyId": "string"
      },
      "sourceConfiguration": { ... },
      "status": "string",
      "tags": {
         "string" : "string"
      },
      "vectorIngestionConfiguration": {
         "chunkingConfiguration": {
            "chunkingStrategy": "string",
            "fixedSizeChunkingConfiguration": {
               "maxTokens": number,
               "overlapPercentage": number
            },
            "hierarchicalChunkingConfiguration": {
               "levelConfigurations": [
                  {
                     "maxTokens": number
```

```
                    }
                ],
                "overlapTokens": number
            },
            "semanticChunkingConfiguration": {
                "breakpointPercentileThreshold": number,
                "bufferSize": number,
                "maxTokens": number
            }
        },
        "parsingConfiguration": {
            "bedrockFoundationModelConfiguration": {
                "modelArn": "string",
                "parsingPrompt": {
                    "parsingPromptText": "string"
                }
            },
            "parsingStrategy": "string"
        }
    }
}
```

Response Elements

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.

resourceName

The specified resource name.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateMessageTemplate

Service: Amazon Q Connect

Updates the Amazon Q in Connect message template. Partial update is supported. If any field is not supplied, it will remain unchanged for the message template that is referenced by the $LATEST qualifier. Any modification will only apply to the message template that is referenced by the $LATEST qualifier. The fields for all available versions will remain unchanged.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId HTTP/1.1
Content-type: application/json

{
   "content": { ... },
   "defaultAttributes": {
      "agentAttributes": {
         "firstName": "string",
         "lastName": "string"
      },
      "customAttributes": {
         "string" : "string"
      },
      "customerProfileAttributes": {
         "accountNumber": "string",
         "additionalInformation": "string",
         "address1": "string",
         "address2": "string",
         "address3": "string",
         "address4": "string",
         "billingAddress1": "string",
         "billingAddress2": "string",
         "billingAddress3": "string",
         "billingAddress4": "string",
         "billingCity": "string",
         "billingCountry": "string",
         "billingCounty": "string",
         "billingPostalCode": "string",
         "billingProvince": "string",
         "billingState": "string",
         "birthDate": "string",
         "businessEmailAddress": "string",
```

```
        "businessName": "string",
        "businessPhoneNumber": "string",
        "city": "string",
        "country": "string",
        "county": "string",
        "custom": {
           "string" : "string"
        },
        "emailAddress": "string",
        "firstName": "string",
        "gender": "string",
        "homePhoneNumber": "string",
        "lastName": "string",
        "mailingAddress1": "string",
        "mailingAddress2": "string",
        "mailingAddress3": "string",
        "mailingAddress4": "string",
        "mailingCity": "string",
        "mailingCountry": "string",
        "mailingCounty": "string",
        "mailingPostalCode": "string",
        "mailingProvince": "string",
        "mailingState": "string",
        "middleName": "string",
        "mobilePhoneNumber": "string",
        "partyType": "string",
        "phoneNumber": "string",
        "postalCode": "string",
        "profileARN": "string",
        "profileId": "string",
        "province": "string",
        "shippingAddress1": "string",
        "shippingAddress2": "string",
        "shippingAddress3": "string",
        "shippingAddress4": "string",
        "shippingCity": "string",
        "shippingCountry": "string",
        "shippingCounty": "string",
        "shippingPostalCode": "string",
        "shippingProvince": "string",
        "shippingState": "string",
        "state": "string"
    },
    "systemAttributes": {
```

```
            "customerEndpoint": {
               "address": "string"
            },
            "name": "string",
            "systemEndpoint": {
               "address": "string"
            }
         }
      },
      "language": "string",
      "sourceConfiguration": { ... }
}
```

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

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

content

The content of the message template.

Type: MessageTemplateContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

defaultAttributes

An object that specifies the default values to use for variables in the message template. This object contains different categories of key-value pairs. Each key defines a variable or placeholder in the message template. The corresponding value defines the default value for that variable.

Type: MessageTemplateAttributes object

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

sourceConfiguration

The source configuration of the message template. Only set this argument for WHATSAPP channel subtype.

Type: MessageTemplateSourceConfiguration 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

{
   "messageTemplate": {
      "attributeTypes": [ "string" ],
      "channel": "string",
      "channelSubtype": "string",
      "content": { ... },
      "createdTime": "string",
      "defaultAttributes": {
         "agentAttributes": {
            "firstName": "string",
            "lastName": "string"
         },
         "customAttributes": {
            "string" : "string"
         },
         "customerProfileAttributes": {
            "accountNumber": "string",
            "additionalInformation": "string",
            "address1": "string",
            "address2": "string",
            "address3": "string",
            "address4": "string",
            "billingAddress1": "string",
            "billingAddress2": "string",
            "billingAddress3": "string",
            "billingAddress4": "string",
            "billingCity": "string",
            "billingCountry": "string",
            "billingCounty": "string",
            "billingPostalCode": "string",
            "billingProvince": "string",
            "billingState": "string",
            "birthDate": "string",
            "businessEmailAddress": "string",
            "businessName": "string",
            "businessPhoneNumber": "string",
```

```
            "city": "string",
            "country": "string",
            "county": "string",
            "custom": {
               "string" : "string"
            },
            "emailAddress": "string",
            "firstName": "string",
            "gender": "string",
            "homePhoneNumber": "string",
            "lastName": "string",
            "mailingAddress1": "string",
            "mailingAddress2": "string",
            "mailingAddress3": "string",
            "mailingAddress4": "string",
            "mailingCity": "string",
            "mailingCountry": "string",
            "mailingCounty": "string",
            "mailingPostalCode": "string",
            "mailingProvince": "string",
            "mailingState": "string",
            "middleName": "string",
            "mobilePhoneNumber": "string",
            "partyType": "string",
            "phoneNumber": "string",
            "postalCode": "string",
            "profileARN": "string",
            "profileId": "string",
            "province": "string",
            "shippingAddress1": "string",
            "shippingAddress2": "string",
            "shippingAddress3": "string",
            "shippingAddress4": "string",
            "shippingCity": "string",
            "shippingCountry": "string",
            "shippingCounty": "string",
            "shippingPostalCode": "string",
            "shippingProvince": "string",
            "shippingState": "string",
            "state": "string"
         },
         "systemAttributes": {
            "customerEndpoint": {
               "address": "string"
```

```
            },
            "name": "string",
            "systemEndpoint": {
               "address": "string"
            }
         }
      },
      "description": "string",
      "groupingConfiguration": {
         "criteria": "string",
         "values": [ "string" ]
      },
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "language": "string",
      "lastModifiedBy": "string",
      "lastModifiedTime": "string",
      "messageTemplateArn": "string",
      "messageTemplateContentSha256": "string",
      "messageTemplateId": "string",
      "name": "string",
      "sourceConfigurationSummary": { ... },
      "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.

messageTemplate

The message template.

Type: MessageTemplateData 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateMessageTemplateMetadata

Service: Amazon Q Connect

Updates the Amazon Q in Connect message template metadata. Note that any modification to the message template's name, description and grouping configuration will applied to the message template pointed by the $LATEST qualifier and all available versions. Partial update is supported. If any field is not supplied, it will remain unchanged for the message template.

Request Syntax

```
POST /knowledgeBases/knowledgeBaseId/messageTemplates/messageTemplateId/metadata
 HTTP/1.1
Content-type: application/json

{
   "description": "string",
   "groupingConfiguration": {
      "criteria": "string",
      "values": [ "string" ]
   },
   "name": "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

messageTemplateId

The identifier of the message template. Can be either the ID or the ARN. It cannot contain any qualifier.

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

Request Body

The request accepts the following data in JSON format.

description

The description of the message template.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

groupingConfiguration

The configuration information of the grouping of Amazon Q in Connect users.

Type: GroupingConfiguration object

Required: No

name

The name of the message template.

Type: String

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

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

Response Syntax

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

{
   "messageTemplate": {
      "attributeTypes": [ "string" ],
      "channel": "string",
      "channelSubtype": "string",
      "content": { ... },
      "createdTime": "string",
      "defaultAttributes": {
         "agentAttributes": {
            "firstName": "string",
            "lastName": "string"
         },
         "customAttributes": {
            "string" : "string"
         },
         "customerProfileAttributes": {
            "accountNumber": "string",
            "additionalInformation": "string",
            "address1": "string",
            "address2": "string",
            "address3": "string",
            "address4": "string",
            "billingAddress1": "string",
            "billingAddress2": "string",
            "billingAddress3": "string",
            "billingAddress4": "string",
            "billingCity": "string",
            "billingCountry": "string",
            "billingCounty": "string",
            "billingPostalCode": "string",
            "billingProvince": "string",
            "billingState": "string",
            "birthDate": "string",
            "businessEmailAddress": "string",
```

```
            "businessName": "string",
            "businessPhoneNumber": "string",
            "city": "string",
            "country": "string",
            "county": "string",
            "custom": {
               "string" : "string"
            },
            "emailAddress": "string",
            "firstName": "string",
            "gender": "string",
            "homePhoneNumber": "string",
            "lastName": "string",
            "mailingAddress1": "string",
            "mailingAddress2": "string",
            "mailingAddress3": "string",
            "mailingAddress4": "string",
            "mailingCity": "string",
            "mailingCountry": "string",
            "mailingCounty": "string",
            "mailingPostalCode": "string",
            "mailingProvince": "string",
            "mailingState": "string",
            "middleName": "string",
            "mobilePhoneNumber": "string",
            "partyType": "string",
            "phoneNumber": "string",
            "postalCode": "string",
            "profileARN": "string",
            "profileId": "string",
            "province": "string",
            "shippingAddress1": "string",
            "shippingAddress2": "string",
            "shippingAddress3": "string",
            "shippingAddress4": "string",
            "shippingCity": "string",
            "shippingCountry": "string",
            "shippingCounty": "string",
            "shippingPostalCode": "string",
            "shippingProvince": "string",
            "shippingState": "string",
            "state": "string"
        },
        "systemAttributes": {
```

```
            "customerEndpoint": {
               "address": "string"
            },
            "name": "string",
            "systemEndpoint": {
               "address": "string"
            }
         }
      },
      "description": "string",
      "groupingConfiguration": {
         "criteria": "string",
         "values": [ "string" ]
      },
      "knowledgeBaseArn": "string",
      "knowledgeBaseId": "string",
      "language": "string",
      "lastModifiedBy": "string",
      "lastModifiedTime": "string",
      "messageTemplateArn": "string",
      "messageTemplateContentSha256": "string",
      "messageTemplateId": "string",
      "name": "string",
      "sourceConfigurationSummary": { ... },
      "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.

messageTemplate

The message template.

Type: MessageTemplateData 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.

resourceName

The specified resource name.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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]{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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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

{
   "aiAgentConfiguration": {
      "string" : {
         "aiAgentId": "string"
      }
   },
   "description": "string",
   "orchestratorConfigurationList": [
      {
         "aiAgentId": "string",
         "orchestratorUseCase": "string"
      }
   ],
   "removeOrchestratorConfigurationList": boolean,
   "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.

aiAgentConfiguration

The configuration of the AI Agents (mapped by AI Agent Type to AI Agent version) that should be used by Amazon Q in Connect for this Session.

Type: String to AIAgentConfigurationData object map

Valid Keys: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

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

orchestratorConfigurationList

The updated list of orchestrator configurations for the session.

Type: Array of OrchestratorConfigurationEntry objects

Required: No

removeOrchestratorConfigurationList

The list of orchestrator configurations to remove from the session.

Type: Boolean

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": {
      "aiAgentConfiguration": {
         "string" : {
            "aiAgentId": "string"
         }
      },
      "description": "string",
      "integrationConfiguration": {
         "topicIntegrationArn": "string"
      },
      "name": "string",
      "orchestratorConfigurationList": [
         {
            "aiAgentId": "string",
            "orchestratorUseCase": "string"
```

```
            }
         ],
         "origin": "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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateSessionData

Service: Amazon Q Connect

Updates the data stored on an Amazon Q in Connect Session.

Request Syntax

```
PATCH /assistants/assistantId/sessions/sessionId/data HTTP/1.1
Content-type: application/json

{
   "data": [
      {
         "key": "string",
         "value": { ... }
      }
   ],
   "namespace": "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.

data

The data stored on the Amazon Q in Connect Session.

Type: Array of RuntimeSessionData objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: Yes

namespace

The namespace into which the session data is stored. Supported namespaces are: Custom

Type: String

Valid Values: `Custom`

Required: No

Response Syntax

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

{
   "data": [
      {
         "key": "string",
         "value": { ... }
      }
   ],
   "namespace": "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.

data

Data stored in the session.

Type: Array of RuntimeSessionData objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

namespace

The namespace into which the session data is stored. Supported namespaces are: Custom

Type: String

Valid Values: `Custom`

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}`

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}`

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.

resourceName

The specified resource name.

HTTP Status Code: 404

UnauthorizedException

You do not have permission to perform this action.

HTTP Status Code: 401

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- 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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the

Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateDomain

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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}_.:/=+\-%@]*)`

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2

- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

CreateWatchlist

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.

- ENROLLMENT_ALREADY_EXISTS: There is already an enrollment for this session.
- SPEAKER_NOT_SET: You must set the speaker ID before requesting an enrollment.
- SPEAKER_OPTED_OUT: You cannot request an enrollment for an opted out speaker.
- CONCURRENT_CHANGES: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are BATCH_JOB, COMPLIANCE_CONSENT, DOMAIN, FRAUDSTER, SESSION and SPEAKER.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteDomain

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteFraudster

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.

- SPEAKER_OPTED_OUT: You cannot request an enrollment for an opted out speaker.
- CONCURRENT_CHANGES: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are BATCH_JOB, COMPLIANCE_CONSENT, DOMAIN, FRAUDSTER, SESSION and SPEAKER.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteSpeaker

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DeleteWatchlist

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.

- SPEAKER_OPTED_OUT: You cannot request an enrollment for an opted out speaker.
- CONCURRENT_CHANGES: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are BATCH_JOB, COMPLIANCE_CONSENT, DOMAIN, FRAUDSTER, SESSION and SPEAKER.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeDomain

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeFraudster

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeFraudsterRegistrationJob

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeSpeaker

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeSpeakerEnrollmentJob

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DescribeWatchlist

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2

- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

DisassociateFraudster

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.

- SPEAKER_OPTED_OUT: You cannot request an enrollment for an opted out speaker.
- CONCURRENT_CHANGES: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are BATCH_JOB, COMPLIANCE_CONSENT, DOMAIN, FRAUDSTER, SESSION and SPEAKER.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

EvaluateSession

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListDomains

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListFraudsterRegistrationJobs

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListFraudsters

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3

- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListSpeakerEnrollmentJobs

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4

- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListSpeakers

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListTagsForResource

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

ListWatchlists

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

OptOutSpeaker

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartFraudsterRegistrationJob

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

StartSpeakerEnrollmentJob

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3

- AWS SDK for Python
- AWS SDK for Ruby V3

TagResource

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.

- CONCURRENT_CHANGES: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are BATCH_JOB, COMPLIANCE_CONSENT, DOMAIN, FRAUDSTER, SESSION and SPEAKER.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UntagResource

Service: Amazon Voice ID

> **Important**
>
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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.+:[0-9]{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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.

- CONCURRENT_CHANGES: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are BATCH_JOB, COMPLIANCE_CONSENT, DOMAIN, FRAUDSTER, SESSION and SPEAKER.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++

- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateDomain

Service: Amazon Voice ID

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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}_.:/=+\-%@]*)`

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.
- `SPEAKER_NOT_SET`: You must set the speaker ID before requesting an enrollment.
- `SPEAKER_OPTED_OUT`: You cannot request an enrollment for an opted out speaker.
- `CONCURRENT_CHANGES`: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are `BATCH_JOB`, `COMPLIANCE_CONSENT`, `DOMAIN`, `FRAUDSTER`, `SESSION` and `SPEAKER`.

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 V2
- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V3

UpdateWatchlist

Service: Amazon Voice ID

> **Important**
>
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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}_.:/=+\-%@]*)`

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.

ConflictType

The type of conflict which caused a ConflictException. Possible types and the corresponding error messages are as follows:

- `DOMAIN_NOT_ACTIVE`: The domain is not active.
- `CANNOT_CHANGE_SPEAKER_AFTER_ENROLLMENT`: You cannot change the speaker ID after an enrollment has been requested.
- `ENROLLMENT_ALREADY_EXISTS`: There is already an enrollment for this session.

- SPEAKER_NOT_SET: You must set the speaker ID before requesting an enrollment.
- SPEAKER_OPTED_OUT: You cannot request an enrollment for an opted out speaker.
- CONCURRENT_CHANGES: The request could not be processed as the resource was modified by another request during execution.

HTTP Status Code: 400

InternalServerException

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.

ResourceType

The type of resource which cannot not be found. Possible types are BATCH_JOB, COMPLIANCE_CONSENT, DOMAIN, FRAUDSTER, SESSION and SPEAKER.

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 V2

- AWS SDK for .NET V4
- AWS SDK for C++
- AWS SDK for Go v2
- AWS SDK for Java V2
- AWS SDK for JavaScript V3
- AWS SDK for Kotlin
- 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
- AdditionalEmailRecipients
- AfterContactWorkConfig
- AfterContactWorkConfigPerChannel
- AgentConfig
- AgentContactReference
- AgentFirst
- AgentHierarchyGroup
- AgentHierarchyGroups
- AgentInfo
- AgentQualityMetrics
- AgentsCriteria
- AgentStatus
- AgentStatusIdentifier
- AgentStatusReference
- AgentStatusSearchCriteria
- AgentStatusSearchFilter
- AgentStatusSummary
- AiAgentInfo
- AliasConfiguration
- AllowedCapabilities
- AnalyticsDataAssociationResult
- AnalyticsDataSetsResult
- AnswerMachineDetectionConfig
- Application
- AssignContactCategoryActionDefinition
- AssignSlaActionDefinition

- AssociatedContactSummary
- AttachedFile
- AttachedFileError
- AttachmentReference
- Attendee
- Attribute
- AttributeAndCondition
- AttributeCondition
- AudioFeatures
- AudioQualityMetricsInfo
- AuthenticationProfile
- AuthenticationProfileSummary
- AutoAcceptConfig
- AutoEvaluationConfiguration
- AutoEvaluationDetails
- AutomaticFailConfiguration
- AvailableNumberSummary
- BatchCreateDataTableValueFailureResult
- BatchCreateDataTableValueSuccessResult
- BatchDeleteDataTableValueFailureResult
- BatchDeleteDataTableValueSuccessResult
- BatchDescribeDataTableValueFailureResult
- BatchDescribeDataTableValueSuccessResult
- BatchUpdateDataTableValueFailureResult
- BatchUpdateDataTableValueSuccessResult
- BooleanCondition
- Campaign
- CaseSlaConfiguration
- ChatContactMetrics
- ChatEntryPointParameters

- ChatEvent
- ChatMessage
- ChatMetrics
- ChatParticipantRoleConfig
- ChatStreamingConfiguration
- ClaimedPhoneNumberSummary
- CommonAttributeAndCondition
- Condition
- ConnectionData
- Contact
- ContactAnalysis
- ContactConfiguration
- ContactDataRequest
- ContactDetails
- ContactEvaluation
- ContactFilter
- ContactFlow
- ContactFlowAttributeAndCondition
- ContactFlowAttributeFilter
- ContactFlowModule
- ContactFlowModuleAliasInfo
- ContactFlowModuleAliasSummary
- ContactFlowModuleSearchCriteria
- ContactFlowModuleSearchFilter
- ContactFlowModuleSummary
- ContactFlowModuleVersionSummary
- ContactFlowSearchCriteria
- ContactFlowSearchFilter
- ContactFlowSummary
- ContactFlowTypeCondition

- ContactFlowVersionSummary
- ContactMetricInfo
- ContactMetricResult
- ContactMetricValue
- ContactSearchSummary
- ContactSearchSummaryAgentInfo
- ContactSearchSummaryQueueInfo
- ContactSearchSummarySegmentAttributeValue
- ControlPlaneAttributeFilter
- ControlPlaneTagFilter
- ControlPlaneUserAttributeFilter
- CreateCaseActionDefinition
- CreatedByInfo
- Credentials
- CrossChannelBehavior
- CurrentMetric
- CurrentMetricData
- CurrentMetricResult
- CurrentMetricSortCriteria
- Customer
- CustomerQualityMetrics
- CustomerVoiceActivity
- DataTable
- DataTableAccessControlConfiguration
- DataTableAttribute
- DataTableDeleteValueIdentifier
- DataTableEvaluatedValue
- DataTableLockVersion
- DataTableSearchCriteria
- DataTableSearchFilter

- DataTableSummary
- DataTableValue
- DataTableValueEvaluationSet
- DataTableValueIdentifier
- DataTableValueSummary
- DateCondition
- DateReference
- DateTimeCondition
- DecimalCondition
- DefaultVocabulary
- DeviceInfo
- Dimensions
- DisconnectDetails
- DisconnectReason
- Distribution
- DownloadUrlMetadata
- EffectiveHoursOfOperations
- EffectiveOverrideHours
- EmailAddressConfig
- EmailAddressInfo
- EmailAddressMetadata
- EmailAddressSearchCriteria
- EmailAddressSearchFilter
- EmailAddressSummary
- EmailAttachment
- EmailMessageReference
- EmailRecipient
- EmailReference
- EmptyFieldValue
- EncryptionConfig

- EndAssociatedTasksActionDefinition
- Endpoint
- EndpointInfo
- ErrorResult
- Evaluation
- EvaluationAcknowledgement
- EvaluationAcknowledgementSummary
- EvaluationAnswerData
- EvaluationAnswerInput
- EvaluationAnswerOutput
- EvaluationAutomationRuleCategory
- EvaluationContactLensAnswerAnalysisDetails
- EvaluationContactParticipant
- EvaluationForm
- EvaluationFormAutoEvaluationConfiguration
- EvaluationFormContent
- EvaluationFormItem
- EvaluationFormItemEnablementCondition
- EvaluationFormItemEnablementConditionOperand
- EvaluationFormItemEnablementConfiguration
- EvaluationFormItemEnablementExpression
- EvaluationFormItemEnablementSource
- EvaluationFormItemEnablementSourceValue
- EvaluationFormLanguageConfiguration
- EvaluationFormMultiSelectQuestionAutomation
- EvaluationFormMultiSelectQuestionAutomationOption
- EvaluationFormMultiSelectQuestionOption
- EvaluationFormMultiSelectQuestionProperties
- EvaluationFormNumericQuestionAutomation
- EvaluationFormNumericQuestionOption

- EvaluationFormNumericQuestionProperties
- EvaluationFormQuestion
- EvaluationFormQuestionAutomationAnswerSource
- EvaluationFormQuestionTypeProperties
- EvaluationFormScoringStrategy
- EvaluationFormSearchCriteria
- EvaluationFormSearchFilter
- EvaluationFormSearchSummary
- EvaluationFormSection
- EvaluationFormSingleSelectQuestionAutomation
- EvaluationFormSingleSelectQuestionAutomationOption
- EvaluationFormSingleSelectQuestionOption
- EvaluationFormSingleSelectQuestionProperties
- EvaluationFormSummary
- EvaluationFormTargetConfiguration
- EvaluationFormTextQuestionAutomation
- EvaluationFormTextQuestionProperties
- EvaluationFormVersionSummary
- EvaluationGenAIAnswerAnalysisDetails
- EvaluationMetadata
- EvaluationNote
- EvaluationQuestionAnswerAnalysisDetails
- EvaluationQuestionInputDetails
- EvaluationReviewConfiguration
- EvaluationReviewMetadata
- EvaluationReviewNotificationRecipient
- EvaluationReviewNotificationRecipientValue
- EvaluationReviewRequestComment
- EvaluationScore
- EvaluationSearchCriteria

- EvaluationSearchFilter
- EvaluationSearchMetadata
- EvaluationSearchSummary
- EvaluationSuggestedAnswer
- EvaluationSuggestedAnswerTranscriptMillisecondOffsets
- EvaluationSummary
- EvaluationTranscriptPointOfInterest
- EvaluatorUserUnion
- EventBridgeActionDefinition
- ExecutionRecord
- Expiry
- Expression
- ExternalInvocationConfiguration
- FailedBatchAssociationSummary
- FailedRequest
- FieldValue
- FieldValueUnion
- Filters
- FilterV2
- FilterV2StringCondition
- FlowAssociationSummary
- FlowModule
- FlowQuickConnectConfig
- FontFamily
- GlobalResiliencyMetadata
- GranularAccessControlConfiguration
- HierarchyGroup
- HierarchyGroupCondition
- HierarchyGroups
- HierarchyGroupSummary

- HierarchyGroupSummaryReference
- HierarchyLevel
- HierarchyLevelUpdate
- HierarchyPath
- HierarchyPathReference
- HierarchyStructure
- HierarchyStructureUpdate
- HistoricalMetric
- HistoricalMetricData
- HistoricalMetricResult
- HoursOfOperation
- HoursOfOperationConfig
- HoursOfOperationOverride
- HoursOfOperationOverrideConfig
- HoursOfOperationOverrideSearchCriteria
- HoursOfOperationSearchCriteria
- HoursOfOperationSearchFilter
- HoursOfOperationsIdentifier
- HoursOfOperationSummary
- HoursOfOperationTimeSlice
- ImagesLogo
- InboundAdditionalRecipients
- InboundEmailContent
- InboundRawMessage
- InputPredefinedAttributeConfiguration
- Instance
- InstanceStatusReason
- InstanceStorageConfig
- InstanceSummary
- IntegrationAssociationSummary

- IntervalDetails
- InvalidRequestExceptionReason
- InvisibleFieldInfo
- KinesisFirehoseConfig
- KinesisStreamConfig
- KinesisVideoStreamConfig
- LexBot
- LexBotConfig
- LexV2Bot
- ListCondition
- ListPhoneNumbersSummary
- MatchCriteria
- MediaConcurrency
- MediaItem
- MediaPlacement
- Meeting
- MeetingFeaturesConfiguration
- MetricDataV2
- MetricFilterV2
- MetricInterval
- MetricResultV2
- MetricV2
- MultiSelectQuestionRuleCategoryAutomation
- NameCriteria
- NewSessionDetails
- NextContactEntry
- NextContactMetadata
- Notification
- NotificationRecipientType
- NotificationSearchCriteria

- NotificationSearchFilter
- NotificationSearchSummary
- NumberCondition
- NumberReference
- NumericQuestionPropertyValueAutomation
- ObservationSummary
- OperationalHour
- OutboundAdditionalRecipients
- OutboundCallerConfig
- OutboundEmailConfig
- OutboundEmailContent
- OutboundRawMessage
- OutboundStrategy
- OutboundStrategyConfig
- OverrideHour
- OverrideTimeSlice
- PaletteCanvas
- PaletteHeader
- PaletteNavigation
- PalettePrimary
- ParentHoursOfOperationConfig
- ParticipantCapabilities
- ParticipantConfiguration
- ParticipantDetails
- ParticipantDetailsToAdd
- ParticipantMetrics
- ParticipantTimerConfiguration
- ParticipantTimerValue
- ParticipantTokenCredentials
- PersistentChat

- PersistentConnectionConfig
- PhoneNumberConfig
- PhoneNumberQuickConnectConfig
- PhoneNumberStatus
- PhoneNumberSummary
- PostAcceptTimeoutConfig
- PredefinedAttribute
- PredefinedAttributeConfiguration
- PredefinedAttributeSearchCriteria
- PredefinedAttributeSummary
- PredefinedAttributeValues
- Preview
- PrimaryAttributeAccessControlConfigurationItem
- PrimaryAttributeValue
- PrimaryAttributeValueFilter
- PrimaryValue
- PrimaryValueResponse
- ProblemDetail
- Prompt
- PromptSearchCriteria
- PromptSearchFilter
- PromptSummary
- PropertyValidationExceptionProperty
- QualityMetrics
- Queue
- QueueInfo
- QueueInfoInput
- QueueQuickConnectConfig
- QueueReference
- QueueSearchCriteria

- QueueSearchFilter
- QueueSummary
- QuickConnect
- QuickConnectConfig
- QuickConnectContactData
- QuickConnectSearchCriteria
- QuickConnectSearchFilter
- QuickConnectSummary
- Range
- ReadOnlyFieldInfo
- RealTimeContactAnalysisAttachment
- RealTimeContactAnalysisCategoryDetails
- RealTimeContactAnalysisCharacterInterval
- RealTimeContactAnalysisIssueDetected
- RealTimeContactAnalysisPointOfInterest
- RealtimeContactAnalysisSegment
- RealTimeContactAnalysisSegmentAttachments
- RealTimeContactAnalysisSegmentCategories
- RealTimeContactAnalysisSegmentEvent
- RealTimeContactAnalysisSegmentIssues
- RealTimeContactAnalysisSegmentPostContactSummary
- RealTimeContactAnalysisSegmentTranscript
- RealTimeContactAnalysisTimeData
- RealTimeContactAnalysisTranscriptItemRedaction
- RealTimeContactAnalysisTranscriptItemWithCharacterOffsets
- RealTimeContactAnalysisTranscriptItemWithContent
- RecordingInfo
- RecordPrimaryValue
- RecurrenceConfig
- RecurrencePattern

- Reference
- ReferenceSummary
- ReplicationConfiguration
- ReplicationStatusSummary
- RequiredFieldInfo
- ResourceTagsSearchCriteria
- RoutingCriteria
- RoutingCriteriaInput
- RoutingCriteriaInputStep
- RoutingCriteriaInputStepExpiry
- RoutingProfile
- RoutingProfileManualAssignmentQueueConfig
- RoutingProfileManualAssignmentQueueConfigSummary
- RoutingProfileQueueConfig
- RoutingProfileQueueConfigSummary
- RoutingProfileQueueReference
- RoutingProfileReference
- RoutingProfileSearchCriteria
- RoutingProfileSearchFilter
- RoutingProfileSummary
- Rule
- RuleAction
- RuleSummary
- RuleTriggerEventSource
- S3Config
- SearchableAgentCriteriaStep
- SearchableContactAttributes
- SearchableContactAttributesCriteria
- SearchableRoutingCriteria
- SearchableRoutingCriteriaStep

- SearchableSegmentAttributes
- SearchableSegmentAttributesCriteria
- SearchContactsAdditionalTimeRange
- SearchContactsAdditionalTimeRangeCriteria
- SearchContactsTimeRange
- SearchContactsTimestampCondition
- SearchCriteria
- SecurityKey
- SecurityProfile
- SecurityProfileItem
- SecurityProfileSearchCriteria
- SecurityProfileSearchSummary
- SecurityProfilesSearchFilter
- SecurityProfileSummary
- SegmentAttributeValue
- SendNotificationActionDefinition
- ServiceQuotaExceededExceptionReason
- SignInConfig
- SignInDistribution
- SingleSelectQuestionRuleCategoryAutomation
- Sort
- SourceCampaign
- StateTransition
- Step
- StringCondition
- StringReference
- SubmitAutoEvaluationActionDefinition
- SuccessfulBatchAssociationSummary
- SuccessfulRequest
- TagCondition

- TagSearchCondition
- TagSet
- TaskActionDefinition
- TaskAttachment
- TaskTemplateConstraints
- TaskTemplateDefaultFieldValue
- TaskTemplateDefaults
- TaskTemplateField
- TaskTemplateFieldIdentifier
- TaskTemplateInfoV2
- TaskTemplateMetadata
- TelephonyConfig
- TemplateAttributes
- TemplatedMessageConfig
- TestCase
- TestCaseEntryPoint
- TestCaseExecution
- TestCaseSearchCriteria
- TestCaseSearchFilter
- TestCaseSummary
- Threshold
- ThresholdV2
- TrafficDistributionGroup
- TrafficDistributionGroupSummary
- TrafficDistributionGroupUserSummary
- Transcript
- TranscriptCriteria
- UpdateCaseActionDefinition
- UpdateParticipantRoleConfigChannelInfo
- UploadUrlMetadata

- UrlReference
- UseCase
- User
- UserData
- UserDataFilters
- UserHierarchyGroupSearchCriteria
- UserHierarchyGroupSearchFilter
- UserIdentityInfo
- UserIdentityInfoLite
- UserInfo
- UserNotificationSummary
- UserPhoneConfig
- UserProficiency
- UserProficiencyDisassociate
- UserQuickConnectConfig
- UserReference
- UserSearchCriteria
- UserSearchFilter
- UserSearchSummary
- UserSummary
- Validation
- ValidationEnum
- View
- ViewContent
- ViewInputContent
- ViewSearchCriteria
- ViewSearchFilter
- ViewSummary
- ViewVersionSummary
- Vocabulary

- VocabularySummary
- VoiceCallEntryPointParameters
- VoiceEnhancementConfig
- VoiceRecordingConfiguration
- WisdomInfo
- Workspace
- WorkspaceAssociationSearchCriteria
- WorkspaceAssociationSearchFilter
- WorkspaceAssociationSearchSummary
- WorkspacePage
- WorkspaceSearchCriteria
- WorkspaceSearchFilter
- WorkspaceSearchSummary
- WorkspaceSummary
- WorkspaceTheme
- WorkspaceThemeConfig
- WorkspaceThemeImages
- WorkspaceThemePalette
- WorkspaceThemeTypography

The following data types are supported by Amazon AppIntegrations Service:

- ApplicationAssociationSummary
- ApplicationConfig
- ApplicationSourceConfig
- ApplicationSummary
- ContactHandling
- DataIntegrationAssociationSummary
- DataIntegrationSummary
- EventFilter
- EventIntegration

- EventIntegrationAssociation
- ExecutionConfiguration
- ExternalUrlConfig
- FileConfiguration
- IframeConfig
- LastExecutionStatus
- OnDemandConfiguration
- Publication
- ScheduleConfiguration
- Subscription

The following data types are supported by Amazon Connect Contact Lens:

- Categories
- CategoryDetails
- CharacterOffsets
- IssueDetected
- PointOfInterest
- PostContactSummary
- 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 Outbound Campaigns V2:

- AgentlessConfig
- AnswerMachineDetectionConfig
- Campaign
- CampaignFilters
- CampaignSummary
- ChannelSubtypeConfig
- ChannelSubtypeParameters
- CommunicationLimit
- CommunicationLimits
- CommunicationLimitsConfig
- CommunicationTimeConfig
- CustomerProfilesIntegrationConfig
- CustomerProfilesIntegrationIdentifier
- CustomerProfilesIntegrationSummary
- EmailChannelSubtypeConfig
- EmailChannelSubtypeParameters
- EmailOutboundConfig
- EmailOutboundMode

- EncryptionConfig
- EventTrigger
- FailedCampaignStateResponse
- FailedProfileOutboundRequest
- FailedRequest
- InstanceConfig
- InstanceIdFilter
- InstanceOnboardingJobStatus
- IntegrationConfig
- IntegrationIdentifier
- IntegrationSummary
- LambdaIntegrationConfig
- LambdaIntegrationIdentifier
- LambdaIntegrationSummary
- LocalTimeZoneConfig
- OpenHours
- OutboundRequest
- PredictiveConfig
- PreviewConfig
- ProfileOutboundRequest
- ProgressiveConfig
- QConnectIntegrationConfig
- QConnectIntegrationIdentifier
- QConnectIntegrationSummary
- RestrictedPeriod
- RestrictedPeriods
- Schedule
- SmsChannelSubtypeConfig
- SmsChannelSubtypeParameters
- SmsOutboundConfig

- SmsOutboundMode
- Source
- SuccessfulCampaignStateResponse
- SuccessfulProfileOutboundRequest
- SuccessfulRequest
- TelephonyChannelSubtypeConfig
- TelephonyChannelSubtypeParameters
- TelephonyOutboundConfig
- TelephonyOutboundMode
- TimeoutConfig
- TimeRange
- TimeWindow
- WhatsAppChannelSubtypeConfig
- WhatsAppChannelSubtypeParameters
- WhatsAppOutboundConfig
- WhatsAppOutboundMode

The following data types are supported by Amazon Connect Cases:

- AuditEvent
- AuditEventField
- AuditEventFieldValueUnion
- AuditEventPerformedBy
- BasicLayout
- BooleanCondition
- BooleanOperands
- CaseEventIncludedData
- CaseFilter
- CaseRuleDetails
- CaseRuleError
- CaseRuleIdentifier

- CaseRuleSummary
- CaseSummary
- CommentContent
- CommentFilter
- CommentUpdateContent
- CompoundCondition
- ConnectCaseContent
- ConnectCaseFilter
- ConnectCaseInputContent
- Contact
- ContactContent
- ContactFilter
- CustomContent
- CustomFieldsFilter
- CustomFilter
- CustomInputContent
- CustomUpdateContent
- DomainSummary
- EmptyFieldValue
- EmptyOperandValue
- EventBridgeConfiguration
- EventIncludedData
- FieldAttributes
- FieldError
- FieldFilter
- FieldGroup
- FieldIdentifier
- FieldItem
- FieldOption
- FieldOptionError

- FieldOptionsCaseRule
- FieldSummary
- FieldValue
- FieldValueUnion
- FileContent
- FileFilter
- GetCaseRuleResponse
- GetFieldResponse
- HiddenCaseRule
- LayoutConfiguration
- LayoutContent
- LayoutSections
- LayoutSummary
- OperandOne
- OperandTwo
- ParentChildFieldOptionsMapping
- RelatedItemContent
- RelatedItemEventIncludedData
- RelatedItemInputContent
- RelatedItemTypeFilter
- RelatedItemUpdateContent
- RequiredCaseRule
- RequiredField
- SearchAllRelatedItemsResponseItem
- SearchAllRelatedItemsSort
- SearchCasesResponseItem
- SearchRelatedItemsResponseItem
- Section
- SlaConfiguration
- SlaContent

- SlaFilter
- SlaInputConfiguration
- SlaInputContent
- Sort
- TagFilter
- TagPropagationConfiguration
- TagValue
- TemplateRule
- TemplateSummary
- TextAttributes
- UserUnion

The following data types are supported by Amazon Connect Participant Service:

- AttachmentItem
- Attendee
- AudioFeatures
- ConnectionCredentials
- Item
- MeetingFeaturesConfiguration
- MessageMetadata
- MessageProcessingMetadata
- Receipt
- StartPosition
- UploadMetadata
- View
- ViewContent
- WebRTCConnection
- WebRTCMediaPlacement
- WebRTCMeeting
- Websocket

The following data types are supported by Amazon Connect Customer Profiles:

- AdditionalSearchKey
- Address
- AddressDimension
- AppflowIntegration
- AppflowIntegrationWorkflowAttributes
- AppflowIntegrationWorkflowMetrics
- AppflowIntegrationWorkflowStep
- AttributeDetails
- AttributeDimension
- AttributeItem
- AttributeTypesSelector
- AttributeValueItem
- AutoMerging
- Batch
- BatchGetCalculatedAttributeForProfileError
- BatchGetProfileError
- CalculatedAttributeDimension
- CalculatedAttributeValue
- CatalogItem
- ConditionOverrides
- Conditions
- ConflictResolution
- ConnectorOperator
- Consolidation
- ContactPreference
- DataStoreRequest
- DataStoreResponse
- DateDimension
- DestinationSummary

- DetectedProfileObjectType
- Dimension
- DomainObjectTypeField
- DomainObjectTypesListItem
- DomainStats
- EngagementPreferences
- EventParameters
- EventsConfig
- EventStreamDestinationDetails
- EventStreamSummary
- EventTriggerCondition
- EventTriggerDimension
- EventTriggerLimits
- EventTriggerSummaryItem
- ExportingConfig
- ExportingLocation
- ExtraLengthValueProfileDimension
- FieldSourceProfileIds
- Filter
- FilterAttributeDimension
- FilterDimension
- FilterGroup
- FlowDefinition
- FoundByKeyValue
- GetObjectTypeAttributeStatisticsPercentiles
- GetObjectTypeAttributeStatisticsStats
- Group
- IdentityResolutionJob
- IncrementalPullConfig
- IntegrationConfig

- JobSchedule
- JobStats
- LayoutItem
- ListCalculatedAttributeDefinitionItem
- ListCalculatedAttributeForProfileItem
- ListDomainItem
- ListIntegrationItem
- ListObjectTypeAttributeItem
- ListObjectTypeAttributeValuesItem
- ListProfileObjectsItem
- ListProfileObjectTypeItem
- ListProfileObjectTypeTemplateItem
- ListWorkflowsItem
- MarketoSourceProperties
- MatchingRequest
- MatchingResponse
- MatchingRule
- MatchItem
- ObjectAttribute
- ObjectFilter
- ObjectTypeField
- ObjectTypeKey
- Period
- Profile
- ProfileAttributes
- ProfileDimension
- ProfileHistoryRecord
- ProfileQueryFailures
- ProfileQueryResult
- ProfileTypeDimension

- Range
- RangeOverride
- Readiness
- Recommendation
- RecommenderConfig
- RecommenderRecipe
- RecommenderSummary
- RecommenderUpdate
- ResultsSummary
- RuleBasedMatchingRequest
- RuleBasedMatchingResponse
- S3ExportingConfig
- S3ExportingLocation
- S3SourceProperties
- SalesforceSourceProperties
- ScheduledTriggerProperties
- SegmentDefinitionItem
- SegmentGroup
- SegmentGroupStructure
- ServiceNowSourceProperties
- SourceConnectorProperties
- SourceFlowConfig
- SourceSegment
- Task
- Threshold
- TrainingMetrics
- TriggerConfig
- TriggerProperties
- UpdateAddress
- UploadJobItem

- ValueRange
- WorkflowAttributes
- WorkflowMetrics
- WorkflowStepItem
- ZendeskSourceProperties

The following data types are supported by Amazon Q Connect:

- AgentAttributes
- AIAgentConfiguration
- AIAgentConfigurationData
- AIAgentData
- AIAgentSummary
- AIAgentVersionSummary
- AIGuardrailAssessment
- AIGuardrailContentPolicyConfig
- AIGuardrailContextualGroundingPolicyConfig
- AIGuardrailData
- AIGuardrailSensitiveInformationPolicyConfig
- AIGuardrailSummary
- AIGuardrailTopicPolicyConfig
- AIGuardrailVersionSummary
- AIGuardrailWordPolicyConfig
- AIPromptData
- AIPromptInferenceConfiguration
- AIPromptSummary
- AIPromptTemplateConfiguration
- AIPromptVersionSummary
- AmazonConnectGuideAssociationData
- Annotation
- AnswerRecommendationAIAgentConfiguration

- AppIntegrationsConfiguration
- AssistantAssociationData
- AssistantAssociationInputData
- AssistantAssociationOutputData
- AssistantAssociationSummary
- AssistantCapabilityConfiguration
- AssistantData
- AssistantIntegrationConfiguration
- AssistantSummary
- AssociationConfiguration
- AssociationConfigurationData
- BedrockFoundationModelConfigurationForParsing
- CaseSummarizationAIAgentConfiguration
- CaseSummarizationChunkDataDetails
- CaseSummarizationInputData
- ChunkingConfiguration
- Citation
- CitationSpan
- Configuration
- ConnectConfiguration
- ContentAssociationContents
- ContentAssociationData
- ContentAssociationSummary
- ContentData
- ContentDataDetails
- ContentFeedbackData
- ContentReference
- ContentSummary
- ConversationContext
- ConversationState

- CustomerProfileAttributes
- DataDetails
- DataReference
- DataSummary
- Document
- DocumentText
- EmailGenerativeAnswerAIAgentConfiguration
- EmailGenerativeAnswerChunkDataDetails
- EmailHeader
- EmailMessageTemplateContent
- EmailMessageTemplateContentBody
- EmailOverviewAIAgentConfiguration
- EmailOverviewChunkDataDetails
- EmailResponseAIAgentConfiguration
- EmailResponseChunkDataDetails
- ExtendedMessageTemplateData
- ExternalBedrockKnowledgeBaseConfig
- ExternalSourceConfiguration
- Filter
- FilterAttribute
- FixedSizeChunkingConfiguration
- GenerativeChunkDataDetails
- GenerativeContentFeedbackData
- GenerativeDataDetails
- GenerativeReference
- GroupingConfiguration
- GuardrailContentFilterConfig
- GuardrailContextualGroundingFilterConfig
- GuardrailManagedWordsConfig
- GuardrailPiiEntityConfig

- GuardrailRegexConfig
- GuardrailTopicConfig
- GuardrailWordConfig
- HierarchicalChunkingConfiguration
- HierarchicalChunkingLevelConfiguration
- Highlight
- ImportJobData
- ImportJobSummary
- IntentDetectedDataDetails
- IntentInputData
- KnowledgeBaseAssociationConfigurationData
- KnowledgeBaseAssociationData
- KnowledgeBaseData
- KnowledgeBaseSummary
- KnowledgeSource
- ManagedSourceConfiguration
- ManualSearchAIAgentConfiguration
- MessageConfiguration
- MessageData
- MessageInput
- MessageOutput
- MessageTemplateAttachment
- MessageTemplateAttributes
- MessageTemplateBodyContentProvider
- MessageTemplateContentProvider
- MessageTemplateData
- MessageTemplateFilterField
- MessageTemplateOrderField
- MessageTemplateQueryField
- MessageTemplateSearchExpression

- MessageTemplateSearchResultData
- MessageTemplateSourceConfiguration
- MessageTemplateSourceConfigurationSummary
- MessageTemplateSummary
- MessageTemplateVersionSummary
- NotesChunkDataDetails
- NotesDataDetails
- NoteTakingAIAgentConfiguration
- NotifyRecommendationsReceivedError
- OrchestrationAIAgentConfiguration
- OrchestratorConfigurationEntry
- OrCondition
- ParsingConfiguration
- ParsingPrompt
- PushADMMessageTemplateContent
- PushAPNSMessageTemplateContent
- PushBaiduMessageTemplateContent
- PushFCMMessageTemplateContent
- PushMessageTemplateContent
- QueryCondition
- QueryConditionItem
- QueryInputData
- QueryRecommendationTriggerData
- QueryTextInputData
- QuickResponseContentProvider
- QuickResponseContents
- QuickResponseData
- QuickResponseDataProvider
- QuickResponseFilterField
- QuickResponseOrderField

- QuickResponseQueryField
- QuickResponseSearchExpression
- QuickResponseSearchResultData
- QuickResponseSummary
- RankingData
- RecommendationData
- RecommendationTrigger
- RecommendationTriggerData
- RenderingConfiguration
- ResultData
- RetrievalConfiguration
- RetrievalFilterConfiguration
- RetrieveResult
- RuntimeSessionData
- RuntimeSessionDataValue
- SearchExpression
- SeedUrl
- SelfServiceAIAgentConfiguration
- SelfServiceConversationHistory
- SemanticChunkingConfiguration
- ServerSideEncryptionConfiguration
- SessionData
- SessionIntegrationConfiguration
- SessionSummary
- SMSMessageTemplateContent
- SMSMessageTemplateContentBody
- SourceConfiguration
- SourceContentDataDetails
- Span
- SpanAttributes

- SpanCitation
- SpanMessage
- SpanMessageValue
- SpanTextValue
- SpanToolResultValue
- SpanToolUseValue
- SuggestedMessageDataDetails
- SuggestedMessageReference
- SystemAttributes
- SystemEndpointAttributes
- TagCondition
- TagFilter
- TextAIPromptInferenceConfiguration
- TextData
- TextFullAIPromptEditTemplateConfiguration
- TextMessage
- ToolConfiguration
- ToolInstruction
- ToolOutputConfiguration
- ToolOutputFilter
- ToolOverrideConstantInputValue
- ToolOverrideInputValue
- ToolOverrideInputValueConfiguration
- ToolUseResultData
- UrlConfiguration
- UserInteractionConfiguration
- VectorIngestionConfiguration
- WebCrawlerConfiguration
- WebCrawlerLimits
- WhatsAppMessageTemplateContent

- WhatsAppMessageTemplateSourceConfiguration
- WhatsAppMessageTemplateSourceConfigurationSummary

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
- AdditionalEmailRecipients
- AfterContactWorkConfig
- AfterContactWorkConfigPerChannel
- AgentConfig
- AgentContactReference
- AgentFirst
- AgentHierarchyGroup
- AgentHierarchyGroups
- AgentInfo
- AgentQualityMetrics
- AgentsCriteria
- AgentStatus
- AgentStatusIdentifier
- AgentStatusReference
- AgentStatusSearchCriteria
- AgentStatusSearchFilter
- AgentStatusSummary
- AiAgentInfo
- AliasConfiguration
- AllowedCapabilities
- AnalyticsDataAssociationResult

- AnalyticsDataSetsResult
- AnswerMachineDetectionConfig
- Application
- AssignContactCategoryActionDefinition
- AssignSlaActionDefinition
- AssociatedContactSummary
- AttachedFile
- AttachedFileError
- AttachmentReference
- Attendee
- Attribute
- AttributeAndCondition
- AttributeCondition
- AudioFeatures
- AudioQualityMetricsInfo
- AuthenticationProfile
- AuthenticationProfileSummary
- AutoAcceptConfig
- AutoEvaluationConfiguration
- AutoEvaluationDetails
- AutomaticFailConfiguration
- AvailableNumberSummary
- BatchCreateDataTableValueFailureResult
- BatchCreateDataTableValueSuccessResult
- BatchDeleteDataTableValueFailureResult
- BatchDeleteDataTableValueSuccessResult
- BatchDescribeDataTableValueFailureResult
- BatchDescribeDataTableValueSuccessResult
- BatchUpdateDataTableValueFailureResult
- BatchUpdateDataTableValueSuccessResult

- BooleanCondition
- Campaign
- CaseSlaConfiguration
- ChatContactMetrics
- ChatEntryPointParameters
- ChatEvent
- ChatMessage
- ChatMetrics
- ChatParticipantRoleConfig
- ChatStreamingConfiguration
- ClaimedPhoneNumberSummary
- CommonAttributeAndCondition
- Condition
- ConnectionData
- Contact
- ContactAnalysis
- ContactConfiguration
- ContactDataRequest
- ContactDetails
- ContactEvaluation
- ContactFilter
- ContactFlow
- ContactFlowAttributeAndCondition
- ContactFlowAttributeFilter
- ContactFlowModule
- ContactFlowModuleAliasInfo
- ContactFlowModuleAliasSummary
- ContactFlowModuleSearchCriteria
- ContactFlowModuleSearchFilter
- ContactFlowModuleSummary

- ContactFlowModuleVersionSummary
- ContactFlowSearchCriteria
- ContactFlowSearchFilter
- ContactFlowSummary
- ContactFlowTypeCondition
- ContactFlowVersionSummary
- ContactMetricInfo
- ContactMetricResult
- ContactMetricValue
- ContactSearchSummary
- ContactSearchSummaryAgentInfo
- ContactSearchSummaryQueueInfo
- ContactSearchSummarySegmentAttributeValue
- ControlPlaneAttributeFilter
- ControlPlaneTagFilter
- ControlPlaneUserAttributeFilter
- CreateCaseActionDefinition
- CreatedByInfo
- Credentials
- CrossChannelBehavior
- CurrentMetric
- CurrentMetricData
- CurrentMetricResult
- CurrentMetricSortCriteria
- Customer
- CustomerQualityMetrics
- CustomerVoiceActivity
- DataTable
- DataTableAccessControlConfiguration
- DataTableAttribute

- DataTableDeleteValueIdentifier
- DataTableEvaluatedValue
- DataTableLockVersion
- DataTableSearchCriteria
- DataTableSearchFilter
- DataTableSummary
- DataTableValue
- DataTableValueEvaluationSet
- DataTableValueIdentifier
- DataTableValueSummary
- DateCondition
- DateReference
- DateTimeCondition
- DecimalCondition
- DefaultVocabulary
- DeviceInfo
- Dimensions
- DisconnectDetails
- DisconnectReason
- Distribution
- DownloadUrlMetadata
- EffectiveHoursOfOperations
- EffectiveOverrideHours
- EmailAddressConfig
- EmailAddressInfo
- EmailAddressMetadata
- EmailAddressSearchCriteria
- EmailAddressSearchFilter
- EmailAddressSummary
- EmailAttachment

- EmailMessageReference
- EmailRecipient
- EmailReference
- EmptyFieldValue
- EncryptionConfig
- EndAssociatedTasksActionDefinition
- Endpoint
- EndpointInfo
- ErrorResult
- Evaluation
- EvaluationAcknowledgement
- EvaluationAcknowledgementSummary
- EvaluationAnswerData
- EvaluationAnswerInput
- EvaluationAnswerOutput
- EvaluationAutomationRuleCategory
- EvaluationContactLensAnswerAnalysisDetails
- EvaluationContactParticipant
- EvaluationForm
- EvaluationFormAutoEvaluationConfiguration
- EvaluationFormContent
- EvaluationFormItem
- EvaluationFormItemEnablementCondition
- EvaluationFormItemEnablementConditionOperand
- EvaluationFormItemEnablementConfiguration
- EvaluationFormItemEnablementExpression
- EvaluationFormItemEnablementSource
- EvaluationFormItemEnablementSourceValue
- EvaluationFormLanguageConfiguration
- EvaluationFormMultiSelectQuestionAutomation

- EvaluationFormMultiSelectQuestionAutomationOption
- EvaluationFormMultiSelectQuestionOption
- EvaluationFormMultiSelectQuestionProperties
- EvaluationFormNumericQuestionAutomation
- EvaluationFormNumericQuestionOption
- EvaluationFormNumericQuestionProperties
- EvaluationFormQuestion
- EvaluationFormQuestionAutomationAnswerSource
- EvaluationFormQuestionTypeProperties
- EvaluationFormScoringStrategy
- EvaluationFormSearchCriteria
- EvaluationFormSearchFilter
- EvaluationFormSearchSummary
- EvaluationFormSection
- EvaluationFormSingleSelectQuestionAutomation
- EvaluationFormSingleSelectQuestionAutomationOption
- EvaluationFormSingleSelectQuestionOption
- EvaluationFormSingleSelectQuestionProperties
- EvaluationFormSummary
- EvaluationFormTargetConfiguration
- EvaluationFormTextQuestionAutomation
- EvaluationFormTextQuestionProperties
- EvaluationFormVersionSummary
- EvaluationGenAIAnswerAnalysisDetails
- EvaluationMetadata
- EvaluationNote
- EvaluationQuestionAnswerAnalysisDetails
- EvaluationQuestionInputDetails
- EvaluationReviewConfiguration
- EvaluationReviewMetadata

- EvaluationReviewNotificationRecipient
- EvaluationReviewNotificationRecipientValue
- EvaluationReviewRequestComment
- EvaluationScore
- EvaluationSearchCriteria
- EvaluationSearchFilter
- EvaluationSearchMetadata
- EvaluationSearchSummary
- EvaluationSuggestedAnswer
- EvaluationSuggestedAnswerTranscriptMillisecondOffsets
- EvaluationSummary
- EvaluationTranscriptPointOfInterest
- EvaluatorUserUnion
- EventBridgeActionDefinition
- ExecutionRecord
- Expiry
- Expression
- ExternalInvocationConfiguration
- FailedBatchAssociationSummary
- FailedRequest
- FieldValue
- FieldValueUnion
- Filters
- FilterV2
- FilterV2StringCondition
- FlowAssociationSummary
- FlowModule
- FlowQuickConnectConfig
- FontFamily
- GlobalResiliencyMetadata

- GranularAccessControlConfiguration
- HierarchyGroup
- HierarchyGroupCondition
- HierarchyGroups
- HierarchyGroupSummary
- HierarchyGroupSummaryReference
- HierarchyLevel
- HierarchyLevelUpdate
- HierarchyPath
- HierarchyPathReference
- HierarchyStructure
- HierarchyStructureUpdate
- HistoricalMetric
- HistoricalMetricData
- HistoricalMetricResult
- HoursOfOperation
- HoursOfOperationConfig
- HoursOfOperationOverride
- HoursOfOperationOverrideConfig
- HoursOfOperationOverrideSearchCriteria
- HoursOfOperationSearchCriteria
- HoursOfOperationSearchFilter
- HoursOfOperationsIdentifier
- HoursOfOperationSummary
- HoursOfOperationTimeSlice
- ImagesLogo
- InboundAdditionalRecipients
- InboundEmailContent
- InboundRawMessage
- InputPredefinedAttributeConfiguration

- Instance
- InstanceStatusReason
- InstanceStorageConfig
- InstanceSummary
- IntegrationAssociationSummary
- IntervalDetails
- InvalidRequestExceptionReason
- InvisibleFieldInfo
- KinesisFirehoseConfig
- KinesisStreamConfig
- KinesisVideoStreamConfig
- LexBot
- LexBotConfig
- LexV2Bot
- ListCondition
- ListPhoneNumbersSummary
- MatchCriteria
- MediaConcurrency
- MediaItem
- MediaPlacement
- Meeting
- MeetingFeaturesConfiguration
- MetricDataV2
- MetricFilterV2
- MetricInterval
- MetricResultV2
- MetricV2
- MultiSelectQuestionRuleCategoryAutomation
- NameCriteria
- NewSessionDetails

- NextContactEntry
- NextContactMetadata
- Notification
- NotificationRecipientType
- NotificationSearchCriteria
- NotificationSearchFilter
- NotificationSearchSummary
- NumberCondition
- NumberReference
- NumericQuestionPropertyValueAutomation
- ObservationSummary
- OperationalHour
- OutboundAdditionalRecipients
- OutboundCallerConfig
- OutboundEmailConfig
- OutboundEmailContent
- OutboundRawMessage
- OutboundStrategy
- OutboundStrategyConfig
- OverrideHour
- OverrideTimeSlice
- PaletteCanvas
- PaletteHeader
- PaletteNavigation
- PalettePrimary
- ParentHoursOfOperationConfig
- ParticipantCapabilities
- ParticipantConfiguration
- ParticipantDetails
- ParticipantDetailsToAdd

- ParticipantMetrics
- ParticipantTimerConfiguration
- ParticipantTimerValue
- ParticipantTokenCredentials
- PersistentChat
- PersistentConnectionConfig
- PhoneNumberConfig
- PhoneNumberQuickConnectConfig
- PhoneNumberStatus
- PhoneNumberSummary
- PostAcceptTimeoutConfig
- PredefinedAttribute
- PredefinedAttributeConfiguration
- PredefinedAttributeSearchCriteria
- PredefinedAttributeSummary
- PredefinedAttributeValues
- Preview
- PrimaryAttributeAccessControlConfigurationItem
- PrimaryAttributeValue
- PrimaryAttributeValueFilter
- PrimaryValue
- PrimaryValueResponse
- ProblemDetail
- Prompt
- PromptSearchCriteria
- PromptSearchFilter
- PromptSummary
- PropertyValidationExceptionProperty
- QualityMetrics
- Queue

- QueueInfo
- QueueInfoInput
- QueueQuickConnectConfig
- QueueReference
- QueueSearchCriteria
- QueueSearchFilter
- QueueSummary
- QuickConnect
- QuickConnectConfig
- QuickConnectContactData
- QuickConnectSearchCriteria
- QuickConnectSearchFilter
- QuickConnectSummary
- Range
- ReadOnlyFieldInfo
- RealTimeContactAnalysisAttachment
- RealTimeContactAnalysisCategoryDetails
- RealTimeContactAnalysisCharacterInterval
- RealTimeContactAnalysisIssueDetected
- RealTimeContactAnalysisPointOfInterest
- RealtimeContactAnalysisSegment
- RealTimeContactAnalysisSegmentAttachments
- RealTimeContactAnalysisSegmentCategories
- RealTimeContactAnalysisSegmentEvent
- RealTimeContactAnalysisSegmentIssues
- RealTimeContactAnalysisSegmentPostContactSummary
- RealTimeContactAnalysisSegmentTranscript
- RealTimeContactAnalysisTimeData
- RealTimeContactAnalysisTranscriptItemRedaction
- RealTimeContactAnalysisTranscriptItemWithCharacterOffsets

- RealTimeContactAnalysisTranscriptItemWithContent
- RecordingInfo
- RecordPrimaryValue
- RecurrenceConfig
- RecurrencePattern
- Reference
- ReferenceSummary
- ReplicationConfiguration
- ReplicationStatusSummary
- RequiredFieldInfo
- ResourceTagsSearchCriteria
- RoutingCriteria
- RoutingCriteriaInput
- RoutingCriteriaInputStep
- RoutingCriteriaInputStepExpiry
- RoutingProfile
- RoutingProfileManualAssignmentQueueConfig
- RoutingProfileManualAssignmentQueueConfigSummary
- RoutingProfileQueueConfig
- RoutingProfileQueueConfigSummary
- RoutingProfileQueueReference
- RoutingProfileReference
- RoutingProfileSearchCriteria
- RoutingProfileSearchFilter
- RoutingProfileSummary
- Rule
- RuleAction
- RuleSummary
- RuleTriggerEventSource
- S3Config

- SearchableAgentCriteriaStep
- SearchableContactAttributes
- SearchableContactAttributesCriteria
- SearchableRoutingCriteria
- SearchableRoutingCriteriaStep
- SearchableSegmentAttributes
- SearchableSegmentAttributesCriteria
- SearchContactsAdditionalTimeRange
- SearchContactsAdditionalTimeRangeCriteria
- SearchContactsTimeRange
- SearchContactsTimestampCondition
- SearchCriteria
- SecurityKey
- SecurityProfile
- SecurityProfileItem
- SecurityProfileSearchCriteria
- SecurityProfileSearchSummary
- SecurityProfilesSearchFilter
- SecurityProfileSummary
- SegmentAttributeValue
- SendNotificationActionDefinition
- ServiceQuotaExceededExceptionReason
- SignInConfig
- SignInDistribution
- SingleSelectQuestionRuleCategoryAutomation
- Sort
- SourceCampaign
- StateTransition
- Step
- StringCondition

- StringReference
- SubmitAutoEvaluationActionDefinition
- SuccessfulBatchAssociationSummary
- SuccessfulRequest
- TagCondition
- TagSearchCondition
- TagSet
- TaskActionDefinition
- TaskAttachment
- TaskTemplateConstraints
- TaskTemplateDefaultFieldValue
- TaskTemplateDefaults
- TaskTemplateField
- TaskTemplateFieldIdentifier
- TaskTemplateInfoV2
- TaskTemplateMetadata
- TelephonyConfig
- TemplateAttributes
- TemplatedMessageConfig
- TestCase
- TestCaseEntryPoint
- TestCaseExecution
- TestCaseSearchCriteria
- TestCaseSearchFilter
- TestCaseSummary
- Threshold
- ThresholdV2
- TrafficDistributionGroup
- TrafficDistributionGroupSummary
- TrafficDistributionGroupUserSummary

- Transcript
- TranscriptCriteria
- UpdateCaseActionDefinition
- UpdateParticipantRoleConfigChannelInfo
- UploadUrlMetadata
- UrlReference
- UseCase
- User
- UserData
- UserDataFilters
- UserHierarchyGroupSearchCriteria
- UserHierarchyGroupSearchFilter
- UserIdentityInfo
- UserIdentityInfoLite
- UserInfo
- UserNotificationSummary
- UserPhoneConfig
- UserProficiency
- UserProficiencyDisassociate
- UserQuickConnectConfig
- UserReference
- UserSearchCriteria
- UserSearchFilter
- UserSearchSummary
- UserSummary
- Validation
- ValidationEnum
- View
- ViewContent
- ViewInputContent

- ViewSearchCriteria
- ViewSearchFilter
- ViewSummary
- ViewVersionSummary
- Vocabulary
- VocabularySummary
- VoiceCallEntryPointParameters
- VoiceEnhancementConfig
- VoiceRecordingConfiguration
- WisdomInfo
- Workspace
- WorkspaceAssociationSearchCriteria
- WorkspaceAssociationSearchFilter
- WorkspaceAssociationSearchSummary
- WorkspacePage
- WorkspaceSearchCriteria
- WorkspaceSearchFilter
- WorkspaceSearchSummary
- WorkspaceSummary
- WorkspaceTheme
- WorkspaceThemeConfig
- WorkspaceThemeImages
- WorkspaceThemePalette
- WorkspaceThemeTypography

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 | ASSIGN_SLA | 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

AdditionalEmailRecipients

Service: Amazon Connect Service

List of additional email addresses for an email contact.

Contents

CcList

List of additional CC email recipients for an email contact.

Type: Array of EmailRecipient objects

Required: No

ToList

List of additional TO email recipients for an email contact.

Type: Array of EmailRecipient 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

AfterContactWorkConfig

Service: Amazon Connect Service

Configuration settings for after contact work (ACW) timeout.

Contents

AfterContactWorkTimeLimit

The ACW timeout duration in seconds. Minimum: 1 second. Maximum: 2,000,000 seconds (24 days). Enter 0 for indefinite ACW time.

Type: Integer

Valid Range: Minimum value of 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

AfterContactWorkConfigPerChannel

Service: Amazon Connect Service

Configuration settings for after contact work (ACW) timeout for a specific channel.

Contents

AfterContactWorkConfig

The ACW timeout settings for this channel.

Type: AfterContactWorkConfig object

Required: Yes

Channel

The channel for this ACW timeout configuration. Valid values: VOICE, CHAT, TASK, EMAIL.

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

Required: Yes

AgentFirstCallbackAfterContactWorkConfig

The ACW timeout settings for agent-first callbacks. This setting only applies to the VOICE channel.

Type: AfterContactWorkConfig 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

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 | EMAIL`

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 | WEBRTC_API | AGENT_REPLY | FLOW`

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

AgentFirst

Service: Amazon Connect Service

Information about agent-first outbound strategy configuration.

Contents

Preview

Information about preview configuration of agent first outbound strategy

Type: Preview 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

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

AcceptedByAgentTimestamp

The timestamp when the contact was accepted by the agent.

Type: Timestamp

Required: No

AfterContactWorkDuration

The difference in time, in whole seconds, between `AfterContactWorkStartTimestamp` and `AfterContactWorkEndTimestamp`.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

AfterContactWorkEndTimestamp

The date and time when the agent ended After Contact Work for the contact, in UTC time. In cases when agent finishes doing `AfterContactWork` for chat contacts and switches their activity status to offline or equivalent without clearing the contact in CCP, discrepancies may be noticed for `AfterContactWorkEndTimestamp`.

Type: Timestamp

Required: No

AfterContactWorkStartTimestamp

The date and time when the agent started doing After Contact Work for the contact, in UTC time.

Type: Timestamp

Required: No

AgentInitiatedHoldDuration

The total hold duration in seconds initiated by the agent.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

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 video and screen sharing capabilities for participants present over the call. For more information, see Set up in-app, web, video calling, and screen sharing capabilities in the *Amazon Connect Administrator Guide*.

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

PreviewEndTimestamp

The timestamp when the agent finished previewing the contact.

Type: Timestamp

Required: No

StateTransitions

List of `StateTransition` for a supervisor.

Type: Array of StateTransition 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

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 to 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 user 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

AgentStatusIdentifier

Service: Amazon Connect Service

Information about the agent status assigned to the user.

Contents

Arn

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

Type: String

Required: No

Id

The identifier of the agent status.

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

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

AgentStatusSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return agent statuses.

Contents

AndConditions

A leaf node condition which can be used to specify a string condition.

> **Note**
>
> The currently supported values for `FieldName` are `name`, `description`, `state`, `type`, `displayOrder`, and `resourceID`.

Type: Array of AgentStatusSearchCriteria objects

Required: No

OrConditions

A list of conditions which would be applied together with an `OR` condition.

Type: Array of AgentStatusSearchCriteria 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`, `state`, `type`, `displayOrder`, 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

AgentStatusSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

AttributeFilter

An object that can be used to specify Tag 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.

Type: ControlPlaneAttributeFilter 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

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

AiAgentInfo

Service: Amazon Connect Service

Information of the AI agent involved in the contact.

Contents

AiAgentEscalated

A boolean flag indicating whether the contact initially handled by this AI agent was escalated to a human agent.

Type: Boolean

Required: No

AiAgentVersionId

The unique identifier that specifies both the AI agent ID and its version number that was involved in the contact

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

AiUseCase

The use case or scenario for which the AI agent is involved in the contact

Type: String

Valid Values: `AgentAssistance | SelfService`

Required: No

See Also

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

- AWS SDK for C++

- AWS SDK for Java V2
- AWS SDK for Ruby V3

AliasConfiguration

Service: Amazon Connect Service

Configuration information of an email alias.

Contents

EmailAddressId

The email address ID.

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

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

ResourceShareStatus

The AWS Resource Access Manager status of association.

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

AnalyticsDataSetsResult

Service: Amazon Connect Service

Information about datasets that are available to associate with: `DataSetId`, `DataSetName`.

Contents

DataSetId

The identifier of the dataset.

Type: String

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

Required: No

DataSetName

The name of the dataset.

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. For third-party applications, only the ACCESS permission is supported. For MCP Servers, the permissions are tool Identifiers accepted by MCP Server.

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.

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

Type

Type of Application.

Type: String

Valid Values: `MCP | THIRD_PARTY_APPLICATION`

Required: No

See Also

For more information about using this API in 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

AssignSlaActionDefinition

Service: Amazon Connect Service

The AssignSla action definition.

Contents

SlaAssignmentType

Type of SLA assignment.

Type: String

Valid Values: CASES

Required: Yes

CaseSlaConfiguration

The SLA configuration for Case SLA Assignment.

Type: CaseSlaConfiguration 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

AssociatedContactSummary

Service: Amazon Connect Service

Contact summary of a contact in contact tree associated with unique identifier.

Contents

Channel

How the contact reached your contact center.

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

Required: No

ContactArn

The Amazon Resource Name (ARN) of the contact

Type: String

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

DisconnectTimestamp

The date and time that the customer endpoint disconnected from the current contact, in UTC time. In transfer scenarios, the DisconnectTimestamp of the previous contact indicates the date and time when that contact ended.

Type: Timestamp

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 | WEBRTC_API | AGENT_REPLY | FLOW`

Required: No

InitiationTimestamp

The date and time this contact was initiated, in UTC time.

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

RelatedContactId

The contactId that is related to this 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

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: `EMAIL_MESSAGE | 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

Arn

The Amazon Resource Name (ARN) of the attachment reference.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 256.

Pattern: `^[-:/A-Za-z0-9]+`

Required: No

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: `AVAILABLE | DELETED | APPROVED | REJECTED | PROCESSING | FAILED`

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 | MULTI_PARTY_CHAT_CONFERENCE | MESSAGE_STREAMING`

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 100.

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

Range

An Object to define the minimum and maximum proficiency levels.

Type: Range object

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

AuthenticationProfile

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change. To request access to this API, contact Support.

Information about an authentication profile. An authentication profile is a resource that stores the authentication settings for users in your contact center. You use authentication profiles to set up IP address range restrictions and session timeouts. For more information, see Set IP address restrictions or session timeouts.

Contents

AllowedIps

A list of IP address range strings that are allowed to access the Amazon Connect instance. For more information about how to configure IP addresses, see Configure IP address based access control in the *Amazon Connect Administrator Guide*.

Type: Array of strings

Length Constraints: Minimum length of 2. Maximum length of 50.

Pattern: `^[A-Za-z0-9:/]*$`

Required: No

Arn

The Amazon Resource Name (ARN) for the authentication profile.

Type: String

Required: No

BlockedIps

A list of IP address range strings that are blocked from accessing the Amazon Connect instance. For more information about how to configure IP addresses, see Configure IP address based access control in the *Amazon Connect Administrator Guide*.

Type: Array of strings

Length Constraints: Minimum length of 2. Maximum length of 50.

Pattern: `^[A-Za-z0-9:/]*$`

Required: No

CreatedTime

The timestamp when the authentication profile was created.

Type: Timestamp

Required: No

Description

The description for the authentication profile.

Type: String

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

Required: No

Id

A unique identifier for the authentication profile.

Type: String

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

Required: No

IsDefault

Shows whether the authentication profile is the default authentication profile for the Amazon Connect instance. The default authentication profile applies to all agents in an Amazon Connect instance, unless overridden by another authentication profile.

Type: Boolean

Required: No

LastModifiedRegion

The AWS Region where the authentication profile was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when the authentication profile was last modified.

Type: Timestamp

Required: No

MaxSessionDuration

The long lived session duration for users logged in to Amazon Connect, in minutes. After this time period, users must log in again. For more information, see Configure the session duration in the *Amazon Connect Administrator Guide*.

Type: Integer

Valid Range: Minimum value of 360. Maximum value of 720.

Required: No

Name

The name for the authentication profile.

Type: String

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

Required: No

PeriodicSessionDuration

This member has been deprecated.

The short lived session duration configuration for users logged in to Amazon Connect, in minutes. This value determines the maximum possible time before an agent is authenticated. For more information, see Configure the session duration in the *Amazon Connect Administrator Guide*.

Type: Integer

Valid Range: Minimum value of 10. Maximum value of 60.

Required: No

SessionInactivityDuration

The period, in minutes, before an agent is automatically signed out of the contact center when they go inactive.

Type: Integer

Valid Range: Minimum value of 15. Maximum value of 720.

Required: No

SessionInactivityHandlingEnabled

Determines if automatic logout on user inactivity 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

AuthenticationProfileSummary

Service: Amazon Connect Service

This API is in preview release for Amazon Connect and is subject to change. To request access to this API, contact Support.

A summary of a given authentication profile.

Contents

Arn

The Amazon Resource Name (ARN) of the authentication profile summary.

Type: String

Required: No

Id

The unique identifier of the authentication profile.

Type: String

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

Required: No

IsDefault

Shows whether the authentication profile is the default authentication profile for the Amazon Connect instance. The default authentication profile applies to all agents in an Amazon Connect instance, unless overridden by another authentication profile.

Type: Boolean

Required: No

LastModifiedRegion

The AWS Region when the authentication profile summary was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when the authentication profile summary was last modified.

Type: Timestamp

Required: No

Name

The name of the authentication profile summary.

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

AutoAcceptConfig

Service: Amazon Connect Service

Configuration settings for auto-accept for a specific channel.

Contents

AutoAccept

Indicates whether auto-accept is enabled for this channel. When enabled, available agents are automatically connected to contacts from this channel.

Type: Boolean

Required: Yes

Channel

The channel for this auto-accept configuration. Valid values: VOICE, CHAT, TASK, EMAIL.

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

Required: Yes

AgentFirstCallbackAutoAccept

Indicates whether auto-accept is enabled for agent-first callbacks. This setting only applies to the VOICE channel.

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

AutoEvaluationConfiguration

Service: Amazon Connect Service

Configuration information about automated evaluations.

Contents

Enabled

Whether automated evaluations are enabled.

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

AutoEvaluationDetails

Service: Amazon Connect Service

Details about automated evaluations.

Contents

AutoEvaluationEnabled

Whether automated evaluation is enabled.

Type: Boolean

Required: Yes

AutoEvaluationStatus

The status of the contact auto-evaluation.

Type: String

Valid Values: `IN_PROGRESS | FAILED | SUCCEEDED`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

AutomaticFailConfiguration

Service: Amazon Connect Service

Information about automatic fail configuration for an evaluation form.

Contents

TargetSection

The referenceId of the target section for auto failure.

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

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

BatchCreateDataTableValueFailureResult

Service: Amazon Connect Service

A batch create data table value failure result.

Contents

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Message

The result's message.

Type: String

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValue 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

BatchCreateDataTableValueSuccessResult

Service: Amazon Connect Service

A batch create data table value success result.

Contents

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

LockVersion

The result's lock version.

Type: DataTableLockVersion object

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValue objects

Required: Yes

RecordId

The result's record ID.

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

BatchDeleteDataTableValueFailureResult

Service: Amazon Connect Service

A batch delete data table value failure result.

Contents

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Message

The result's message.

Type: String

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValue 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

BatchDeleteDataTableValueSuccessResult

Service: Amazon Connect Service

A batch delete data table value success result.

Contents

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

LockVersion

The result's lock version.

Type: DataTableLockVersion object

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValue 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

BatchDescribeDataTableValueFailureResult

Service: Amazon Connect Service

A batch describe data table value failure result.

Contents

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Message

The result's message.

Type: String

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValue 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

BatchDescribeDataTableValueSuccessResult

Service: Amazon Connect Service

A batch describe data table value success result.

Contents

AttributeId

The result's attribute ID.

Type: String

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

Required: Yes

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

LockVersion

The result's lock version.

Type: DataTableLockVersion object

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValueResponse objects

Required: Yes

RecordId

The result's record ID.

Type: String

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

Required: Yes

LastModifiedRegion

The result's last modified region.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The result's last modified time.

Type: Timestamp

Required: No

Value

The result's value.

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

BatchUpdateDataTableValueFailureResult

Service: Amazon Connect Service

A batch update data table value failure result.

Contents

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Message

The result's message.

Type: String

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValue 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

BatchUpdateDataTableValueSuccessResult

Service: Amazon Connect Service

A batch update data table value success result.

Contents

AttributeName

The result's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

LockVersion

The result's lock version.

Type: DataTableLockVersion object

Required: Yes

PrimaryValues

The result's primary values.

Type: Array of PrimaryValue 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

BooleanCondition

Service: Amazon Connect Service

A boolean search condition for Search APIs.

Contents

ComparisonType

Boolean property comparison type.

Type: String

Valid Values: `IS_TRUE | IS_FALSE`

Required: No

FieldName

A name of the property to be searched.

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

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

CaseSlaConfiguration

Service: Amazon Connect Service

The SLA configuration for Case SlaAssignmentType.

Contents

Name

Name of an SLA.

Type: String

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

Pattern: `^.*[\S]$`

Required: Yes

TargetSlaMinutes

Target duration in minutes within which an SLA should be completed.

Type: Long

Valid Range: Minimum value of 1. Maximum value of 129600.

Required: Yes

Type

Type of SLA for Case SlaAssignmentType.

Type: String

Valid Values: `CaseField`

Required: Yes

FieldId

Unique identifier of a Case field.

Type: String

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

Required: No

TargetFieldValues

Represents a list of target field values for the fieldId specified in CaseSlaConfiguration. The SLA is considered met if any one of these target field values matches the actual field value.

Type: Array of FieldValueUnion 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

ChatContactMetrics

Service: Amazon Connect Service

Information about the overall participant interactions at the contact level.

Contents

AgentFirstResponseTimeInMillis

The time for an agent to respond after obtaining a chat contact.

Type: Long

Valid Range: Minimum value of 0.

Required: No

AgentFirstResponseTimestamp

The agent first response timestamp for a chat contact.

Type: Timestamp

Required: No

ConversationCloseTimeInMillis

The time it took for a contact to end after the last customer message.

Type: Long

Valid Range: Minimum value of 0.

Required: No

ConversationTurnCount

The number of conversation turns in a chat contact, which represents the back-and-forth exchanges between customer and other participants.

Type: Integer

Required: No

MultiParty

A boolean flag indicating whether multiparty chat or supervisor barge were enabled on this contact.

Type: Boolean

Required: No

TotalBotMessageLengthInChars

The total number of characters from bot and automated messages on a chat contact.

Type: Integer

Required: No

TotalBotMessages

The total number of bot and automated messages on a chat contact.

Type: Integer

Required: No

TotalMessages

The number of chat messages on the contact.

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

ChatEntryPointParameters

Service: Amazon Connect Service

Parameters for initiating a chat test.

Contents

FlowId

The flow identifier for the test.

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

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

ChatMetrics

Service: Amazon Connect Service

Information about how agent, bot, and customer interact in a chat contact.

Contents

AgentMetrics

Information about agent interactions in a contact.

Type: ParticipantMetrics object

Required: No

ChatContactMetrics

Information about the overall participant interactions at the contact level.

Type: ChatContactMetrics object

Required: No

CustomerMetrics

Information about customer interactions in a contact.

Type: ParticipantMetrics 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

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 AWS End User Messaging. If it is from AWS End User Messaging, it looks like the ARN of the phone number that was imported from AWS End User Messaging.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

CommonAttributeAndCondition

Service: Amazon Connect Service

A list of conditions which would be applied together with an AND condition.

Contents

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

Condition

Service: Amazon Connect Service

A leaf node condition which can be used to specify a ProficiencyName, ProficiencyValue and ProficiencyLimit.

Contents

NumberCondition

A leaf node condition which can be used to specify a numeric condition.

Type: NumberCondition object

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 `value`.

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

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

AdditionalEmailRecipients

List of additional email addresses for an email contact.

Type: AdditionalEmailRecipients object

Required: No

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

Attributes

The attributes of the 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

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 | EMAIL`

Required: No

ChatMetrics

Information about how agent, bot, and customer interact in a chat contact.

Type: ChatMetrics object

Required: No

ConnectedToSystemTimestamp

The timestamp when customer endpoint connected to Amazon Connect.

Type: Timestamp

Required: No

ContactAssociationId

This is the root contactId which is used as a unique identifier for all subsequent contacts in a contact tree.

Type: String

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

Required: No

ContactDetails

A map of string key/value pairs that contain user-defined attributes which are lightly typed within the contact. This object is used only for task contacts.

Type: ContactDetails object

Required: No

ContactEvaluations

Information about the contact evaluations where the key is the FormId, which is a unique identifier for the form.

Type: String to ContactEvaluation object map

Required: No

Customer

Information about the Customer on the contact.

Type: Customer object

Required: No

CustomerEndpoint

The customer or external third party participant endpoint.

Type: EndpointInfo object

Required: No

CustomerId

The customer's identification number. For example, the `CustomerId` may be a customer number from your CRM. You can create a Lambda function to pull the unique customer ID of the caller from your CRM system. If you enable Amazon Connect Voice ID capability, this attribute is populated with the `CustomerSpeakerId` of the caller.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

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

DisconnectReason

The disconnect reason for the contact. For a list and description of all the possible disconnect reasons by channel, see DisconnectReason under ContactTraceRecord in the *Amazon Connect Administrator Guide*.

Type: String

Required: No

DisconnectTimestamp

The date and time that the customer endpoint disconnected from the current contact, in UTC time. In transfer scenarios, the DisconnectTimestamp of the previous contact indicates the date and time when that contact ended.

Type: Timestamp

Required: No

GlobalResiliencyMetadata

Information about the global resiliency configuration for the contact, including traffic distribution details.

Type: GlobalResiliencyMetadata object

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 | WEBRTC_API | AGENT_REPLY | FLOW`

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 1024.

Required: No

NextContacts

List of next contact entries for the contact.

Type: Array of NextContactEntry objects

Array Members: Maximum number of 24 items.

Required: No

OutboundStrategy

Information about the outbound strategy.

Type: OutboundStrategy object

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

Recordings

If recording was enabled, this is information about the recordings.

Type: Array of RecordingInfo objects

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

RingStartTimestamp

The timestamp when ringing started for a campaign call.

Type: Timestamp

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

SystemEndpoint

The system endpoint. For `INBOUND`, this is the phone number or email address that the customer dialed. For `OUTBOUND` and `EXTERNAL_OUTBOUND`, this is the outbound caller ID number assigned to the outbound queue that is used to dial the customer. For callback, this shows up as Softphone for calls handled by agents with softphone.

Type: EndpointInfo object

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

TaskTemplateInfo

If this contact was created using a task template, this contains information about the task template.

Type: TaskTemplateInfoV2 object

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

ContactConfiguration

Service: Amazon Connect Service

The contact configuration for push notification registration.

Contents

ContactId

The identifier of the contact within the Amazon Connect instance.

Type: String

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

Required: Yes

IncludeRawMessage

Whether to include raw connect message in the push notification payload. Default is `False`.

Type: Boolean

Required: No

ParticipantRole

The role of the participant in the chat conversation.

> **Note**
>
> Only `CUSTOMER` is currently supported. Any other values other than `CUSTOMER` will result in an exception (4xx error).

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

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

OutboundStrategy

Information about the outbound strategy.

Type: OutboundStrategy 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

RequestIdentifier

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

ContactDetails

Service: Amazon Connect Service

A map of string key/value pairs that contain user-defined attributes which are lightly typed within the contact. This object is used only for task contacts.

Contents

Description

Teh description of the contact details.

Type: String

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

Required: No

Name

The name of the contact details.

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

ContactEvaluation

Service: Amazon Connect Service

Information about the contact evaluations where the key is the FormId, which is a unique identifier for the form.

Contents

DeleteTimestamp

The date and time when the evaluation was deleted, in UTC time.

Type: Timestamp

Required: No

EndTimestamp

The date and time when the evaluation was submitted, in UTC time.

Type: Timestamp

Required: No

EvaluationArn

The Amazon Resource Name for the evaluation form. It is always present.

Type: String

Required: No

ExportLocation

The path where evaluation was exported.

Type: String

Required: No

FormId

The `FormId` of the contact evaluation.

Type: String

Required: No

StartTimestamp

The date and time when the evaluation was started, in UTC time.

Type: Timestamp

Required: No

Status

The status of the evaluation.

Type: String

Valid Values: `COMPLETE | IN_PROGRESS | DELETED`

Required: No

See Also

For more information about using this API in 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

FlowContentSha256

Indicates the checksum value of the flow content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9]{64}$`

Required: No

Id

The identifier of the flow.

Type: String

Length Constraints: Maximum length of 500.

Required: No

LastModifiedRegion

The region in which the flow was last modified

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The time at which the flow was last modified.

Type: Timestamp

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 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 | CAMPAIGN`

Required: No

Version

The identifier of the flow version.

Type: Long

Valid Range: Minimum value of 1.

Required: No

VersionDescription

The description of the flow version.

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

ContactFlowAttributeAndCondition

Service: Amazon Connect Service

A list of conditions which would be applied together with an AND condition.

Contents

ContactFlowTypeCondition

Contact flow type condition.

Type: ContactFlowTypeCondition object

Required: No

TagConditions

Tag-based conditions for contact flow filtering.

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

ContactFlowAttributeFilter

Service: Amazon Connect Service

Filter for contact flow attributes with multiple condition types.

Contents

AndCondition

A list of conditions which would be applied together with a AND condition.

Type: ContactFlowAttributeAndCondition object

Required: No

ContactFlowTypeCondition

Contact flow type condition within attribute filter.

Type: ContactFlowTypeCondition object

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of ContactFlowAttributeAndCondition objects

Required: No

TagCondition

A leaf node condition which can be used to specify a tag condition, for example, `HAVE BPO = 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

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

ExternalInvocationConfiguration

The external invocation configuration for the flow module

Type: ExternalInvocationConfiguration object

Required: No

FlowModuleContentSha256

Hash of the module content for integrity verification.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9]{64}$`

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

Settings

The configuration settings for the flow module.

Type: String

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

Version

The version of the flow module.

Type: Long

Valid Range: Minimum value of 1.

Required: No

VersionDescription

Description of the version.

Type: String

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

Pattern: `.*\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

ContactFlowModuleAliasInfo

Service: Amazon Connect Service

Contains information about an alias.

Contents

AliasId

The identifier of the alias.

Type: String

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

Pattern: `^([$0-9a-zA-Z][_-]?)+$`

Required: No

ContactFlowModuleArn

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

Type: String

Required: No

ContactFlowModuleId

The identifier of the flow module.

Type: String

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

Required: No

Description

The description of the alias.

Type: String

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

Pattern: `.*\S.*`

Required: No

LastModifiedRegion

The Amazon Web Services 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 alias.

Type: String

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

Pattern: `^([$0-9a-zA-Z][_-]?)+$`

Required: No

Version

The version of the flow module.

Type: Long

Valid Range: Minimum 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

ContactFlowModuleAliasSummary

Service: Amazon Connect Service

Contains information about an alias.

Contents

AliasDescription

The description of the alias.

Type: String

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

Pattern: `.*\S.*`

Required: No

AliasId

The identifier of the alias.

Type: String

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

Required: No

AliasName

The name of the alias.

Type: String

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

Pattern: `.*\S.*`

Required: No

Arn

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

Type: String

Required: No

LastModifiedTime

The timestamp when this resource was last modified.

Type: Timestamp

Required: No

Version

The version of the flow module.

Type: Long

Valid Range: Minimum 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

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

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.

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

ContactFlowModuleVersionSummary

Service: Amazon Connect Service

Contains information about a version.

Contents

Arn

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

Type: String

Required: No

Version

The version of the flow module.

Type: Long

Valid Range: Minimum value of 1.

Required: No

VersionDescription

The description of the flow module version.

Type: String

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

Pattern: `.*\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

ContactFlowSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return 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.

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 | CAMPAIGN`

Required: No

See Also

For more information about using this API in 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

FlowAttributeFilter

Flow attribute filter for contact flow search operations.

Type: ContactFlowAttributeFilter object

Required: No

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 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 | CAMPAIGN`

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

ContactFlowTypeCondition

Service: Amazon Connect Service

The contact flow type condition.

Contents

ContactFlowType

Contact flow type of the contact flow type condition.

Type: String

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

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

ContactFlowVersionSummary

Service: Amazon Connect Service

A summary of a flow version's metadata.

Contents

Arn

The Amazon Resource Name (ARN) of the view version.

Type: String

Required: No

Version

The identifier of the flow version.

Type: Long

Valid Range: Minimum value of 1.

Required: No

VersionDescription

The description of the flow version.

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

ContactMetricInfo

Service: Amazon Connect Service

Contains the details of a metric to be retrieved for a contact. Use this object to specify which contact level metrics you want to include in your GetContactMetrics request.

Contents

Name

The name of the metric to retrieve. Supported values are POSITION_IN_QUEUE (returns the contact's current position in the queue) and ESTIMATED_WAIT_TIME (returns the predicted wait time in seconds).

Type: String

Valid Values: `ESTIMATED_WAIT_TIME | POSITION_IN_QUEUE`

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

ContactMetricResult

Service: Amazon Connect Service

Contains the result of a requested metric for the contact. This object is returned as part of the GetContactMetrics response and includes both the metric name and its calculated value.

Contents

Name

The name of the metric that was retrieved. This corresponds to the metric name specified in the request, such as POSITION_IN_QUEUE or ESTIMATED_WAIT_TIME.

Type: String

Valid Values: `ESTIMATED_WAIT_TIME | POSITION_IN_QUEUE`

Required: Yes

Value

The calculated value for the requested metric. This object contains the numeric result based on the contact's current state in the queue.

Type: ContactMetricValue 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

ContactMetricValue

Service: Amazon Connect Service

Contains the numeric value of a contact metric result.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

Number

The numeric value of the metric result. For POSITION_IN_QUEUE, this represents the contact's current position in the queue (e.g., 3.00 means third in line). For ESTIMATED_WAIT_TIME, this represents the predicted wait time in seconds (e.g., 120.00 means approximately 2 minutes).

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

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 | EMAIL`

Required: No

DisconnectTimestamp

The timestamp when the customer endpoint disconnected from Amazon Connect.

Type: Timestamp

Required: No

GlobalResiliencyMetadata

Additional routing information for contacts created in ACGR instances.

Type: GlobalResiliencyMetadata object

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 | WEBRTC_API | AGENT_REPLY | FLOW`

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

Name

Indicates name of the contact.

Type: String

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

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

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

Set of segment attributes for a contact.

Type: String to ContactSearchSummarySegmentAttributeValue 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

See Also

For more information about using this API in 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

ContactSearchSummarySegmentAttributeValue

Service: Amazon Connect Service

The value of a segment attribute. This is structured as a map with a single key-value pair. The key 'valueString' indicates that the attribute type is a string, and its corresponding value is the actual string value of the segment attribute.

Contents

ValueMap

The key and value of a segment attribute.

Type: String to SegmentAttributeValue object map

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

Required: No

ValueString

The value of a segment attribute represented as a string.

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

ControlPlaneAttributeFilter

Service: Amazon Connect Service

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an `OR` or `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.

Contents

AndCondition

A list of conditions which would be applied together with an `AND` condition.

Type: CommonAttributeAndCondition object

Required: No

OrConditions

A list of conditions which would be applied together with an `OR` condition.

Type: Array of CommonAttributeAndCondition objects

Required: No

TagCondition

A leaf node condition which can be used to specify a tag condition, for example, `HAVE BPO = 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

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 BPO = 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 Metrics definitions in the *Amazon Connect Administrator Guide*.

> **Important**
>
> Only one of either the Name or MetricId is required.

Contents

MetricId

Out of the box current metrics or custom metrics can be referenced via this field. This field is a valid AWS Connect Arn or a UUID.

Type: String

Pattern: `^([0-9a-f]{8}-[0-9a-f]{4}-[0-9a-f]{4}-[0-9a-f]{4}-[0-9a-f]{12})|(arn:[a-z0-9-]+:connect:[a-z0-9-]+:(?:([0-9]{12}):instance/[a-z0-9-]+/metric/[a-z0-9-]+(?::[a-z0-9-]+)?|aws:metric/[A-Z_]+))$`

Required: No

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 | ESTIMATED_WAIT_TIME`

Required: No

Unit

> **Note**
>
> The Unit parameter is not supported for custom metrics.

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 | ESTIMATED_WAIT_TIME`

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 video and screen sharing capabilities for participants present over the call. For more information, see Set up in-app, web, video calling, and screen sharing capabilities in the *Amazon Connect Administrator Guide*.

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

DataTable

Service: Amazon Connect Service

Represents a data table in Amazon Connect. A data table is a JSON-like data structure where attributes and values are dynamically set by customers. Customers can reference table values within call flows, applications, views, and workspaces to pinpoint dynamic configuration that changes their contact center's behavior in a predetermined and safe way.

Contents

Arn

The Amazon Resource Name (ARN) for the data table. Does not include version aliases.

Type: String

Required: Yes

Id

The unique identifier for the data table. Does not include version aliases.

Type: String

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

Required: Yes

LastModifiedTime

The timestamp when the data table or any of its properties were last modified.

Type: Timestamp

Required: Yes

Name

The human-readable name of the data table. Must be unique within the instance and conform to Connect naming standards.

Type: String

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

Pattern: ^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$

Required: Yes

TimeZone

The IANA timezone identifier used when resolving time based dynamic values. Required even if no time slices are specified.

Type: String

Required: Yes

CreatedTime

The timestamp when the data table was created.

Type: Timestamp

Required: No

Description

An optional description of the data table's purpose and contents.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Pattern: ^[\\P{C}\r\n\t]+$

Required: No

LastModifiedRegion

The AWS Region where the data table was last modified, used for region replication.

Type: String

Pattern: [a-z]{2}(-[a-z]+){1,2}(-[0-9])?

Required: No

LockVersion

The lock version information used for optimistic locking and table versioning. Changes with each update to prevent concurrent modification conflicts.

Type: DataTableLockVersion object

Required: No

Status

The current status of the data table. One of PUBLISHED or SAVED.

Type: String

Valid Values: `PUBLISHED`

Required: No

Tags

Key-value pairs for attribute based access control (TBAC or ABAC) and organization.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

ValueLockLevel

The data level that concurrent value edits are locked on. One of DATA_TABLE, PRIMARY_VALUE, ATTRIBUTE, VALUE, and NONE. Determines how concurrent edits are handled when multiple users attempt to modify values simultaneously.

Type: String

Valid Values: `NONE | DATA_TABLE | PRIMARY_VALUE | ATTRIBUTE | VALUE`

Required: No

Version

A unique identifier and alias for customer managed versions (not $LATEST or $SAVED).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

VersionDescription

A description of the customer managed version.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Pattern: `^[\\P{C}\r\n\t]+$`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

DataTableAccessControlConfiguration

Service: Amazon Connect Service

A data table access control configuration.

Contents

PrimaryAttributeAccessControlConfiguration

The configuration's primary attribute access control configuration.

Type: PrimaryAttributeAccessControlConfigurationItem 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

DataTableAttribute

Service: Amazon Connect Service

Represents an attribute (column) in a data table. Attributes define the schema and validation rules for values that can be stored in the table. They specify the data type, constraints, and whether the attribute is used as a primary key for record identification.

Contents

Name

The human-readable name of the attribute. Must be unique within the data table and conform to Connect naming standards.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

ValueType

The type of value allowed for this attribute. Must be one of TEXT, TEXT_LIST, NUMBER, NUMBER_LIST, or BOOLEAN. Determines how values are validated and processed.

Type: String

Valid Values: `TEXT | NUMBER | BOOLEAN | TEXT_LIST | NUMBER_LIST`

Required: Yes

AttributeId

The unique identifier for the attribute within the data table.

Type: String

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

Required: No

DataTableArn

The Amazon Resource Name (ARN) of the data table that contains this attribute.

Type: String

Required: No

DataTableId

The unique identifier of the data table that contains this attribute.

Type: String

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

Required: No

Description

An optional description explaining the purpose and usage of this attribute.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 250.

Pattern: `^[\\P{C}\r\n\t]+$`

Required: No

LastModifiedRegion

The AWS Region where this attribute was last modified, used for region replication.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when this attribute was last modified.

Type: Timestamp

Required: No

LockVersion

The lock version for this attribute, used for optimistic locking to prevent concurrent modification conflicts.

Type: DataTableLockVersion object

Required: No

Primary

Boolean indicating whether this attribute is used as a primary key for record identification. Primary attributes must have unique value combinations and cannot contain expressions.

Type: Boolean

Required: No

Validation

The validation rules applied to values of this attribute. Based on JSON Schema Draft 2020-12 with additional Connect-specific validations for data integrity.

Type: Validation object

Required: No

Version

The version identifier for this attribute, used for versioning and change tracking.

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

DataTableDeleteValueIdentifier

Service: Amazon Connect Service

A data table delete value identifier.

Contents

AttributeName

The identifier's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

LockVersion

The identifier's lock version.

Type: DataTableLockVersion object

Required: Yes

PrimaryValues

The identifier's primary values.

Type: Array of PrimaryValue 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

DataTableEvaluatedValue

Service: Amazon Connect Service

A data table evaluated value.

Contents

AttributeName

The value's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Error

The value's error.

Type: Boolean

Required: Yes

EvaluatedValue

The value's evaluated value.

Type: String

Required: Yes

Found

The value's found.

Type: Boolean

Required: Yes

PrimaryValues

The value's primary values.

Type: Array of PrimaryValue objects

Required: Yes

RecordId

The value's record ID.

Type: String

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

Required: Yes

ValueType

The value's value type.

Type: String

Valid Values: `TEXT | NUMBER | BOOLEAN | TEXT_LIST | NUMBER_LIST`

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

DataTableLockVersion

Service: Amazon Connect Service

Contains lock version information for different levels of a data table hierarchy. Used for optimistic locking to prevent concurrent modification conflicts. Each component has its own lock version that changes when that component is modified.

Contents

Attribute

The lock version for a specific attribute. When the ValueLockLevel is ATTRIBUTE, this version changes when any value for the attribute changes. For other lock levels, it only changes when the attribute's properties are directly updated.

Type: String

Required: No

DataTable

The lock version for the data table itself. Used for optimistic locking and table versioning. Changes with each update to the table's metadata or structure.

Type: String

Required: No

PrimaryValues

The lock version for a specific set of primary values (record). This includes the default record even if the table does not have any primary attributes. Used for record-level locking.

Type: String

Required: No

Value

The lock version for a specific value. Changes each time the individual value is modified. Used for the finest-grained locking control.

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

DataTableSearchCriteria

Service: Amazon Connect Service

A data table search criteria.

Contents

AndConditions

The criteria's and conditions.

Type: Array of DataTableSearchCriteria objects

Required: No

OrConditions

The criteria's or conditions.

Type: Array of DataTableSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

DataTableSearchFilter

Service: Amazon Connect Service

A data table search filter.

Contents

AttributeFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an `OR` or `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.

Type: ControlPlaneAttributeFilter 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

DataTableSummary

Service: Amazon Connect Service

A data table summary.

Contents

Arn

The summary's ARN.

Type: String

Required: No

Id

The summary's ID.

Type: String

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

Required: No

LastModifiedRegion

The summary's last modified region.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The summary's last modified time.

Type: Timestamp

Required: No

Name

The summary's name.

Type: String

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

Pattern: `^[\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

DataTableValue

Service: Amazon Connect Service

A data table value.

Contents

AttributeName

The value's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Value

The value's value.

Type: String

Required: Yes

LastModifiedRegion

The value's last modified region.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The value's last modified time.

Type: Timestamp

Required: No

LockVersion

The value's lock version.

Type: DataTableLockVersion object

Required: No

PrimaryValues

The value's primary values.

Type: Array of PrimaryValue 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

DataTableValueEvaluationSet

Service: Amazon Connect Service

A data table value evaluation set.

Contents

AttributeNames

The set's attribute names.

Type: Array of strings

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

PrimaryValues

The set's primary values.

Type: Array of PrimaryValue 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

DataTableValueIdentifier

Service: Amazon Connect Service

A data table value identifier.

Contents

AttributeName

The identifier's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

PrimaryValues

The identifier's primary values.

Type: Array of PrimaryValue 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

DataTableValueSummary

Service: Amazon Connect Service

A data table value summary.

Contents

AttributeName

The summary's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

PrimaryValues

The summary's primary values.

Type: Array of PrimaryValueResponse objects

Required: Yes

Value

The summary's value.

Type: String

Required: Yes

ValueType

The summary's value type.

Type: String

Valid Values: `TEXT | NUMBER | BOOLEAN | TEXT_LIST | NUMBER_LIST`

Required: Yes

AttributeId

The summary's attribute ID.

Type: String

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

Required: No

LastModifiedRegion

The summary's last modified region.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The summary's last modified time.

Type: Timestamp

Required: No

LockVersion

The summary's lock version.

Type: DataTableLockVersion object

Required: No

RecordId

The summary's record ID.

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

DateCondition

Service: Amazon Connect Service

An object to specify the hours of operation override date condition.

Contents

ComparisonType

An object to specify the hours of operation override date condition `comparisonType`.

Type: String

Valid Values: `GREATER_THAN | LESS_THAN | GREATER_THAN_OR_EQUAL_TO | LESS_THAN_OR_EQUAL_TO | EQUAL_TO`

Required: No

FieldName

An object to specify the hours of operation override date field.

Type: String

Required: No

Value

An object to specify the hours of operation override date value.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: No

See Also

For more information about using this API in 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

DateTimeCondition

Service: Amazon Connect Service

A datetime search condition for Search APIs.

Contents

ComparisonType

Datetime property comparison type.

Type: String

Valid Values: `GREATER_THAN | LESS_THAN | GREATER_THAN_OR_EQUAL_TO | LESS_THAN_OR_EQUAL_TO | EQUAL_TO | RANGE`

Required: No

FieldName

A name of the datetime property to be searched

Type: String

Required: No

MaxValue

A maximum value of the property.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}T\d{2}:\d{2}:\d{2}(\.\d{3})?Z?$`

Required: No

MinValue

A minimum value of the property.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}T\d{2}:\d{2}:\d{2}(\.\d{3})?Z?$`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

DecimalCondition

Service: Amazon Connect Service

A decimal search condition for Search APIs.

Contents

ComparisonType

The type of comparison to be made when evaluating the decimal condition.

Type: String

Valid Values: `GREATER_OR_EQUAL | GREATER | LESSER_OR_EQUAL | LESSER | EQUAL | NOT_EQUAL | RANGE`

Required: No

FieldName

A name of the decimal property to be searched.

Type: String

Required: No

MaxValue

A maximum value of the decimal property.

Type: Double

Required: No

MinValue

A minimum value of the decimal property.

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

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 | ca-ES | da-DK | fi-FI | id-ID | ms-MY | nl-NL | no-NO | pl-PL | sv-SE | tl-PH`

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

AgentStatus

Information about the agent status assigned to the user.

Type: AgentStatusIdentifier object

Required: No

Channel

The channel used for grouping and filters.

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

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

Subtype

The subtype of the channel used for the contact.

Type: String

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

Required: No

ValidationTestType

The testing and simulation type

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

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}(-[0-9])?`

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

EffectiveHoursOfOperations

Service: Amazon Connect Service

Information about the hours of operations with the effective override applied.

Contents

Date

The date that the hours of operation or overrides applies to.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: No

OperationalHours

Information about the hours of operations with the effective override applied.

Type: Array of OperationalHour 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

EffectiveOverrideHours

Service: Amazon Connect Service

Information about the hours of operation overrides which contribute to effective hours of operations.

Contents

Date

The date that the hours of operation override applies to.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: No

OverrideHours

Information about the hours of operation overrides that apply to a specific date.

Type: Array of OverrideHour 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

EmailAddressConfig

Service: Amazon Connect Service

Configuration object that specifies an email address to be associated with a queue. This configuration contains the identifier of the email address that should be linked to the queue for routing email contacts.

Contents

EmailAddressId

The identifier of the email address that should be associated with the queue. This email address must already exist in the Amazon Connect instance and will be used to route incoming email contacts to the specified queue.

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

EmailAddressInfo

Service: Amazon Connect Service

Contains information about a source or destination email address.

Contents

EmailAddress

The email address, including the domain.

Type: String

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

Pattern: `[^\s@]+@[^\s@]+\.[^\s@]+`

Required: Yes

DisplayName

The display name of email address.

Type: String

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

EmailAddressMetadata

Service: Amazon Connect Service

Contains information about an email address for a contact center.

Contents

AliasConfigurations

A list of alias configurations for this email address, showing which email addresses forward to this primary address. Each configuration contains the email address ID of an alias that forwards emails to this address.

Type: Array of AliasConfiguration objects

Array Members: Maximum number of 1 item.

Required: No

Description

The description of the email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

DisplayName

The display name of email address.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

EmailAddress

The email address, including the domain.

Type: String

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

Pattern: `[^\s@]+@[^\s@]+\.[^\s@]+`

Required: No

EmailAddressArn

The Amazon Resource Name (ARN) of the email address.

Type: String

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

Required: No

EmailAddressId

The identifier of the email address.

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

EmailAddressSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return email addresses.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of EmailAddressSearchCriteria objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of EmailAddressSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

EmailAddressSearchFilter

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

EmailAddressSummary

Service: Amazon Connect Service

Summary information about an email address associated with a queue. Contains the essential details needed to identify and manage the email address routing configuration.

Contents

Arn

The Amazon Resource Name (ARN) of the email address associated with the queue.

Type: String

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

Required: No

Id

The unique identifier of the email address associated with the queue.

Type: String

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

Required: No

IsDefaultOutboundEmail

Indicates whether this email address is configured as the default outbound email address for the queue. When set to true, this email address is used as the default sender for outbound email contacts from this queue.

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

EmailAttachment

Service: Amazon Connect Service

Information about the email attachment files.

Contents

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

S3Url

The pre-signed URLs for the S3 bucket where the email attachment is stored.

Type: String

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

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

EmailMessageReference

Service: Amazon Connect Service

Information about the reference when the referenceType is `EMAIL_MESSAGE`. Otherwise, null.

Contents

Arn

The Amazon Resource Name (ARN) of the email message reference

Type: String

Length Constraints: Minimum length of 20. Maximum length of 256.

Pattern: `^[-:/A-Za-z0-9]+`

Required: No

Name

The name of the email message reference

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

EmailRecipient

Service: Amazon Connect Service

Information about the email recipient

Contents

Address

Address of the email recipient.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

DisplayName

Display name of the email recipient.

Type: String

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

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 | CONNECT_PHONENUMBER_ARN | EMAIL_ADDRESS`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

EndpointInfo

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

DisplayName

Display name of the endpoint.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

Type

Type of endpoint.

Type: String

Valid Values: `TELEPHONE_NUMBER | VOIP | CONTACT_FLOW | CONNECT_PHONENUMBER_ARN | EMAIL_ADDRESS`

Required: No

See Also

For more information about using this API in 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 | REVIEW_REQUESTED | UNDER_REVIEW`

Required: Yes

EvaluationType

Type of the evaluation.

Type: String

Valid Values: `STANDARD | CALIBRATION`

Required: No

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

EvaluationAcknowledgement

Service: Amazon Connect Service

Information about the evaluation acknowledgement.

Contents

AcknowledgedBy

The agent who acknowledged the evaluation.

Type: String

Required: Yes

AcknowledgedTime

When the agent acknowledged the evaluation.

Type: Timestamp

Required: Yes

AcknowledgerComment

A comment from the agent when they confirmed they acknowledged the evaluation.

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

EvaluationAcknowledgementSummary

Service: Amazon Connect Service

Summary information about an evaluation acknowledgement.

Contents

AcknowledgedBy

The agent who acknowledged the evaluation.

Type: String

Required: No

AcknowledgedTime

The time when an agent acknowledged the evaluation.

Type: Timestamp

Required: No

AcknowledgerComment

A comment from the agent when they confirmed they acknowledged the evaluation.

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

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.

DateTimeValue

Date and time value provided as an answer to an evaluation question.

Type: String

Required: No

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 300.

Required: No

StringValues

String values provided as answers to evaluation questions.

Type: Array of strings

Length Constraints: Minimum length of 0. Maximum length of 300.

Required: No

See Also

For more information about using this API in 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

SuggestedAnswers

Automation suggested answers for the questions.

Type: Array of EvaluationSuggestedAnswer objects

Required: No

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

EvaluationAutomationRuleCategory

Service: Amazon Connect Service

The Contact Lens category used by evaluation automation.

Contents

Category

A category label.

Type: String

Required: Yes

Condition

An automation condition for a Contact Lens category.

Type: String

Valid Values: `PRESENT | NOT_PRESENT`

Required: Yes

PointsOfInterest

A point of interest in a contact transcript that indicates match of condition.

Type: Array of EvaluationTranscriptPointOfInterest objects

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

EvaluationContactLensAnswerAnalysisDetails

Service: Amazon Connect Service

Analysis details providing explanation for Contact Lens automation decision.

Contents

MatchedRuleCategories

A list of match rule categories.

Type: Array of EvaluationAutomationRuleCategory 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

EvaluationContactParticipant

Service: Amazon Connect Service

Information about a contact participant in the evaluation.

Contents

ContactParticipantId

The identifier for the contact participant.

Type: String

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

Required: No

ContactParticipantRole

The role of the contact participant.

Type: String

Valid Values: `AGENT | SYSTEM | CUSTOM_BOT`

Required: No

See Also

For more information about using this API in 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

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

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

Required: Yes

AutoEvaluationConfiguration

The automatic evaluation configuration of an evaluation form.

Type: EvaluationFormAutoEvaluationConfiguration object

Required: No

Description

The description of the evaluation form.

Type: String

Required: No

LanguageConfiguration

Configuration for language settings of this evaluation form.

Type: EvaluationFormLanguageConfiguration object

Required: No

ReviewConfiguration

Configuration for evaluation review settings of this evaluation form.

Type: EvaluationReviewConfiguration object

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

TargetConfiguration

Configuration that specifies the target for this evaluation form.

Type: EvaluationFormTargetConfiguration 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

EvaluationFormAutoEvaluationConfiguration

Service: Amazon Connect Service

The automatic evaluation configuration of an evaluation form.

Contents

Enabled

When automated evaluation is enabled.

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

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

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

Required: Yes

Title

A title of the evaluation form.

Type: String

Required: Yes

AutoEvaluationConfiguration

The configuration of the automated evaluation.

Type: EvaluationFormAutoEvaluationConfiguration object

Required: No

Description

The description of the evaluation form.

Type: String

Required: No

LanguageConfiguration

Configuration for language settings of this evaluation form content.

Type: EvaluationFormLanguageConfiguration object

Required: No

ReviewConfiguration

Configuration for evaluation review settings of this evaluation form content.

Type: EvaluationReviewConfiguration object

Required: No

ScoringStrategy

A scoring strategy of the evaluation form.

Type: EvaluationFormScoringStrategy object

Required: No

TargetConfiguration

Configuration that specifies the target for this evaluation form content.

Type: EvaluationFormTargetConfiguration 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

EvaluationFormItemEnablementCondition

Service: Amazon Connect Service

A condition for item enablement.

Contents

Operands

Operands of the enablement condition.

Type: Array of EvaluationFormItemEnablementConditionOperand objects

Required: Yes

Operator

The operator to be used to be applied to operands if more than one provided.

Type: String

Valid Values: `OR | AND`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

EvaluationFormItemEnablementConditionOperand

Service: Amazon Connect Service

An operand of the enablement condition.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

Condition

A condition for item enablement.

Type: EvaluationFormItemEnablementCondition object

Required: No

Expression

An expression of the enablement condition.

Type: EvaluationFormItemEnablementExpression 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

EvaluationFormItemEnablementConfiguration

Service: Amazon Connect Service

An item enablement configuration.

Contents

Action

An enablement action that if condition is satisfied.

Type: String

Valid Values: `DISABLE | ENABLE`

Required: Yes

Condition

A condition for item enablement configuration.

Type: EvaluationFormItemEnablementCondition object

Required: Yes

DefaultAction

An enablement action that if condition is not satisfied.

Type: String

Valid Values: `DISABLE | ENABLE`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

EvaluationFormItemEnablementExpression

Service: Amazon Connect Service

An expression that defines a basic building block of conditional enablement.

Contents

Comparator

A comparator to be used against list of values.

Type: String

Valid Values: `IN | NOT_IN | ALL_IN | EXACT`

Required: Yes

Source

A source item of enablement expression.

Type: EvaluationFormItemEnablementSource object

Required: Yes

Values

A list of values from source item.

Type: Array of EvaluationFormItemEnablementSourceValue 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

EvaluationFormItemEnablementSource

Service: Amazon Connect Service

An enablement expression source item.

Contents

Type

A type of source item.

Type: String

Valid Values: `QUESTION_REF_ID`

Required: Yes

RefId

A referenceId of the source item.

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

EvaluationFormItemEnablementSourceValue

Service: Amazon Connect Service

An enablement expression source value.

Contents

Type

A type of source item value.

Type: String

Valid Values: `OPTION_REF_ID`

Required: Yes

RefId

A referenceId of the source value.

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

EvaluationFormLanguageConfiguration

Service: Amazon Connect Service

Language configuration for an evaluation form.

Contents

FormLanguage

The language for the evaluation form.

Type: String

Valid Values: `de-DE | en-US | es-ES | fr-FR | it-IT | pt-BR`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

EvaluationFormMultiSelectQuestionAutomation

Service: Amazon Connect Service

Automation configuration for multi-select questions.

Contents

AnswerSource

A question automation answer.

Type: EvaluationFormQuestionAutomationAnswerSource object

Required: No

DefaultOptionRefIds

Reference IDs of default options.

Type: Array of strings

Required: No

Options

Automation options for the multi-select question.

Type: Array of EvaluationFormMultiSelectQuestionAutomationOption 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

EvaluationFormMultiSelectQuestionAutomationOption

Service: Amazon Connect Service

An automation option for a multi-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

Rule category configuration for this automation option.

Type: MultiSelectQuestionRuleCategoryAutomation 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

EvaluationFormMultiSelectQuestionOption

Service: Amazon Connect Service

An option for a multi-select question in an evaluation form.

Contents

RefId

Reference identifier for this option.

Type: String

Required: Yes

Text

Display text for this option.

Type: String

Length Constraints: Minimum length of 0. 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

EvaluationFormMultiSelectQuestionProperties

Service: Amazon Connect Service

Properties for a multi-select question in an evaluation form.

Contents

Options

Options available for this multi-select question.

Type: Array of EvaluationFormMultiSelectQuestionOption objects

Required: Yes

Automation

Automation configuration for this multi-select question.

Type: EvaluationFormMultiSelectQuestionAutomation object

Required: No

DisplayAs

Display format for the multi-select question.

Type: String

Valid Values: `DROPDOWN | CHECKBOX`

Required: No

See Also

For more information about using this API in 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.

AnswerSource

A source of automation answer for numeric question.

Type: EvaluationFormQuestionAutomationAnswerSource object

Required: No

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

AutomaticFailConfiguration

A configuration for automatic fail.

Type: AutomaticFailConfiguration object

Required: No

Score

The score assigned to answer values within the range option.

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

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

Required: No

See Also

For more information about using this API in 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 | MULTISELECT | DATETIME`

Required: Yes

RefId

The identifier of the question. An identifier must be unique within the evaluation form.

Type: String

Required: Yes

Title

The title of the question.

Type: String

Required: Yes

Enablement

A question conditional enablement.

Type: EvaluationFormItemEnablementConfiguration object

Required: No

Instructions

The instructions of the section.

Type: String

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

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

EvaluationFormQuestionAutomationAnswerSource

Service: Amazon Connect Service

A question automation answer.

Contents

SourceType

The automation answer source type.

Type: String

Valid Values: `CONTACT_LENS_DATA | GEN_AI`

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

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.

MultiSelect

Properties for multi-select question types.

Type: EvaluationFormMultiSelectQuestionProperties object

Required: No

Numeric

The properties of the numeric question.

Type: EvaluationFormNumericQuestionProperties object

Required: No

SingleSelect

The properties of the numeric question.

Type: EvaluationFormSingleSelectQuestionProperties object

Required: No

Text

The properties of the text question.

Type: EvaluationFormTextQuestionProperties 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

EvaluationFormSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return evaluation forms.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of EvaluationFormSearchCriteria objects

Required: No

BooleanCondition

Boolean search condition.

Type: BooleanCondition object

Required: No

DateTimeCondition

Datetime search condition.

Type: DateTimeCondition object

Required: No

NumberCondition

A leaf node condition which can be used to specify a numeric condition.

> **Note**
>
> The currently supported value for `FieldName` is `limit`.

Type: NumberCondition object

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of EvaluationFormSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

EvaluationFormSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

AttributeFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an `OR` or `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.

Type: ControlPlaneAttributeFilter 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

EvaluationFormSearchSummary

Service: Amazon Connect Service

Information about the returned evaluation forms.

Contents

CreatedBy

Who created the evaluation form.

Type: String

Required: Yes

CreatedTime

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

Who changed the evaluation form.

Type: String

Required: Yes

LastModifiedTime

When the evaluation form was last changed.

Type: Timestamp

Required: Yes

LatestVersion

Latest version of the evaluation form.

Type: Integer

Required: Yes

Status

The status of the evaluation form.

Type: String

Valid Values: `DRAFT | ACTIVE`

Required: Yes

Title

The title of the evaluation form.

Type: String

Required: Yes

ActiveVersion

Active version of the evaluation form.

Type: Integer

Required: No

AutoEvaluationEnabled

Whether automated evaluation is enabled.

Type: Boolean

Required: No

ContactInteractionType

The contact interaction type for this evaluation form.

Type: String

Valid Values: `AGENT | AUTOMATED`

Required: No

Description

The description of the evaluation form.

Type: String

Required: No

EvaluationFormLanguage

The language of the evaluation form.

Type: String

Valid Values: `de-DE | en-US | es-ES | fr-FR | it-IT | pt-BR`

Required: No

LastActivatedBy

The ID of user who last activated evaluation form.

Type: String

Required: No

LastActivatedTime

When the evaluation format was last activated.

Type: Timestamp

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

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

Required: Yes

RefId

The identifier of the section. An identifier must be unique within the evaluation form.

Type: String

Required: Yes

Title

The title of the section.

Type: String

Required: Yes

Instructions

The instructions of the section.

Type: String

Required: No

Weight

The scoring weight of the section.

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

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

AnswerSource

Automation answer source.

Type: EvaluationFormQuestionAutomationAnswerSource object

Required: No

DefaultOptionRefId

The identifier of the default answer option, when none of the automation options match the criteria.

Type: String

Required: No

Options

The automation options of the single select question.

Type: Array of EvaluationFormSingleSelectQuestionAutomationOption 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

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

Required: Yes

Text

The title of the answer option.

Type: String

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

AutomaticFailConfiguration

Whether automatic fail is configured on a single select question.

Type: AutomaticFailConfiguration object

Required: No

Score

The score assigned to the answer option.

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

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

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

Required: Yes

Title

A title of the evaluation form.

Type: String

Required: Yes

ActiveVersion

The version of the active evaluation form version.

Type: Integer

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

EvaluationFormTargetConfiguration

Service: Amazon Connect Service

Configuration that specifies the target for an evaluation form.

Contents

ContactInteractionType

The contact interaction type for this evaluation form.

Type: String

Valid Values: `AGENT | AUTOMATED`

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

EvaluationFormTextQuestionAutomation

Service: Amazon Connect Service

Information about the automation configuration in text questions.

Contents

AnswerSource

Automation answer source.

Type: EvaluationFormQuestionAutomationAnswerSource 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

EvaluationFormTextQuestionProperties

Service: Amazon Connect Service

Information about properties for a text question in an evaluation form.

Contents

Automation

The automation properties of the text question.

Type: EvaluationFormTextQuestionAutomation 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

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

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

EvaluationGenAIAnswerAnalysisDetails

Service: Amazon Connect Service

An analysis for a generative AI answer to the question.

Contents

Justification

Generative AI automation answer justification.

Type: String

Length Constraints: Minimum length of 1.

Required: No

PointsOfInterest

Generative AI automation answer analysis points of interest.

Type: Array of EvaluationTranscriptPointOfInterest objects

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

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

Acknowledgement

Information related to evaluation acknowledgement.

Type: EvaluationAcknowledgement object

Required: No

AutoEvaluation

Information related to automated evaluation.

Type: AutoEvaluationDetails object

Required: No

CalibrationSessionId

The calibration session ID that this evaluation belongs to.

Type: String

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

Required: No

ContactAgentId

The identifier of the agent who performed the contact.

Type: String

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

Required: No

ContactParticipant

Information about a contact participant in this evaluation.

Type: EvaluationContactParticipant object

Required: No

Review

Information about reviews of this evaluation.

Type: EvaluationReviewMetadata object

Required: No

SamplingJobId

Identifier of the sampling job.

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 x 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

EvaluationQuestionAnswerAnalysisDetails

Service: Amazon Connect Service

Detailed analysis results of the automated answer to the evaluation question.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

ContactLens

Analysis results from the Contact Lens automation for the question.

Type: EvaluationContactLensAnswerAnalysisDetails object

Required: No

GenAI

Analysis results from the generative AI automation for the question.

Type: EvaluationGenAIAnswerAnalysisDetails 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

EvaluationQuestionInputDetails

Service: Amazon Connect Service

Details of the input data used for automated question processing.

Contents

TranscriptType

Transcript type.

Type: String

Valid Values: `RAW | REDACTED`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

EvaluationReviewConfiguration

Service: Amazon Connect Service

Configuration settings for evaluation reviews.

Contents

ReviewNotificationRecipients

List of recipients who should be notified when a review is requested.

Type: Array of EvaluationReviewNotificationRecipient objects

Array Members: Minimum number of 1 item.

Required: Yes

EligibilityDays

Number of days during which a request for review can be submitted for evaluations created from this form.

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

EvaluationReviewMetadata

Service: Amazon Connect Service

Metadata information about an evaluation review.

Contents

ReviewRequestComments

Comments provided when requesting the evaluation review.

Type: Array of EvaluationReviewRequestComment objects

Array Members: Maximum number of 1 item.

Required: Yes

CreatedBy

This member has been deprecated.

The user who created the evaluation review.

Type: String

Required: No

CreatedTime

This member has been deprecated.

The timestamp when the evaluation review was created.

Type: Timestamp

Required: No

RequestedBy

The user who requested the evaluation review.

Type: String

Required: No

RequestedTime

The timestamp when the evaluation review was requested.

Type: Timestamp

Required: No

ReviewId

The unique identifier for the evaluation review.

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

EvaluationReviewNotificationRecipient

Service: Amazon Connect Service

Information about a recipient who should be notified when an evaluation review is requested.

Contents

Type

The type of notification recipient.

Type: String

Valid Values: `USER_ID`

Required: Yes

Value

The value associated with the notification recipient type.

Type: EvaluationReviewNotificationRecipientValue 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

EvaluationReviewNotificationRecipientValue

Service: Amazon Connect Service

The value information for an evaluation review notification recipient.

Contents

UserId

The user identifier for the notification recipient.

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

EvaluationReviewRequestComment

Service: Amazon Connect Service

A comment provided when requesting an evaluation review.

Contents

Comment

The text content of the review request comment.

Type: String

Length Constraints: Maximum length of 500.

Required: No

CreatedBy

The user who created the evaluation review request comment.

Type: String

Required: No

CreatedTime

The timestamp when the evaluation review request comment was created.

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

EvaluationScore

Service: Amazon Connect Service

Information about scores of a contact evaluation item (section or question).

Contents

AppliedWeight

Weight applied to this evaluation score.

Type: Double

Required: No

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

EvaluationSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return evaluations.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of EvaluationSearchCriteria objects

Required: No

BooleanCondition

The boolean condition search criteria for searching evaluations.

Type: BooleanCondition object

Required: No

DateTimeCondition

The datetime condition search criteria for searching evaluations.

Type: DateTimeCondition object

Required: No

DecimalCondition

The decimal condition search criteria for searching evaluations.

Type: DecimalCondition object

Required: No

NumberCondition

A leaf node condition which can be used to specify a numeric condition.

> **Note**
>
> The currently supported value for `FieldName` is `limit`.

Type: NumberCondition object

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of EvaluationSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

EvaluationSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

AttributeFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an `OR` or `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.

Type: ControlPlaneAttributeFilter 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

EvaluationSearchMetadata

Service: Amazon Connect Service

Metadata information about an evaluation search.

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 person who evaluated the contact.

Type: String

Required: Yes

AcknowledgedBy

The agent who acknowledged the evaluation.

Type: String

Required: No

AcknowledgedTime

When the evaluation was acknowledged by the agent.

Type: Timestamp

Required: No

AcknowledgerComment

The comment from the agent when they acknowledged the evaluation.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 3072.

Required: No

AutoEvaluationEnabled

Whether auto-evaluation is enabled.

Type: Boolean

Required: No

AutoEvaluationStatus

The status of the contact auto evaluation.

Type: String

Valid Values: `IN_PROGRESS | FAILED | SUCCEEDED`

Required: No

CalibrationSessionId

The calibration session ID that this evaluation belongs to.

Type: String

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

Required: No

ContactAgentId

The unique ID of the agent who handled the contact.

Type: String

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

Required: No

ContactParticipantId

Identifier for a contact participant in the evaluation.

Type: String

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

Required: No

ContactParticipantRole

Role of a contact participant in the evaluation.

Type: String

Valid Values: `AGENT | SYSTEM | CUSTOM_BOT`

Required: No

ReviewId

Identifier for the review.

Type: String

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

Required: No

SamplingJobId

Identifier of the sampling job.

Type: String

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

Required: No

ScoreAutomaticFail

The flag that marks the item as automatic fail. If the item or a child item gets an automatic fail answer, this flag is true.

Type: Boolean

Required: No

ScoreNotApplicable

The flag to mark the item as not applicable for scoring.

Type: Boolean

Required: No

ScorePercentage

The total evaluation score expressed as a percentage.

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

EvaluationSearchSummary

Service: Amazon Connect Service

Summary of evaluation obtained from the search operation.

Contents

CreatedTime

The date and time when the evaluation was created, in UTC time.

Type: Timestamp

Required: Yes

EvaluationArn

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

Type: String

Required: Yes

EvaluationFormVersion

A version of the evaluation form.

Type: Integer

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 date and time when the evaluation was modified last time, in UTC time.

Type: Timestamp

Required: Yes

Metadata

Summary information about the evaluation search.

Type: EvaluationSearchMetadata object

Required: Yes

Status

The status of the evaluation.

Type: String

Valid Values: `DRAFT | SUBMITTED | REVIEW_REQUESTED | UNDER_REVIEW`

Required: Yes

EvaluationFormId

The unique identifier for the evaluation form.

Type: String

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

Required: No

EvaluationFormTitle

Title of the evaluation form.

Type: String

Required: No

EvaluationType

Type of the evaluation.

Type: String

Valid Values: `STANDARD | CALIBRATION`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

EvaluationSuggestedAnswer

Service: Amazon Connect Service

The information about the suggested answer for the question.

Contents

AnalysisType

Type of analysis used to provide suggested answer.

Type: String

Valid Values: `CONTACT_LENS_DATA | GEN_AI`

Required: Yes

Status

The status of the suggested answer. D

Type: String

Valid Values: `IN_PROGRESS | FAILED | SUCCEEDED`

Required: Yes

AnalysisDetails

Detailed analysis results.

Type: EvaluationQuestionAnswerAnalysisDetails object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Input

Details about the input used to question automation.

Type: EvaluationQuestionInputDetails object

Required: No

Value

Information about answer data for a contact evaluation. Answer data must be either string, numeric, or not applicable.

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

EvaluationSuggestedAnswerTranscriptMillisecondOffsets

Service: Amazon Connect Service

The milliseconds offset for transcript reference in suggested answer.

Contents

BeginOffsetMillis

Offset in milliseconds from the beginning of the transcript.

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

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

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 | REVIEW_REQUESTED | UNDER_REVIEW`

Required: Yes

Acknowledgement

Information related to evaluation acknowledgement.

Type: EvaluationAcknowledgementSummary object

Required: No

AutoEvaluationEnabled

Whether automated evaluation is enabled.

Type: Boolean

Required: No

AutoEvaluationStatus

The status of the contact auto evaluation.

Type: String

Valid Values: `IN_PROGRESS | FAILED | SUCCEEDED`

Required: No

CalibrationSessionId

The calibration session ID that this evaluation belongs to.

Type: String

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

Required: No

ContactParticipant

Information about a contact participant in the evaluation.

Type: EvaluationContactParticipant object

Required: No

EvaluationType

Type of the evaluation.

Type: String

Valid Values: `STANDARD | CALIBRATION`

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

EvaluationTranscriptPointOfInterest

Service: Amazon Connect Service

Information about the point of interest in transcript provided to evaluation.

Contents

MillisecondOffsets

Offset in milliseconds from the beginning of transcript.

Type: EvaluationSuggestedAnswerTranscriptMillisecondOffsets object

Required: No

TranscriptSegment

Segment of transcript.

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

EvaluatorUserUnion

Service: Amazon Connect Service

Represents the entity that performed the action on the evaluation.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

ConnectUserArn

Represents the Amazon Connect 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

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

ExecutionRecord

Service: Amazon Connect Service

Contains information about a test case execution record.

Contents

ObservationId

The identifier of the execution record.

Type: String

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

Required: No

Record

The details of the executed record.

Type: String

Required: No

Status

The status of the action execution.

Type: String

Valid Values: `PASSED | FAILED | IN_PROGRESS | STOPPED`

Required: No

Timestamp

The timestamp when the action was executed.

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

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

NotAttributeCondition

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

ExternalInvocationConfiguration

Service: Amazon Connect Service

The external invocation configuration for the flow module

Contents

Enabled

Enable external invocation.

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

FailedBatchAssociationSummary

Service: Amazon Connect Service

Contains information about a resource that failed to be associated with a workspace in a batch operation.

Contents

ErrorCode

The error code indicating why the association failed.

Type: String

Pattern: `^[1-5][0-9]{2}$`

Required: No

ErrorMessage

An error message describing why the association failed.

Type: String

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

Required: No

ResourceArn

The Amazon Resource Name (ARN) of the resource that failed to be associated.

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

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 | INVALID_OUTBOUND_STRATEGY | 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

AgentStatuses

A list of up to 50 agent status IDs or ARNs.

Type: Array of strings

Required: No

Channels

The channel to use to filter the metrics.

Type: Array of strings

Array Members: Maximum number of 4 items.

Valid Values: `VOICE | CHAT | TASK | EMAIL`

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

Subtypes

A list of up to 10 subtypes can be provided.

Type: Array of strings

Array Members: Maximum number of 10 items.

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

Required: No

ValidationTestTypes

A list of up to 10 validationTestTypes can be provided.

Type: Array of strings

Array Members: 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

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

StringCondition

System defined filtering condition. For example, the NOT_EXISTS StringCondition returns documents where the field specified by FilterKey does not exist in the document.

When the NOT_EXISTS StringCondition is added to a FilterV2 object, FilterValues must be null or empty.

Type: FilterV2StringCondition 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

FilterV2StringCondition

Service: Amazon Connect Service

System defined filtering condition. For example, the NOT_EXISTS StringCondition returns documents where the field specified by FilterKey does not exist in the document.

When the NOT_EXISTS StringCondition is added to a FilterV2 object, FilterValues must be null or empty.

Contents

Comparison

The string condition.

Type: String

Valid Values: `NOT_EXISTS`

Required: No

See Also

For more information about using this API in 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

FlowModule

Service: Amazon Connect Service

A list of Flow Modules an AI Agent can invoke as a tool

Contents

FlowModuleId

If of Flow Modules invocable as tool

Type: String

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

Required: No

Type

Only Type we support is MCP.

Type: String

Valid Values: `MCP`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

FlowQuickConnectConfig

Service: Amazon Connect Service

Configuration for quick connect.

Contents

ContactFlowId

The contact flow ID for the quick connect configuration.

Type: String

Length Constraints: 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

FontFamily

Service: Amazon Connect Service

Contains font family configuration for workspace themes.

Contents

Default

The default font family to use in the workspace theme.

Type: String

Valid Values: `Arial | Courier New | Georgia | Times New Roman | Trebuchet | Verdana`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

GlobalResiliencyMetadata

Service: Amazon Connect Service

Information about the global resiliency configuration for the contact, including traffic distribution details.

Contents

ActiveRegion

The current AWS region in which the contact is active. This indicates where the contact is being processed in real-time.

Type: String

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

Required: No

OriginRegion

The AWS region where the contact was originally created and initiated. This may differ from the ActiveRegion if the contact has been transferred across regions.

Type: String

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

Required: No

TrafficDistributionGroupId

The identifier of the traffic distribution group.

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

GranularAccessControlConfiguration

Service: Amazon Connect Service

Contains granular access control configuration for security profiles, including data table access permissions.

Contents

DataTableAccessControlConfiguration

The access control configuration for data tables.

Type: DataTableAccessControlConfiguration 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

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}(-[0-9])?`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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.

Contents

Name

The name of the metric. Following is a list of each supported metric mapped to the UI name, linked to a detailed description in the *Amazon Connect Administrator Guide*.

ABANDON_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average queue abandon time

AFTER_CONTACT_WORK_TIME

Unit: SECONDS

Statistic: AVG

UI name: After contact work time

API_CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

UI name: API contacts handled

AVG_HOLD_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average customer hold time

CALLBACK_CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

UI name: Callback contacts handled

CONTACTS_ABANDONED

Unit: COUNT

Statistic: SUM

UI name: Contacts abandoned

CONTACTS_AGENT_HUNG_UP_FIRST

Unit: COUNT

Statistic: SUM

UI name: Contacts agent hung up first

CONTACTS_CONSULTED

Unit: COUNT

Statistic: SUM

UI name: Contacts consulted

CONTACTS_HANDLED

Unit: COUNT

Statistic: SUM

UI name: Contacts handled

CONTACTS_HANDLED_INCOMING

Unit: COUNT

Statistic: SUM

UI name: Contacts handled incoming

CONTACTS_HANDLED_OUTBOUND

Unit: COUNT

Statistic: SUM

UI name: Contacts handled outbound

CONTACTS_HOLD_ABANDONS

Unit: COUNT

Statistic: SUM

UI name: Contacts hold disconnect

CONTACTS_MISSED

Unit: COUNT

Statistic: SUM

UI name: AGENT_NON_RESPONSE

CONTACTS_QUEUED

Unit: COUNT

Statistic: SUM

UI name: Contacts queued

CONTACTS_TRANSFERRED_IN

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred in

CONTACTS_TRANSFERRED_IN_FROM_QUEUE

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred out queue

CONTACTS_TRANSFERRED_OUT

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred out

CONTACTS_TRANSFERRED_OUT_FROM_QUEUE

Unit: COUNT

Statistic: SUM

UI name: Contacts transferred out queue

HANDLE_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average handle time

INTERACTION_AND_HOLD_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average agent interaction and customer hold time

INTERACTION_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average agent interaction time

OCCUPANCY

Unit: PERCENT

Statistic: AVG

UI name: Occupancy

QUEUE_ANSWER_TIME

Unit: SECONDS

Statistic: AVG

UI name: Average queue answer time

QUEUED_TIME

Unit: SECONDS

Statistic: MAX

UI name: Minimum flow time

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").

UI name: Service level X

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

ParentHoursOfOperations

Information about parent hours of operations.

Type: Array of HoursOfOperationsIdentifier objects

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

HoursOfOperationOverride

Service: Amazon Connect Service

Information about the hours of operations override.

Contents

Config

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

Type: Array of HoursOfOperationOverrideConfig objects

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

Required: No

Description

The description of the hours of operation override.

Type: String

Pattern: `^[\P{C}\r\n\t]{1,250}$`

Required: No

EffectiveFrom

The date from which the hours of operation override would be effective.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

Required: No

EffectiveTill

The date until the hours of operation override is effective.

Type: String

Pattern: `^\d{4}-\d{2}-\d{2}$`

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

HoursOfOperationOverrideId

The identifier for the hours of operation override.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 36.

Required: No

Name

The name of the hours of operation override.

Type: String

Pattern: `^[\P{C}\r\n\t]{1,127}$`

Required: No

OverrideType

Whether the override will be defined as a *standard* or as a *recurring event*.

Type: String

Valid Values: `STANDARD | OPEN | CLOSED`

Required: No

RecurrenceConfig

Configuration for a recurring event.

Type: RecurrenceConfig 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

HoursOfOperationOverrideConfig

Service: Amazon Connect Service

Information about the hours of operation override config: day, start time, and end time.

Contents

Day

The day that the hours of operation override applies to.

Type: String

Valid Values: `SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY`

Required: No

EndTime

The end time that your contact center closes if overrides are applied.

Type: OverrideTimeSlice object

Required: No

StartTime

The start time when your contact center opens if overrides are applied.

Type: OverrideTimeSlice 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

HoursOfOperationOverrideSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return hours of operations overrides.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of HoursOfOperationOverrideSearchCriteria objects

Required: No

DateCondition

A leaf node condition which can be used to specify a date condition.

Type: DateCondition object

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of HoursOfOperationOverrideSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

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

HoursOfOperationsIdentifier

Service: Amazon Connect Service

Identifier for a hours of operations resource: ARN, ID, Name

Contents

Id

Unique identifier of the hours of operation.

Type: String

Required: Yes

Name

Name of the hours of operation

Type: String

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

Required: Yes

Arn

Amazon Resource Name (ARN) of the hours of operations.

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

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

ImagesLogo

Service: Amazon Connect Service

Contains logo image configuration for workspace themes.

Contents

Default

The default logo image displayed in the workspace.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 254.

Pattern: `.*\\S.*`

Required: No

Favicon

The favicon image displayed in the browser tab.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 254.

Pattern: `.*\\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

InboundAdditionalRecipients

Service: Amazon Connect Service

Information about the additional TO and CC recipients of an inbound email contact.

> **Note**
>
> You can include up to 50 email addresses in total, distributed across DestinationEmailAddress, `ToAddresses`, and `CcAddresses`. This total must include one required `DestinationEmailAddress`. You can then specify up to 49 addresses allocated across `ToAddresses` and `CcAddresses` as needed.

Contents

CcAddresses

The **additional** recipients information present in cc list. You must have 1 required recipient (`DestinationEmailAddress`). You can then specify up to 49 additional recipients (across `ToAddresses` and `CcAddresses`), for a total of 50 recipients.

Type: Array of EmailAddressInfo objects

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

Required: No

ToAddresses

The **additional** recipients information present in to list. You must have 1 required recipient (`DestinationEmailAddress`). You can then specify up to 49 additional recipients (across `ToAddresses` and `CcAddresses`), for a total of 50 recipients.

Type: Array of EmailAddressInfo objects

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

InboundEmailContent

Service: Amazon Connect Service

Information about email body content.

Contents

MessageSourceType

The message source type, that is, RAW.

Type: String

Valid Values: RAW

Required: Yes

RawMessage

The raw email body content.

Type: InboundRawMessage 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

InboundRawMessage

Service: Amazon Connect Service

Information about the raw email body content.

Contents

Body

The email message body.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 5242880.

Required: Yes

ContentType

Type of content, that is, `text/plain` or `text/html`.

Type: String

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

Required: Yes

Subject

The email subject.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 998.

Required: Yes

Headers

Headers present in inbound email.

Type: String to string map

Valid Keys: `REFERENCES | MESSAGE_ID | IN_REPLY_TO | X_SES_SPAM_VERDICT | X_SES_VIRUS_VERDICT`

Value Length Constraints: Minimum length of 1. Maximum length of 20000.

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

InputPredefinedAttributeConfiguration

Service: Amazon Connect Service

Custom metadata that is associated to predefined attributes to control behavior in upstream services, such as controlling how a predefined attribute should be displayed in the Amazon Connect admin website.

Contents

EnableValueValidationOnAssociation

When this parameter is set to true, Amazon Connect enforces strict validation on the specific values, if the values are predefined in attributes. The contact will store only valid and predefined values for the predefined attribute key.

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

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 | Q_MESSAGE_TEMPLATES | CASES_DOMAIN | APPLICATION | FILE_SCANNER | SES_IDENTITY | ANALYTICS_CONNECTOR | CALL_TRANSFER_CONNECTOR | COGNITO_USER_POOL | MESSAGE_PROCESSOR`

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 StartAttachedFiledUpload 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

ListCondition

Service: Amazon Connect Service

A leaf node condition which can be used to specify a List condition to search users with attributes included in Lists like Proficiencies.

Contents

Conditions

A list of Condition objects which would be applied together with an AND condition.

Type: Array of Condition objects

Required: No

TargetListType

The type of target list that will be used to filter the users.

Type: String

Valid Values: `PROFICIENCIES`

Required: No

See Also

For more information about using this API in 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 AWS End User Messaging. If it is from AWS End User Messaging, it looks like the ARN of the phone number that was imported from AWS End User Messaging.

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 | EMAIL`

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

MediaItem

Service: Amazon Connect Service

Contains information about a media asset used in a workspace.

Contents

Source

The source URL or data for the media asset.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 533333.

Pattern: `.*\\S.*`

Required: No

Type

The type of media. Valid values are: `IMAGE_LOGO_FAVICON` and `IMAGE_LOGO_HORIZONTAL`.

Type: String

Valid Values: `IMAGE_LOGO_LIGHT_FAVICON | IMAGE_LOGO_DARK_FAVICON | IMAGE_LOGO_LIGHT_HORIZONTAL | IMAGE_LOGO_DARK_HORIZONTAL`

Required: No

See Also

For more information about using this API in 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 or metricId, 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:

- ANSWERING_MACHINE_DETECTION_STATUS
- CASE_STATUS
- DISCONNECT_REASON
- FLOWS_ACTION_IDENTIFIER
- FLOWS_NEXT_ACTION_IDENTIFIER
- FLOWS_OUTCOME_TYPE
- FLOWS_RESOURCE_TYPE
- INITIATION_METHOD

Type: String

Required: No

MetricFilterValues

The values to use for filtering data. Values for metric-level filters can be either a fixed set of values or a customized list, depending on the use case.

For valid values of metric-level filters `INITIATION_METHOD`, `DISCONNECT_REASON`, and `ANSWERING_MACHINE_DETECTION_STATUS`, see ContactTraceRecord in the *Amazon Connect Administrator Guide*.

For valid values of the metric-level filter `FLOWS_OUTCOME_TYPE`, see the description for the Flow outcome metric in the *Amazon Connect Administrator Guide*.

For valid values of the metric-level filter `BOT_CONVERSATION_OUTCOME_TYPE`, see the description for the Bot conversations completed in the *Amazon Connect Administrator Guide*.

For valid values of the metric-level filter `BOT_INTENT_OUTCOME_TYPE`, see the description for the Bot intents completed metric in the *Amazon Connect Administrator Guide*.

Type: Array of strings

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

Required: No

Negate

If set to `true`, the API response contains results that filter out the results matched by the metric-level filters condition. By default, `Negate` is set to `false`.

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 | HOUR | 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.

> **Important**
>
> Only one of either the Name or MetricId is required.

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

MetricId

Historical metrics or custom metrics can be referenced via this field. This field is a valid Amazon Connect Arn or a UUID

Type: String

Length Constraints: Minimum length of 1. Maximum length of 150.

Required: No

Name

The name of the metric.

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

MultiSelectQuestionRuleCategoryAutomation

Service: Amazon Connect Service

Automation rule for multi-select questions based on rule categories.

Contents

Category

The category name for this automation rule.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 50.

Required: Yes

Condition

The condition for this automation rule.

Type: String

Valid Values: `PRESENT | NOT_PRESENT`

Required: Yes

OptionRefIds

Reference IDs of options for this automation rule.

Type: Array of strings

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

NameCriteria

Service: Amazon Connect Service

The search criteria based on the contact name

Contents

MatchType

The match type combining name search criteria using multiple search texts in a name criteria.

Type: String

Valid Values: `MATCH_ALL | MATCH_ANY | MATCH_EXACT | MATCH_NONE`

Required: Yes

SearchText

The words or phrases used to match the contact name.

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

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

NextContactEntry

Service: Amazon Connect Service

Entry representing the next contact in a sequence.

Contents

NextContactMetadata

Metadata for the next contact entry.

Type: NextContactMetadata object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

Type

The type of the next contact entry.

Type: String

Valid Values: `QUICK_CONNECT`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

NextContactMetadata

Service: Amazon Connect Service

Metadata information for next contact.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

QuickConnectContactData

Quick connect contact data for the next contact metadata.

Type: QuickConnectContactData 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

Notification

Service: Amazon Connect Service

Contains information about a notification, including its content, priority, recipients, and metadata.

Contents

Arn

The Amazon Resource Name (ARN) of the notification.

Type: String

Required: Yes

Id

The unique identifier for the notification.

Type: String

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

Required: Yes

LastModifiedTime

The timestamp when the notification was last modified.

Type: Timestamp

Required: Yes

Content

The localized content of the notification. A map where keys are locale codes and values are the notification text in that locale.

Type: String to string map

Valid Keys: `en_US | de_DE | es_ES | fr_FR | id_ID | it_IT | ja_JP | ko_KR | pt_BR | zh_CN | zh_TW`

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

Required: No

CreatedAt

The timestamp when the notification was created.

Type: Timestamp

Required: No

ExpiresAt

The timestamp when the notification expires and is no longer displayed to users.

Type: Timestamp

Required: No

LastModifiedRegion

The AWS Region where the notification was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

Priority

The priority level of the notification. Valid values are URGENT, HIGH, and LOW.

Type: String

Valid Values: `URGENT | HIGH | LOW`

Required: No

Recipients

A list of Amazon Resource Names (ARNs) identifying the recipients of the notification. Maximum of 200 recipients.

Type: Array of strings

Array Members: Maximum number of 200 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

NotificationRecipientType

Service: Amazon Connect Service

The type of notification recipient.

Contents

UserIds

A list of user IDs. Supports variable injection of `$.ContactLens.ContactEvaluation.Agent.AgentId` for `OnContactEvaluationSubmit` event source.

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

NotificationSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return notifications.

Contents

AndConditions

A list of conditions that must all be satisfied.

Type: Array of NotificationSearchCriteria objects

Required: No

OrConditions

A list of conditions to be met, where at least one condition must be satisfied.

Type: Array of NotificationSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

NotificationSearchFilter

Service: Amazon Connect Service

Filters to apply when searching for notifications.

Contents

AttributeFilter

Attribute-based filters to apply to the search results.

Type: ControlPlaneAttributeFilter 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

NotificationSearchSummary

Service: Amazon Connect Service

Summary information about a notification returned from a search operation.

Contents

Arn

The Amazon Resource Name (ARN) of the notification.

Type: String

Required: No

Content

The localized content of the notification.

Type: String to string map

Valid Keys: `en_US | de_DE | es_ES | fr_FR | id_ID | it_IT | ja_JP | ko_KR | pt_BR | zh_CN | zh_TW`

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

Required: No

CreatedAt

The timestamp when the notification was created.

Type: Timestamp

Required: No

ExpiresAt

The timestamp when the notification expires.

Type: Timestamp

Required: No

Id

The unique identifier for the notification.

Type: String

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

Required: No

InstanceId

The identifier of the Amazon Connect instance.

Type: String

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

Required: No

LastModifiedRegion

The AWS Region where the notification was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when the notification was last modified.

Type: Timestamp

Required: No

Priority

The priority level of the notification.

Type: String

Valid Values: `URGENT | HIGH | LOW`

Required: No

Recipients

A list of recipient Amazon Resource Names (ARNs).

Type: Array of strings

Array Members: Maximum number of 200 items.

Required: No

Tags

The tags associated with the notification.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

NumberCondition

Service: Amazon Connect Service

A leaf node condition which can be used to specify a numeric condition.

> **Note**
>
> The currently supported value for `FieldName` is `limit`.

Contents

ComparisonType

The type of comparison to be made when evaluating the number condition.

Type: String

Valid Values: `GREATER_OR_EQUAL | GREATER | LESSER_OR_EQUAL | LESSER | EQUAL | NOT_EQUAL | RANGE`

Required: No

FieldName

The name of the field in the number condition.

Type: String

Required: No

MaxValue

The maxValue to be used while evaluating the number condition.

Type: Integer

Required: No

MinValue

The minValue to be used while evaluating the number condition.

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

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 63072000.
- 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 | CUSTOMER_SENTIMENT_SCORE_WITHOUT_AGENT | CUSTOMER_SENTIMENT_SCORE_WITH_AGENT | NON_TALK_TIME | NON_TALK_TIME_PERCENTAGE | NUMBER_OF_INTERRUPTIONS | CONTACT_DURATION | AGENT_INTERACTION_DURATION | CUSTOMER_HOLD_TIME | LONGEST_HOLD_DURATION | NUMBER_OF_HOLDS | AGENT_INTERACTION_AND_HOLD_DURATION`

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

ObservationSummary

Service: Amazon Connect Service

Contains summary statistics about a test case execution.

Contents

ObservationsFailed

The number of observations that failed during execution.

Type: Integer

Required: No

ObservationsPassed

The number of observations that passed during execution.

Type: Integer

Required: No

TotalObservations

The total number of observations in the test case.

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

OperationalHour

Service: Amazon Connect Service

Information about the hours of operations with the effective override applied.

Contents

End

The end time that your contact center closes.

Type: OverrideTimeSlice object

Required: No

Start

The start time that your contact center opens.

Type: OverrideTimeSlice 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

OutboundAdditionalRecipients

Service: Amazon Connect Service

Information about the additional recipients of outbound email.

Contents

CcEmailAddresses

Information about the **additional** CC email address recipients. Email recipients are limited to 50 total addresses: 1 required recipient in the DestinationEmailAddress field and up to 49 recipients in the 'CcEmailAddresses' field.

Type: Array of EmailAddressInfo objects

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

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

OutboundEmailConfig

Service: Amazon Connect Service

The outbound email address ID.

Contents

OutboundEmailAddressId

The identifier of the email address.

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

OutboundEmailContent

Service: Amazon Connect Service

Information about email body content.

Contents

MessageSourceType

The message source type, that is, `RAW` or `TEMPLATE`.

Type: String

Valid Values: `TEMPLATE | RAW`

Required: Yes

RawMessage

The raw email body content.

Type: OutboundRawMessage object

Required: No

TemplatedMessageConfig

Information about template message configuration.

Type: TemplatedMessageConfig 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

OutboundRawMessage

Service: Amazon Connect Service

Information about the raw email body content.

Contents

Body

The email message body.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 5242880.

Required: Yes

ContentType

Type of content, that is, `text/plain` or `text/html`.

Type: String

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

Required: Yes

Subject

The email subject.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 998.

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

OutboundStrategy

Service: Amazon Connect Service

Information about the outbound strategy.

Contents

Type

Type of the outbound strategy.

Type: String

Valid Values: `AGENT_FIRST`

Required: Yes

Config

Config of the outbound strategy.

Type: OutboundStrategyConfig 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

OutboundStrategyConfig

Service: Amazon Connect Service

The config of the outbound strategy.

Contents

AgentFirst

The config of agent first outbound strategy.

Type: AgentFirst 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

OverrideHour

Service: Amazon Connect Service

Information about hours of operation override

Contents

End

The start time or end time for an hours of operation override.

Type: OverrideTimeSlice object

Required: No

OperationalStatus

Indicates whether the status is open or closed during the override period. This status determines how the override modifies the base hours of operation schedule.

Type: String

Valid Values: `OPEN | CLOSED`

Required: No

OverrideName

Unique identifier name for the override.

Type: String

Pattern: `^[\P{C}\r\n\t]{1,127}$`

Required: No

Start

The start time or end time for an hours of operation override.

Type: OverrideTimeSlice 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

OverrideTimeSlice

Service: Amazon Connect Service

The start time or end time for an hours of operation override.

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

PaletteCanvas

Service: Amazon Connect Service

Contains color configuration for canvas elements in a workspace theme.

Contents

ActiveBackground

The background color for active elements.

Type: String

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

Pattern: `.*\\S.*`

Required: No

ContainerBackground

The background color for container elements.

Type: String

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

Pattern: `.*\\S.*`

Required: No

PageBackground

The background color for page elements.

Type: String

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

Pattern: `.*\\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

PaletteHeader

Service: Amazon Connect Service

Contains color configuration for header elements in a workspace theme.

Contents

Background

The background color of the header.

Type: String

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

Pattern: `.*\\S.*`

Required: No

InvertActionsColors

Whether to invert the colors of action buttons in the header.

Type: Boolean

Required: No

Text

The text color in the header.

Type: String

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

Pattern: `.*\\S.*`

Required: No

TextHover

The text color when hovering over header elements.

Type: String

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

Pattern: `.*\\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

PaletteNavigation

Service: Amazon Connect Service

Contains color configuration for navigation elements in a workspace theme.

Contents

Background

The background color of the navigation area.

Type: String

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

Pattern: `.*\\S.*`

Required: No

InvertActionsColors

Whether to invert the colors of action buttons in the navigation area.

Type: Boolean

Required: No

Text

The text color in the navigation area.

Type: String

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

Pattern: `.*\\S.*`

Required: No

TextActive

The text color for active navigation items.

Type: String

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

Pattern: `.*\\S.*`

Required: No

TextBackgroundActive

The background color for active navigation items.

Type: String

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

Pattern: `.*\\S.*`

Required: No

TextBackgroundHover

The background color when hovering over navigation text.

Type: String

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

Pattern: `.*\\S.*`

Required: No

TextHover

The text color when hovering over navigation items.

Type: String

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

Pattern: `.*\\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

PalettePrimary

Service: Amazon Connect Service

Contains primary color configuration for a workspace theme.

Contents

Active

The primary color used for active states.

Type: String

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

Pattern: `.*\\S.*`

Required: No

ContrastText

The text color that contrasts with the primary color for readability.

Type: String

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

Pattern: `.*\\S.*`

Required: No

Default

The default primary color used throughout the workspace.

Type: String

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

Pattern: `.*\\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

ParentHoursOfOperationConfig

Service: Amazon Connect Service

Contains configuration for the parent hours of operation.

Contents

HoursOfOperationId

The identifier 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

ParticipantCapabilities

Service: Amazon Connect Service

The configuration for the allowed video and screen sharing capabilities for participants present over the call. For more information, see Set up in-app, web, video calling, and screen sharing capabilities in the *Amazon Connect Administrator Guide*.

Contents

ScreenShare

The screen sharing capability that is enabled for the participant. SEND indicates the participant can share their screen.

Type: String

Valid Values: SEND

Required: No

Video

The configuration having the video and screen 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

ParticipantConfiguration

Service: Amazon Connect Service

The configuration of the participant.

Contents

ResponseMode

The mode in which responses should be sent to the participant.

Type: String

Valid Values: `INCREMENTAL | COMPLETE`

Required: No

See Also

For more information about using this API in 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

ParticipantCapabilities

The configuration for the allowed video and screen sharing capabilities for participants present over the call. For more information, see Set up in-app, web, video calling, and screen sharing capabilities in the *Amazon Connect Administrator Guide*.

Type: ParticipantCapabilities object

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

ParticipantMetrics

Service: Amazon Connect Service

Information about a participant's interactions in a contact.

Contents

ConversationAbandon

A boolean flag indicating whether the chat conversation was abandoned by a Participant.

Type: Boolean

Required: No

LastMessageTimestamp

Timestamp of last chat message by Participant.

Type: Timestamp

Required: No

MaxResponseTimeInMillis

Maximum chat response time by Participant.

Type: Long

Valid Range: Minimum value of 0.

Required: No

MessageLengthInChars

Number of chat characters sent by Participant.

Type: Integer

Required: No

MessagesSent

Number of chat messages sent by Participant.

Type: Integer

Required: No

NumResponses

Number of chat messages sent by Participant.

Type: Integer

Required: No

ParticipantId

The Participant's ID.

Type: String

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

Required: No

ParticipantType

Information about the conversation participant. Following are the participant types: [Agent, Customer, Supervisor].

Type: String

Valid Values: `ALL | MANAGER | AGENT | CUSTOMER | THIRDPARTY`

Required: No

TotalResponseTimeInMillis

Total chat response time by Participant.

Type: Long

Valid Range: Minimum value of 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

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

PersistentConnectionConfig

Service: Amazon Connect Service

Configuration settings for persistent connection for a specific channel.

Contents

Channel

Configuration settings for persistent connection. **Only `VOICE` is supported for this data type.**

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

Required: Yes

PersistentConnection

Indicates whether persistent connection is enabled. When enabled, the agent's connection is maintained after a call ends, enabling subsequent calls to connect faster.

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

PhoneNumberConfig

Service: Amazon Connect Service

Configuration settings for phone type and phone number.

Contents

Channel

The channel for this phone number configuration. **Only `VOICE` is supported for this data type.**

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

Required: Yes

PhoneType

The phone type. Valid values: SOFT_PHONE, DESK_PHONE.

Type: String

Valid Values: `SOFT_PHONE | DESK_PHONE`

Required: Yes

PhoneNumber

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

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

PostAcceptTimeoutConfig

Service: Amazon Connect Service

Countdown timer configuration after the agent accepted the contact.

Contents

DurationInSeconds

Duration in seconds for the countdown timer after the agent accepted the contact.

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

PredefinedAttribute

Service: Amazon Connect Service

Information about a predefined attribute.

Contents

AttributeConfiguration

Custom metadata that is associated to predefined attributes to control behavior in upstream services, such as controlling how a predefined attribute should be displayed in the Amazon Connect admin website.

Type: PredefinedAttributeConfiguration object

Required: No

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 100.

Required: No

Purposes

Values that enable you to categorize your predefined attributes. You can use them in custom UI elements across the Amazon Connect admin website.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

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

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

PredefinedAttributeConfiguration

Service: Amazon Connect Service

Custom metadata that is associated to predefined attributes to control behavior in upstream services, such as controlling how a predefined attribute should be displayed in the Amazon Connect admin website.

Contents

EnableValueValidationOnAssociation

When this parameter is set to true, Amazon Connect enforces strict validation on the specific values, if the values are predefined in attributes. The contact will store only valid and predefined values for teh predefined attribute key.

Type: Boolean

Required: No

IsReadOnly

A boolean flag used to indicate whether a predefined attribute should be displayed in the Amazon Connect admin website.

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

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.

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 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

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 0 items. Maximum number of 500 items.

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

Preview

Service: Amazon Connect Service

Information about agent-first preview mode outbound strategy configuration.

Contents

AllowedUserActions

The actions the agent can perform after accepting the preview outbound contact.

Type: Array of strings

Valid Values: `CALL | DISCARD`

Required: Yes

PostAcceptTimeoutConfig

Countdown timer configuration after the agent accepted the preview outbound contact.

Type: PostAcceptTimeoutConfig 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

PrimaryAttributeAccessControlConfigurationItem

Service: Amazon Connect Service

A primary attribute access control configuration item.

Contents

PrimaryAttributeValues

The item's primary attribute values.

Type: Array of PrimaryAttributeValue objects

Array Members: Maximum number of 5 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

PrimaryAttributeValue

Service: Amazon Connect Service

A primary attribute value.

Contents

AccessType

The value's access type.

Type: String

Valid Values: `ALLOW`

Required: No

AttributeName

The value's attribute name.

Type: String

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

Pattern: `(?!aws:|connect:)[\u0009\u000A\u000D\u0020-\u007E\u00A1-\u00FF]+$`

Required: No

Values

The value's values.

Type: Array of strings

Array Members: Maximum number of 2 items.

Pattern: `[\u0009\u000A\u000D\u0020-\u007E\u00A1-\u00FF]+$`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

PrimaryAttributeValueFilter

Service: Amazon Connect Service

A primary attribute value filter.

Contents

AttributeName

The filter's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Values

The filter's values.

Type: Array of strings

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

PrimaryValue

Service: Amazon Connect Service

Represents a primary key value used to identify a specific record in a data table. Primary values are used in combination to create unique record identifiers when a table has multiple primary attributes.

Contents

AttributeName

The name of the primary attribute that this value belongs to.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: Yes

Value

The actual value for the primary attribute. Must be provided as a string regardless of the attribute's value type. Primary values cannot be expressions and must be explicitly specified.

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

PrimaryValueResponse

Service: Amazon Connect Service

A primary value response.

Contents

AttributeId

The value's attribute ID.

Type: String

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

Required: No

AttributeName

The value's attribute name.

Type: String

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

Pattern: `^[\p{L}\p{Z}\p{N}\-_.:=@'|]+$`

Required: No

Value

The value's value.

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

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}(-[0-9])?`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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}(-[0-9])?`

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}(-[0-9])?`

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

OutboundEmailConfig

The outbound email address ID for a specified queue.

Type: OutboundEmailConfig 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

QueueInfoInput

Service: Amazon Connect Service

Information about a queue.

Contents

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

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 | FLOW`

Required: Yes

FlowConfig

Flow configuration for quick connect setup.

Type: FlowQuickConnectConfig object

Required: No

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

QuickConnectContactData

Service: Amazon Connect Service

Contact data associated with quick connect operations.

Contents

ContactId

The contact ID for quick connect contact data.

Type: String

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

Required: No

InitiationTimestamp

Timestamp when the quick connect contact was initiated.

Type: Timestamp

Required: No

QuickConnectId

The quick connect ID.

Type: String

Required: No

QuickConnectName

The name of the quick connect.

Type: String

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

Required: No

QuickConnectType

The type of the quick connect.

Type: String

Valid Values: `USER | QUEUE | PHONE_NUMBER | 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

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 | 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

Range

Service: Amazon Connect Service

An Object to define the minimum and maximum proficiency levels.

Contents

MaxProficiencyLevel

The maximum proficiency level of the range.

Type: Float

Valid Range: Minimum value of 1.0. Maximum value of 5.0.

Required: No

MinProficiencyLevel

The minimum proficiency level of the range.

Type: Float

Valid Range: Minimum value of 1.0. Maximum value of 5.0.

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

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

PostContactSummary

Information about the post-contact summary.

Type: RealTimeContactAnalysisSegmentPostContactSummary 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

RealTimeContactAnalysisSegmentPostContactSummary

Service: Amazon Connect Service

Information about the post-contact summary for a real-time contact segment.

Contents

Status

Whether the summary was successfully COMPLETED or FAILED to be generated.

Type: String

Valid Values: `FAILED | COMPLETED`

Required: Yes

Content

The content of the summary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1270.

Required: No

FailureCode

If the summary failed to be generated, one of the following failure codes occurs:

- `QUOTA_EXCEEDED`: The number of concurrent analytics jobs reached your service quota.
- `INSUFFICIENT_CONVERSATION_CONTENT`: The conversation needs to have at least one turn from both the participants in order to generate the summary.
- `FAILED_SAFETY_GUIDELINES`: The generated summary cannot be provided because it failed to meet system safety guidelines.
- `INVALID_ANALYSIS_CONFIGURATION`: This code occurs when, for example, you're using a language that isn't supported by generative AI-powered post-contact summaries.
- `INTERNAL_ERROR`: Internal system error.

Type: String

Valid Values: `QUOTA_EXCEEDED | INSUFFICIENT_CONVERSATION_CONTENT | FAILED_SAFETY_GUIDELINES | INVALID_ANALYSIS_CONFIGURATION | INTERNAL_ERROR`

Required: No

See Also

For more information about using this API in 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

RecordingInfo

Service: Amazon Connect Service

Information about a voice recording, chat transcript, or screen recording.

Contents

DeletionReason

If the recording/transcript was deleted, this is the reason entered for the deletion.

Type: String

Required: No

FragmentStartNumber

The number that identifies the Kinesis Video Streams fragment where the customer audio stream started.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

FragmentStopNumber

The number that identifies the Kinesis Video Streams fragment where the customer audio stream stopped.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 128.

Required: No

Location

The location, in Amazon S3, for the recording/transcript.

Type: String

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

Required: No

MediaStreamType

Information about the media stream used during the conversation.

Type: String

Valid Values: `AUDIO | VIDEO`

Required: No

ParticipantType

Information about the conversation participant, whether they are an agent or contact. The participant types are as follows:

- All
- Manager
- Agent
- Customer
- Thirdparty
- Supervisor

Type: String

Valid Values: `ALL | MANAGER | AGENT | CUSTOMER | THIRDPARTY`

Required: No

StartTimestamp

When the conversation of the last leg of the recording started in UTC time.

Type: Timestamp

Required: No

Status

The status of the recording/transcript.

Type: String

Valid Values: `AVAILABLE | DELETED`

Required: No

StopTimestamp

When the conversation of the last leg of recording stopped in UTC time.

Type: Timestamp

Required: No

StorageType

Where the recording/transcript is stored.

Type: String

Valid Values: `S3 | KINESIS_VIDEO_STREAM | KINESIS_STREAM | KINESIS_FIREHOSE`

Required: No

UnprocessedTranscriptLocation

The location, in Amazon S3, for the unprocessed transcript if any media processing was performed.

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

RecordPrimaryValue

Service: Amazon Connect Service

A record primary value.

Contents

LastModifiedRegion

The value's last modified region.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The value's last modified time.

Type: Timestamp

Required: No

PrimaryValues

The value's primary values.

Type: Array of PrimaryValueResponse objects

Required: No

RecordId

The value's record ID.

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

RecurrenceConfig

Service: Amazon Connect Service

Defines the recurrence configuration for overrides. This configuration uses a recurrence pattern to specify when and how frequently an event should repeat.

Contents

RecurrencePattern

The recurrence pattern that defines how the event repeats. Example: Frequency, Interval, ByMonth, ByMonthDay, ByWeekdayOccurrence

Type: RecurrencePattern 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

RecurrencePattern

Service: Amazon Connect Service

Specifies the detailed pattern for event recurrence. Use this to define complex scheduling rules such as "every 2nd Tuesday of the month" or "every 3 months on the 15th".

Contents

Frequency

Defines how often the pattern repeats. This is the base unit for the recurrence schedule and works in conjunction with the Interval field to determine the exact repetition sequence.

Type: String

Valid Values: `WEEKLY | MONTHLY | YEARLY`

Required: Yes

Interval

Specifies the number of frequency units between each occurrence. Must be a positive integer.

Examples: To repeat every week, set Interval=1 with WEEKLY frequency. To repeat every two months, set Interval=2 with MONTHLY frequency.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 6.

Required: Yes

ByMonth

Specifies which month the event should occur in (1-12, where 1=January, 12=December). Used with YEARLY frequency to schedule events in specific month.

Note: It does not accept multiple values in the same list

Type: Array of integers

Valid Range: Minimum value of 1. Maximum value of 12.

Required: No

ByMonthDay

Specifies which day of the month the event should occur on (1-31). Used with MONTHLY or YEARLY frequency to schedule events on specific date within a month.

Examples: [15] for events on the 15th of each month, [-1] for events on the last day of month.

Note: It does not accept multiple values in the same list. If a specified day doesn't exist in a particular month (e.g., day 31 in February), the event will be skipped for that month. This field cannot be used simultaneously with ByWeekdayOccurrence as they represent different scheduling approaches (specific dates vs. relative weekday positions).

Type: Array of integers

Valid Range: Minimum value of -1. Maximum value of 31.

Required: No

ByWeekdayOccurrence

Specifies which occurrence of a weekday within the month the event should occur on. Must be used with MONTHLY or YEARLY frequency.

Example: 2 corresponds to second occurrence of the weekday in the month. -1 corresponds to last occurrence of the weekday in the month

The weekday itself is specified separately in the HoursOfOperationConfig. Example: To schedule the recurring event for the 2nd Thursday of April every year, set ByWeekdayOccurrence=[2], Day=THURSDAY, ByMonth=[4], Frequency: YEARLY and INTERVAL=1.

Type: Array of integers

Array Members: Minimum number of 0 items. Maximum number of 1 item.

Valid Range: Minimum value of -1. Maximum value of 4.

Required: No

See Also

For more information about using this API in 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 | CONTACT_ANALYSIS | NUMBER | STRING | DATE | EMAIL | EMAIL_MESSAGE | EMAIL_MESSAGE_PLAIN_TEXT`

Required: Yes

Arn

The Amazon Resource Name (ARN) of the reference

Type: String

Length Constraints: Minimum length of 20. Maximum length of 256.

Pattern: `^[-:/A-Za-z0-9]+`

Required: No

Status

Status of the attachment reference type.

Type: String

Valid Values: `AVAILABLE | DELETED | APPROVED | REJECTED | PROCESSING | FAILED`

Required: No

StatusReason

Relevant details why the reference was not successfully created.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: No

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: No

See Also

For more information about using this API in 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

EmailMessage

Information about the reference when the referenceType is `EMAIL_MESSAGE`. Otherwise, null.

Type: EmailMessageReference object

Required: No

EmailMessagePlainText

Information about the reference when the referenceType is EMAIL_MESSAGE. Otherwise, null.

Type: EmailMessageReference 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

ReplicationConfiguration

Service: Amazon Connect Service

Details about the status of the replication of a source Amazon Connect instance across AWS Regions. Use these details to understand the general status of a given replication. For information about why a replication process may fail, see Why a ReplicateInstance call fails in the *Create a replica of your existing Amazon Connect instance* topic in the *Amazon Connect Administrator Guide*.

Contents

GlobalSignInEndpoint

The URL that is used to sign-in to your Amazon Connect instance according to your traffic distribution group configuration. For more information about sign-in and traffic distribution groups, see Important things to know in the *Create traffic distribution groups* topic in the *Amazon Connect Administrator Guide*.

Type: String

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

Required: No

ReplicationStatusSummaryList

A list of replication status summaries. The summaries contain details about the replication of configuration information for Amazon Connect resources, for each AWS Region.

Type: Array of ReplicationStatusSummary objects

Array Members: Minimum number of 0 items. Maximum number of 11 items.

Required: No

SourceRegion

The AWS Region where the source Amazon Connect instance was created. This is the Region where the ReplicateInstance API was called to start the replication process.

Type: String

Length Constraints: Minimum length of 8. Maximum length of 31.

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

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

ReplicationStatusSummary

Service: Amazon Connect Service

Status information about the replication process, where you use the ReplicateInstance API to create a replica of your Amazon Connect instance in another AWS Region. For more information, see Set up Amazon Connect Global Resiliency in the *Amazon Connect Administrator Guide*.

Contents

Region

The AWS Region. This can be either the source or the replica Region, depending where it appears in the summary list.

Type: String

Length Constraints: Minimum length of 8. Maximum length of 31.

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

ReplicationStatus

The state of the replication.

Type: String

Valid Values: `INSTANCE_REPLICATION_COMPLETE | INSTANCE_REPLICATION_IN_PROGRESS | INSTANCE_REPLICATION_FAILED | INSTANCE_REPLICA_DELETING | INSTANCE_REPLICATION_DELETION_FAILED | RESOURCE_REPLICATION_NOT_STARTED`

Required: No

ReplicationStatusReason

A description of the replication status. Use this information to resolve any issues that are preventing the successful replication of your Amazon Connect instance to another Region.

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

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

RoutingCriteriaInput

Service: Amazon Connect Service

An object to define the RoutingCriteria.

Contents

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 RoutingCriteriaInputStep 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

RoutingCriteriaInputStep

Service: Amazon Connect Service

Step defines the list of agents to be routed or route based on the agent requirements such as ProficiencyLevel, Name, or Value.

Contents

Expiry

An object to specify the expiration of a routing step.

Type: RoutingCriteriaInputStepExpiry object

Required: No

Expression

A tagged union to specify expression for a routing step.

Type: Expression 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

RoutingCriteriaInputStepExpiry

Service: Amazon Connect Service

Specify whether this routing criteria step should apply for only a limited amount of time, or if it should never expire.

Contents

DurationInSeconds

The number of seconds that the contact will be routed only to agents matching this routing step, if expiry was configured for this routing step.

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

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

AssociatedManualAssignmentQueueIds

The IDs of the associated manual assignment queues.

Type: Array of strings

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}(-[0-9])?`

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

NumberOfAssociatedManualAssignmentQueues

The number of associated manual assignment queues in routing profile.

Type: Long

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

RoutingProfileManualAssignmentQueueConfig

Service: Amazon Connect Service

Contains information about the queue and channel for manual assignment behaviour can be enabled.

Contents

QueueReference

Contains the channel and queue identifier for a routing profile.

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

RoutingProfileManualAssignmentQueueConfigSummary

Service: Amazon Connect Service

Contains summary information about a routing profile manual assignment queue.

Contents

Channel

The channels this queue supports. Valid Values: CHAT | TASK | EMAIL

> **Important**
>
> VOICE is not supported. The information shown below is incorrect. We're working to correct it.

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

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

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 | EMAIL`

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 | EMAIL`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 | ASSIGN_SLA | 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

AssignSlaAction

Information about the assign SLA action.

Type: AssignSlaActionDefinition 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 | OnSlaBreach`

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 | OnSlaBreach`

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

SearchableAgentCriteriaStep

Service: Amazon Connect Service

The agent criteria to search for preferred agents on the routing criteria.

Contents

AgentIds

The identifiers of agents used in preferred agents matching.

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

MatchType

The match type combining multiple agent criteria steps.

Type: String

Valid Values: `MATCH_ALL | MATCH_ANY | MATCH_EXACT | MATCH_NONE`

Required: No

See Also

For more information about using this API in 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 | MATCH_EXACT | MATCH_NONE`

Required: No

See Also

For more information about using this API in 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 1. 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

SearchableRoutingCriteria

Service: Amazon Connect Service

Routing criteria of the contact to match on.

Contents

Steps

The list of Routing criteria steps of the contact routing.

Type: Array of SearchableRoutingCriteriaStep 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

SearchableRoutingCriteriaStep

Service: Amazon Connect Service

Routing criteria of the contact to match on.

Contents

AgentCriteria

Agent matching the routing step of the routing criteria

Type: SearchableAgentCriteriaStep 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

SearchableSegmentAttributes

Service: Amazon Connect Service

The search criteria based on searchable segment attributes of a contact

Contents

Criteria

The list of criteria based on searchable segment attributes.

Type: Array of SearchableSegmentAttributesCriteria objects

Array Members: Minimum number of 1 item. Maximum number of 15 items.

Required: Yes

MatchType

The match type combining search criteria using multiple searchable segment attributes.

Type: String

Valid Values: `MATCH_ALL | MATCH_ANY | MATCH_EXACT | MATCH_NONE`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

SearchableSegmentAttributesCriteria

Service: Amazon Connect Service

The search criteria based on searchable segment attribute key and values to search on.

Contents

Key

The key containing a searchable segment attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Required: Yes

Values

The list of values to search for within a searchable segment attribute.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 20 items.

Length Constraints: Minimum length of 0. 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

SearchContactsAdditionalTimeRange

Service: Amazon Connect Service

Time range that you **additionally** want to filter on.

> **Note**
>
> This is different from the SearchContactsTimeRange data type.

Contents

Criteria

List of criteria of the time range to additionally filter on.

Type: Array of SearchContactsAdditionalTimeRangeCriteria objects

Required: Yes

MatchType

The match type combining multiple time range filters.

Type: String

Valid Values: `MATCH_ALL | MATCH_ANY | MATCH_EXACT | MATCH_NONE`

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

SearchContactsAdditionalTimeRangeCriteria

Service: Amazon Connect Service

The criteria of the time range to additionally filter on.

Contents

TimeRange

A structure of time range that you want to search results.

Type: SearchContactsTimeRange object

Required: No

TimestampCondition

List of the timestamp conditions.

Type: SearchContactsTimestampCondition 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

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 | ENQUEUE_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

SearchContactsTimestampCondition

Service: Amazon Connect Service

The timestamp condition indicating which contact timestamp should be used and how it should be filtered. It is not an actual timestamp value.

Contents

ConditionType

Condition of the timestamp on the contact.

Type: String

Valid Values: `NOT_EXISTS`

Required: Yes

Type

Type of the timestamps to use for the filter.

Type: String

Valid Values: `INITIATION_TIMESTAMP | SCHEDULED_TIMESTAMP | CONNECTED_TO_AGENT_TIMESTAMP | DISCONNECT_TIMESTAMP | ENQUEUE_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

ActiveRegions

The list of active regions for contacts in ACGR instances.

Type: Array of strings

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

AdditionalTimeRange

Additional TimeRange used to filter contacts.

Type: SearchContactsAdditionalTimeRange object

Required: No

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 | EMAIL`

Required: No

ContactAnalysis

Search criteria based on analysis outputs from Amazon Connect Contact Lens.

Type: ContactAnalysis object

Required: No

ContactTags

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

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 | WEBRTC_API | AGENT_REPLY | FLOW`

Required: No

Name

Name of the contact.

Type: NameCriteria object

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

RoutingCriteria

Routing criteria for the contact.

Type: SearchableRoutingCriteria object

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-permissionsActions defined by Amazon Connect.

Type: SearchableContactAttributes object

Required: No

SearchableSegmentAttributes

The search criteria based on searchable segment attributes of a contact.

Type: SearchableSegmentAttributes 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 4 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

GranularAccessControlConfiguration

The granular access control configuration for the security profile, including data table permissions.

Type: GranularAccessControlConfiguration object

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}(-[0-9])?`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

SecurityProfileItem

Service: Amazon Connect Service

Security profile items.

Contents

Id

Id of a security profile item.

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

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.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

ValueArn

The value of a segment attribute that has to be a valid ARN. This is only supported for system-defined attributes, not for user-defined attributes.

Type: String

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

Required: No

ValueInteger

The value of a segment attribute.

Type: Integer

Required: No

ValueList

The value of a segment attribute. This is only supported for system-defined attributes, not for user-defined attributes.

Type: Array of SegmentAttributeValue objects

Required: No

ValueMap

The value of a segment attribute.

Type: String to SegmentAttributeValue object map

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

Required: No

ValueString

The value of a segment attribute.

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

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

Exclusion

Recipients to exclude from notification.

Type: NotificationRecipientType object

Required: No

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

ServiceQuotaExceededExceptionReason

Service: Amazon Connect Service

The reason for the exception.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

AttachedFileServiceQuotaExceededExceptionReason

Total file size of all files or total number of files exceeds the service quota

Type: String

Valid Values: `TOTAL_FILE_SIZE_EXCEEDED | TOTAL_FILE_COUNT_EXCEEDED`

Required: No

See Also

For more information about using this API in 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}(-[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

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

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 | EXPIRY_TIMESTAMP`

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

SourceCampaign

Service: Amazon Connect Service

Information about the campaign.

Contents

CampaignId

A unique identifier for a campaign.

Type: String

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

Required: No

OutboundRequestId

A unique identifier for a each request part of same campaign.

Type: String

Length Constraints: Fixed length of 36.

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

StateTransition

Service: Amazon Connect Service

Information about the state transition of a supervisor.

Contents

State

The state of the transition.

Type: String

Valid Values: `INITIAL | CONNECTED | DISCONNECTED | MISSED`

Required: No

StateEndTimestamp

The date and time when the state ended in UTC time.

Type: Timestamp

Required: No

StateStartTimestamp

The date and time when the state started in UTC time.

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

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.

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

SuccessfulBatchAssociationSummary

Service: Amazon Connect Service

Contains information about a resource that was successfully associated with a workspace in a batch operation.

Contents

ResourceArn

The Amazon Resource Name (ARN) of the resource that was successfully associated.

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

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

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

TagCondition

Service: Amazon Connect Service

A leaf node condition which can be used to specify a tag condition, for example, `HAVE BPO = 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

TaskAttachment

Service: Amazon Connect Service

Information about the task attachment files.

Contents

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

S3Url

The pre-signed URLs for the S3 bucket where the task attachment is stored.

Type: String

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

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

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 | SELF_ASSIGN | EXPIRY_DURATION`

Required: No

See Also

For more information about using this API in 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

TaskTemplateInfoV2

Service: Amazon Connect Service

Information about the task template used to create this contact.

Contents

Arn

The Amazon Resource Name (ARN) of the task template used to create this contact.

Type: String

Required: No

Name

The name of the task template used to create this contact.

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

TemplateAttributes

Service: Amazon Connect Service

Information about the template attributes.

Contents

CustomAttributes

An object that specifies the custom attributes values to use for variables in the message template. This object contains different categories of key-value pairs. Each key defines a variable or placeholder in the message template.

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

CustomerProfileAttributes

An object that specifies the customer profile attributes values to use for variables in the message template. This object contains different categories of key-value pairs. Each key defines a variable or placeholder in the message template.

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

TemplatedMessageConfig

Service: Amazon Connect Service

Information about template message configuration.

Contents

KnowledgeBaseId

The identifier of the knowledge base. Can be either the ID or the ARN. URLs cannot contain the ARN.

Type: String

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

Required: Yes

MessageTemplateId

The identifier of the message template Id.

Type: String

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

Required: Yes

TemplateAttributes

Information about template attributes, that is, CustomAttributes or CustomerProfileAttributes.

Type: TemplateAttributes 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

TestCase

Service: Amazon Connect Service

Contains information about a test case.

Contents

Arn

The Amazon Resource Name (ARN) of the test case.

Type: String

Required: No

Content

The JSON string that represents the content of the test.

Type: String

Required: No

Description

The description of the test case.

Type: String

Required: No

EntryPoint

Defines the starting point for the test, including channel type and parameters.

Type: TestCaseEntryPoint object

Required: No

Id

The identifier of the test case.

Type: String

Length Constraints: Maximum length of 500.

Required: No

InitializationData

Defines the test attributes for precise data representation.

Type: String

Required: No

LastModifiedRegion

The region in which the test case was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The time at which the test case was last modified.

Type: Timestamp

Required: No

Name

The name of the test case.

Type: String

Length Constraints: Minimum length of 1.

Required: No

Status

Indicates the test status as either SAVED or PUBLISHED.

Type: String

Valid Values: `PUBLISHED | SAVED`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

TestCaseSha256

The SHA256 hash of the test case content.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9]{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

TestCaseEntryPoint

Service: Amazon Connect Service

Defines the starting point for a test case.

Contents

ChatEntryPointParameters

Parameters for chat entry point.

Type: ChatEntryPointParameters object

Required: No

Type

The type of entry point.

Type: String

Valid Values: `VOICE_CALL | CHAT`

Required: No

VoiceCallEntryPointParameters

Parameters for voice call entry point.

Type: VoiceCallEntryPointParameters 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

TestCaseExecution

Service: Amazon Connect Service

Contains information about a test case execution.

Contents

EndTime

The timestamp when the test case execution ended.

Type: Timestamp

Required: No

StartTime

The timestamp when the test case execution started.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

TestCaseExecutionId

The identifier of the test case execution.

Type: String

Length Constraints: Maximum length of 500.

Required: No

TestCaseExecutionStatus

The status of the test case execution.

Type: String

Valid Values: `INITIATED | PASSED | FAILED | IN_PROGRESS | STOPPED`

Required: No

TestCaseId

The identifier of the test case.

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

TestCaseSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return test cases.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of TestCaseSearchCriteria objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of TestCaseSearchCriteria objects

Required: No

StatusCondition

The status of the test case.

Type: String

Valid Values: `PUBLISHED | SAVED`

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

TestCaseSearchFilter

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

TestCaseSummary

Service: Amazon Connect Service

Contains summary information about a test case.

Contents

Arn

The Amazon Resource Name (ARN) of the test case.

Type: String

Required: No

Id

The identifier of the test case.

Type: String

Length Constraints: Maximum length of 500.

Required: No

LastModifiedRegion

The region in which the test case was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The time at which the test case was last modified.

Type: Timestamp

Required: No

Name

The name of the test case.

Type: String

Length Constraints: Minimum length of 1.

Required: No

Status

The status of the test case.

Type: String

Valid Values: `PUBLISHED | SAVED`

Required: No

See Also

For more information about using this API in 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. Currently, "less than" (LT), "less than equal" (LTE), and "greater than" (GT) 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: `(^[\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 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 | MATCH_EXACT | MATCH_NONE`

Required: No

See Also

For more information about using this API in 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 | MATCH_EXACT | MATCH_NONE`

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_CAMPAIGNS`

Required: No

See Also

For more information about using this API in 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

AfterContactWorkConfigs

The list of after contact work (ACW) timeout configuration settings for each channel.

Type: Array of AfterContactWorkConfigPerChannel objects

Required: No

Arn

The Amazon Resource Name (ARN) of the user account.

Type: String

Required: No

AutoAcceptConfigs

The list of auto-accept configuration settings for each channel.

Type: Array of AutoAcceptConfig objects

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

PersistentConnectionConfigs

The list of persistent connection configuration settings for each channel.

Type: Array of PersistentConnectionConfig objects

Required: No

PhoneConfig

Information about the phone configuration for the user.

Type: UserPhoneConfig object

Required: No

PhoneNumberConfigs

The list of phone number configuration settings for each channel.

Type: Array of PhoneNumberConfig objects

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

VoiceEnhancementConfigs

The list of voice enhancement configuration settings for each channel.

Type: Array of VoiceEnhancementConfig 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

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 | EMAIL`

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 | EMAIL`

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 | EMAIL`

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

UserHierarchyGroupSearchCriteria

Service: Amazon Connect Service

The search criteria to be used to return userHierarchyGroup.

Contents

AndConditions

A list of conditions which would be applied together with an AND condition.

Type: Array of UserHierarchyGroupSearchCriteria objects

Required: No

OrConditions

A list of conditions which would be applied together with an OR condition.

Type: Array of UserHierarchyGroupSearchCriteria 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`, `parentId`, `levelId`, 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

UserHierarchyGroupSearchFilter

Service: Amazon Connect Service

Filters to be applied to search results.

Contents

AttributeFilter

An object that can be used to specify Tag conditions inside the SearchFilter. This accepts an OR or 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.

Type: ControlPlaneAttributeFilter 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

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.

> **Important**
>
> The `FirstName` and `LastName` length constraints below apply only to instances using SAML for identity management. If you are using Amazon Connect for identity management, the length constraints are 1-255 for `FirstName`, and 1-256 for `LastName`.

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. Inputs must be in Unicode Normalization Form C (NFC). Text containing characters in a non-NFC form (for example, decomposed characters or combining marks) are not accepted.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

LastName

The last name. This is required if you are using Amazon Connect or SAML for identity management. Inputs must be in Unicode Normalization Form C (NFC). Text containing characters in a non-NFC form (for example, decomposed characters or combining marks) are not accepted.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 300.

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 0. Maximum length of 255.

Required: No

LastName

The user's last name.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 300.

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

UserInfo

Service: Amazon Connect Service

The user details for the contact.

Contents

UserId

The user identifier for 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

UserNotificationSummary

Service: Amazon Connect Service

Summary information about a notification for a specific user, including the user's read status.

Contents

Content

The localized content of the notification.

Type: String to string map

Valid Keys: `en_US | de_DE | es_ES | fr_FR | id_ID | it_IT | ja_JP | ko_KR | pt_BR | zh_CN | zh_TW`

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

Required: No

CreatedAt

The timestamp when the notification was created.

Type: Timestamp

Required: No

ExpiresAt

The timestamp when the notification expires.

Type: Timestamp

Required: No

InstanceId

The identifier of the Amazon Connect instance.

Type: String

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

Required: No

NotificationId

The unique identifier for the notification.

Type: String

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

Required: No

NotificationStatus

The status of the notification for this user. Valid values are READ, UNREAD, and HIDDEN.

Type: String

Valid Values: `READ | UNREAD | HIDDEN`

Required: No

Priority

The priority level of the notification.

Type: String

Valid Values: `URGENT | HIGH | LOW`

Required: No

RecipientId

The identifier of the recipient user.

Type: String

Length Constraints: Maximum length of 256.

Required: No

Source

The source that created the notification. Valid values are CUSTOMER, RULES, and SYSTEM.

Type: String

Valid Values: `CUSTOMER | RULES | SYSTEM`

Required: No

See Also

For more information about using this API in 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

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

PersistentConnection

The persistent connection setting for the user.

Type: Boolean

Required: No

PhoneType

The phone type.

Type: String

Valid Values: `SOFT_PHONE | DESK_PHONE`

Required: No

See Also

For more information about using this API in 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 100.

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 100.

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 100.

Required: Yes

AttributeValue

The value of user's proficiency.

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

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

ListCondition

A leaf node condition which can be used to specify a List condition to search users with attributes included in Lists like Proficiencies.

Type: ListCondition 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

AfterContactWorkConfigs

The list of after contact work (ACW) timeout configuration settings for each channel.

Type: Array of AfterContactWorkConfigPerChannel objects

Required: No

Arn

The Amazon Resource Name (ARN) of the user.

Type: String

Required: No

AutoAcceptConfigs

The list of auto-accept configuration settings for each channel.

Type: Array of AutoAcceptConfig objects

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

PersistentConnectionConfigs

The list of persistent connection configuration settings for each channel.

Type: Array of PersistentConnectionConfig objects

Required: No

PhoneConfig

Contains information about the phone configuration settings for a user.

Type: UserPhoneConfig object

Required: No

PhoneNumberConfigs

The list of phone number configuration settings for each channel.

Type: Array of PhoneNumberConfig objects

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

VoiceEnhancementConfigs

The list of voice enhancement configuration settings for each channel.

Type: Array of VoiceEnhancementConfig 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

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

Validation

Service: Amazon Connect Service

Defines validation rules for data table attribute values. Based on JSON Schema Draft 2020-12 with additional Connect-specific validations. Validation rules ensure data integrity and consistency across the data table.

Contents

Enum

Defines enumeration constraints for attribute values. Can specify a list of allowed values and whether custom values are permitted beyond the enumerated list.

Type: ValidationEnum object

Required: No

ExclusiveMaximum

The largest exclusive numeric value for NUMBER value type. Can be provided alongside Maximum where both operate independently. Must be greater than ExclusiveMinimum and Minimum. Applies to NUMBER and values within NUMBER_LIST.

Type: Double

Required: No

ExclusiveMinimum

The smallest exclusive numeric value for NUMBER value type. Can be provided alongside Minimum where both operate independently. Must be less than ExclusiveMaximum and Maximum. Applies to NUMBER and values within NUMBER_LIST.

Type: Double

Required: No

IgnoreCase

Boolean that defaults to false. Applies to text lists and text primary attributes. When true, enforces case-insensitive uniqueness for primary attributes and allows case-insensitive lookups.

Type: Boolean

Required: No

Maximum

The largest inclusive numeric value for NUMBER value type. Can be provided alongside ExclusiveMaximum where both operate independently. Must be greater than or equal to Minimum and greater than ExclusiveMinimum. Applies to NUMBER and values within NUMBER_LIST.

Type: Double

Required: No

MaxLength

The maximum number of characters a text value can contain. Applies to TEXT value type and values within a TEXT_LIST. Must be greater than or equal to MinLength.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 1000.

Required: No

MaxValues

The maximum number of values in a list. Must be an integer greater than or equal to 0 and greater than or equal to MinValues. Applies to all list types.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

Minimum

The smallest inclusive numeric value for NUMBER value type. Cannot be provided when ExclusiveMinimum is also provided. Must be less than or equal to Maximum and less than ExclusiveMaximum. Applies to NUMBER and values within NUMBER_LIST.

Type: Double

Required: No

MinLength

The minimum number of characters a text value can contain. Applies to TEXT value type and values within a TEXT_LIST. Must be less than or equal to MaxLength.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 1000.

Required: No

MinValues

The minimum number of values in a list. Must be an integer greater than or equal to 0 and less than or equal to MaxValues. Applies to all list types.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

MultipleOf

Specifies that numeric values must be multiples of this number. Must be greater than 0. The result of dividing a value by this multiple must result in an integer. Applies to NUMBER and values within NUMBER_LIST.

Type: Double

Valid Range: Minimum value of 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

ValidationEnum

Service: Amazon Connect Service

Defines enumeration validation for attribute values. Allows specifying a list of permitted values and whether custom values beyond the enumerated list are allowed.

Contents

Strict

Boolean that defaults to false. When true, only values specified in the enum list are allowed. When false, custom values beyond the enumerated list are permitted.

Type: Boolean

Required: No

Values

A list of predefined values that are allowed for this attribute. These values are always permitted regardless of the Strict setting.

Type: Array of strings

Required: No

See Also

For more information about using this API in 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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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

ViewSearchCriteria

Service: Amazon Connect Service

Defines the search criteria for filtering views.

Contents

AndConditions

A list of conditions that must all be satisfied.

Type: Array of ViewSearchCriteria objects

Required: No

OrConditions

A list of conditions to be met, where at least one condition must be satisfied.

Type: Array of ViewSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

Type: StringCondition object

Required: No

ViewStatusCondition

A condition that filters views by their status.

Type: String

Valid Values: `PUBLISHED | SAVED`

Required: No

ViewTypeCondition

A condition that filters views by their type.

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

ViewSearchFilter

Service: Amazon Connect Service

Defines filters to apply when searching for views, such as tag-based filters.

Contents

AttributeFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an `OR` or `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.

Type: ControlPlaneAttributeFilter 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

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 | ca-ES | da-DK | fi-FI | id-ID | ms-MY | nl-NL | no-NO | pl-PL | sv-SE | tl-PH`

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

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 | ca-ES | da-DK | fi-FI | id-ID | ms-MY | nl-NL | no-NO | pl-PL | sv-SE | tl-PH`

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

VoiceCallEntryPointParameters

Service: Amazon Connect Service

Parameters for initiating a voice call test.

Contents

DestinationPhoneNumber

The destination phone number for the test.

Type: String

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

Required: No

FlowId

The flow identifier for the test.

Type: String

Length Constraints: Maximum length of 500.

Required: No

SourcePhoneNumber

The source phone number for the test.

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

VoiceEnhancementConfig

Service: Amazon Connect Service

Configuration settings for voice enhancement.

Contents

Channel

The channel for this voice enhancement configuration. **Only `VOICE` is supported for this data type.**

Type: String

Valid Values: `VOICE | CHAT | TASK | EMAIL`

Required: Yes

VoiceEnhancementMode

The voice enhancement mode.

Type: String

Valid Values: `VOICE_ISOLATION | NOISE_SUPPRESSION | NONE`

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

VoiceRecordingConfiguration

Service: Amazon Connect Service

Contains information about the recording configuration settings.

Contents

IvrRecordingTrack

Identifies which IVR track is being recorded.

One and only one of the track configurations should be presented in the request.

Type: String

Valid Values: `ALL`

Required: No

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

AiAgents

The array of AI agents involved in the contact.

Type: Array of AiAgentInfo objects

Required: No

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

Workspace

Service: Amazon Connect Service

Contains information about a workspace, which defines the user experience by mapping views to pages.

Contents

Arn

The Amazon Resource Name (ARN) of the workspace.

Type: String

Required: Yes

Id

The unique identifier of the workspace.

Type: String

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

Required: Yes

LastModifiedTime

The timestamp when the workspace was last modified.

Type: Timestamp

Required: Yes

Name

The name of the workspace.

Type: String

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

Pattern: `.*\\S.*`

Required: Yes

Description

The description of the workspace.

Type: String

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

Pattern: `^[\\P{C}\r\n\t]*$`

Required: No

LastModifiedRegion

The AWS Region where the workspace was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

Tags

The tags used to organize, track, or control access for the workspace.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

Theme

The theme configuration for the workspace, including colors and styling.

Type: WorkspaceTheme object

Required: No

Title

The title displayed for the workspace.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 127.

Pattern: `^[\\P{C}]*$`

Required: No

Visibility

Controls who can access the workspace. Valid values are: `ALL` (all users), `ASSIGNED` (only assigned users and routing profiles), and `NONE` (not visible).

Type: String

Valid Values: `ALL | ASSIGNED | NONE`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WorkspaceAssociationSearchCriteria

Service: Amazon Connect Service

Defines the search criteria for filtering workspace associations.

Contents

AndConditions

A list of conditions that must all be satisfied.

Type: Array of WorkspaceAssociationSearchCriteria objects

Required: No

OrConditions

A list of conditions to be met, where at least one condition must be satisfied.

Type: Array of WorkspaceAssociationSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

WorkspaceAssociationSearchFilter

Service: Amazon Connect Service

Defines filters to apply when searching for workspace associations, such as tag-based filters.

Contents

AttributeFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an `OR` or `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.

Type: ControlPlaneAttributeFilter 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

WorkspaceAssociationSearchSummary

Service: Amazon Connect Service

Contains summary information about a workspace association with a user or routing profile.

Contents

ResourceArn

The Amazon Resource Name (ARN) of the associated resource.

Type: String

Required: No

ResourceId

The identifier of the associated resource (user or routing profile).

Type: String

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

Required: No

ResourceName

The name of the associated resource.

Type: String

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

Pattern: `.*\\S.*`

Required: No

ResourceType

The type of resource associated with the workspace. Valid values are: `USER` and `ROUTING_PROFILE`.

Type: String

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

Required: No

WorkspaceArn

The Amazon Resource Name (ARN) of the workspace.

Type: String

Required: No

WorkspaceId

The identifier of the workspace.

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

WorkspacePage

Service: Amazon Connect Service

Contains information about a page configuration in a workspace, including the view assigned to the page.

Contents

InputData

A JSON string containing input parameters passed to the view when the page is rendered.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 4096.

Required: No

Page

The page identifier. System pages include `HOME` and `AGENT_EXPERIENCE`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 25.

Pattern: `^(?!\\.$)(?!\\.\\.$)[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]+$`

Required: No

ResourceArn

The Amazon Resource Name (ARN) of the view associated with this page.

Type: String

Required: No

Slug

The URL-friendly identifier for the page.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 63.

Pattern: `^$|^[\\p{L}\\p{Z}\\p{N}\\-_.:=@'|]{3,}$`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WorkspaceSearchCriteria

Service: Amazon Connect Service

Defines the search criteria for filtering workspaces.

Contents

AndConditions

A list of conditions that must all be satisfied.

Type: Array of WorkspaceSearchCriteria objects

Required: No

OrConditions

A list of conditions to be met, where at least one condition must be satisfied.

Type: Array of WorkspaceSearchCriteria objects

Required: No

StringCondition

A leaf node condition which can be used to specify a string condition.

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

WorkspaceSearchFilter

Service: Amazon Connect Service

Defines filters to apply when searching for workspaces, such as tag-based filters.

Contents

AttributeFilter

An object that can be used to specify Tag conditions inside the `SearchFilter`. This accepts an `OR` or `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.

Type: ControlPlaneAttributeFilter 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

WorkspaceSearchSummary

Service: Amazon Connect Service

Contains summary information about a workspace returned from a search operation.

Contents

Arn

The Amazon Resource Name (ARN) of the workspace.

Type: String

Required: No

CreatedAt

The timestamp when the workspace was created.

Type: Timestamp

Required: No

Description

The description of the workspace.

Type: String

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

Pattern: `^[\\P{C}\r\n\t]*$`

Required: No

Id

The unique identifier of the workspace.

Type: String

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

Required: No

Name

The name of the workspace.

Type: String

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

Pattern: `.*\\S.*`

Required: No

Tags

The tags associated with the workspace.

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:)[\p{L}\p{Z}\p{N}_.:/=+\-@]*$`

Value Length Constraints: Maximum length of 256.

Required: No

Title

The title displayed for the workspace.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 127.

Pattern: `^[\\P{C}]*$`

Required: No

Visibility

The visibility setting of the workspace.

Type: String

Valid Values: `ALL | ASSIGNED | NONE`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WorkspaceSummary

Service: Amazon Connect Service

Contains summary information about a workspace.

Contents

Arn

The Amazon Resource Name (ARN) of the workspace.

Type: String

Required: No

Id

The unique identifier of the workspace.

Type: String

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

Required: No

LastModifiedRegion

The AWS Region where the workspace was last modified.

Type: String

Pattern: `[a-z]{2}(-[a-z]+){1,2}(-[0-9])?`

Required: No

LastModifiedTime

The timestamp when the workspace was last modified.

Type: Timestamp

Required: No

Name

The name of the workspace.

Type: String

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

Pattern: `.*\\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

WorkspaceTheme

Service: Amazon Connect Service

Contains theme configuration for a workspace, supporting both light and dark modes.

Contents

Dark

The theme configuration for dark mode.

Type: WorkspaceThemeConfig object

Required: No

Light

The theme configuration for light mode.

Type: WorkspaceThemeConfig 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

WorkspaceThemeConfig

Service: Amazon Connect Service

Contains detailed theme configuration for a workspace, including colors, images, and typography.

Contents

Images

The image assets used in the workspace theme.

Type: WorkspaceThemeImages object

Required: No

Palette

The color palette configuration for the workspace theme.

Type: WorkspaceThemePalette object

Required: No

Typography

The typography configuration for the workspace theme.

Type: WorkspaceThemeTypography 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

WorkspaceThemeImages

Service: Amazon Connect Service

Contains image configuration for a workspace theme.

Contents

Logo

The logo images used in the workspace.

Type: ImagesLogo 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

WorkspaceThemePalette

Service: Amazon Connect Service

Contains color palette configuration for different areas of a workspace.

Contents

Canvas

The color configuration for the canvas area.

Type: PaletteCanvas object

Required: No

Header

The color configuration for the header area.

Type: PaletteHeader object

Required: No

Navigation

The color configuration for the navigation area.

Type: PaletteNavigation object

Required: No

Primary

The primary color configuration used throughout the workspace.

Type: PalettePrimary 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

WorkspaceThemeTypography

Service: Amazon Connect Service

Contains typography configuration for a workspace theme.

Contents

FontFamily

The font family configuration for text in the workspace.

Type: FontFamily 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 AppIntegrations Service

The following data types are supported by Amazon AppIntegrations Service:

- ApplicationAssociationSummary
- ApplicationConfig
- ApplicationSourceConfig
- ApplicationSummary
- ContactHandling
- DataIntegrationAssociationSummary
- DataIntegrationSummary
- EventFilter

- EventIntegration
- EventIntegrationAssociation
- ExecutionConfiguration
- ExternalUrlConfig
- FileConfiguration
- IframeConfig
- LastExecutionStatus
- OnDemandConfiguration
- Publication
- ScheduleConfiguration
- Subscription

ApplicationAssociationSummary

Service: Amazon AppIntegrations 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

ApplicationConfig

Service: Amazon AppIntegrations Service

The configuration settings for the application.

Contents

ContactHandling

The contact handling configuration for the application.

Type: ContactHandling 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

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

ApplicationType

The type of application.

Type: String

Valid Values: `STANDARD | SERVICE | MCP_SERVER`

Required: No

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

IsService

This member has been deprecated.

Indicates whether the application is a service.

Type: Boolean

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 211.

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

ContactHandling

Service: Amazon AppIntegrations Service

The contact handling configuration for the application.

Contents

Scope

Indicates whether the application refreshes for each contact or refreshes only with each new browser session.

Type: String

Valid Values: `CROSS_CONTACTS | PER_CONTACT`

Required: No

See Also

For more information about using this API in 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][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][A-Za-z0-9:_/+=,@.-]{0,1023}$`

Required: No

DestinationURI

The URI of the data destination.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Pattern: `^(\w+\:\/\/[\w.-]+[\w/!@#+=.-]+$)|(\w+\:\/\/[\w.-]+[\w/!@#+=.-]+[\w/!@#+=.-]+[\w/!@#+=.,-]+$)`

Required: No

ExecutionConfiguration

The configuration for how the files should be pulled from the source.

Type: ExecutionConfiguration object

Required: No

LastExecutionStatus

The execution status of the last job.

Type: LastExecutionStatus 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

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][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/!@#+=.-]+$)|(\w+\:\/\/[\w.-]+[\w/!@#+=.-]+[\w/!@#+=.-]+[\w/!@#+=.,-]+$)`

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

ExecutionConfiguration

Service: Amazon AppIntegrations Service

The configuration for how the files should be pulled from the source.

Contents

ExecutionMode

The mode for data import/export execution.

Type: String

Valid Values: `ON_DEMAND | SCHEDULED`

Required: Yes

OnDemandConfiguration

The start and end time for data pull from the source.

Type: OnDemandConfiguration object

Required: No

ScheduleConfiguration

The name of the data and how often it should be pulled from the source.

Type: ScheduleConfiguration 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

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

IframeConfig

Service: Amazon AppIntegrations Service

The iframe configuration for the application.

Contents

Allow

The list of features that are allowed in the iframe.

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 100.

Pattern: `^[a-z-]+$`

Required: No

Sandbox

The list of sandbox attributes for the iframe.

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 100.

Pattern: `^[a-z-]+$`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2

- AWS SDK for Ruby V3

LastExecutionStatus

Service: Amazon AppIntegrations Service

The execution status of the last job.

Contents

ExecutionStatus

The job status enum string.

Type: String

Valid Values: `COMPLETED | IN_PROGRESS | FAILED`

Required: No

StatusMessage

The status message of a job.

Type: String

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

Pattern: `.*\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

OnDemandConfiguration

Service: Amazon AppIntegrations Service

The start and end time for data pull from the source.

Contents

StartTime

The start time for data pull from the source as an Unix/epoch string in milliseconds

Type: String

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

Pattern: `.*\S.*`

Required: Yes

EndTime

The end time for data pull from the source as an Unix/epoch string in milliseconds

Type: String

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

Pattern: `.*\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

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
- PostContactSummary
- 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

PostContactSummary

Service: Amazon Connect Contact Lens

Information about the post-contact summary.

Contents

Status

Whether the summary was successfully COMPLETED or FAILED to be generated.

Type: String

Valid Values: `FAILED | COMPLETED`

Required: Yes

Content

The content of the summary.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1762.

Required: No

FailureCode

If the summary failed to be generated, one of the following failure codes occurs:

- `QUOTA_EXCEEDED`: The number of concurrent analytics jobs reached your service quota.
- `INSUFFICIENT_CONVERSATION_CONTENT`: The conversation needs to have at least one turn from both the participants in order to generate the summary.
- `FAILED_SAFETY_GUIDELINES`: The generated summary cannot be provided because it failed to meet system safety guidelines.
- `INVALID_ANALYSIS_CONFIGURATION`: This code occurs when, for example, you're using a language that isn't supported by generative AI-powered post-contact summaries.
- `INTERNAL_ERROR`: Internal system error.

Type: String

Valid Values: `QUOTA_EXCEEDED | INSUFFICIENT_CONVERSATION_CONTENT | FAILED_SAFETY_GUIDELINES | INVALID_ANALYSIS_CONFIGURATION | INTERNAL_ERROR`

Required: No

See Also

For more information about using this API in 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

PostContactSummary

Information about the post-contact summary.

Type: PostContactSummary 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 1. 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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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 1. Maximum length of 256.

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

Required: Yes

id

The identifier of the campaign.

Type: String

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

Pattern: `[-:/a-zA-Z0-9]+`

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 UTC timestamp in date-time format 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.

Example: 2024-12-05T19:35:00.000Z

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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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 1. 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 1. 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 1. 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 1. 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 1. Maximum length of 256.

Pattern: `[-:/a-zA-Z0-9]+`

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 1. 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 Outbound Campaigns V2

The following data types are supported by Amazon Connect Outbound Campaigns V2:

- AgentlessConfig
- AnswerMachineDetectionConfig
- Campaign
- CampaignFilters
- CampaignSummary
- ChannelSubtypeConfig
- ChannelSubtypeParameters
- CommunicationLimit
- CommunicationLimits
- CommunicationLimitsConfig
- CommunicationTimeConfig
- CustomerProfilesIntegrationConfig
- CustomerProfilesIntegrationIdentifier
- CustomerProfilesIntegrationSummary
- EmailChannelSubtypeConfig
- EmailChannelSubtypeParameters
- EmailOutboundConfig
- EmailOutboundMode
- EncryptionConfig
- EventTrigger
- FailedCampaignStateResponse
- FailedProfileOutboundRequest
- FailedRequest
- InstanceConfig
- InstanceIdFilter

- InstanceOnboardingJobStatus
- IntegrationConfig
- IntegrationIdentifier
- IntegrationSummary
- LambdaIntegrationConfig
- LambdaIntegrationIdentifier
- LambdaIntegrationSummary
- LocalTimeZoneConfig
- OpenHours
- OutboundRequest
- PredictiveConfig
- PreviewConfig
- ProfileOutboundRequest
- ProgressiveConfig
- QConnectIntegrationConfig
- QConnectIntegrationIdentifier
- QConnectIntegrationSummary
- RestrictedPeriod
- RestrictedPeriods
- Schedule
- SmsChannelSubtypeConfig
- SmsChannelSubtypeParameters
- SmsOutboundConfig
- SmsOutboundMode
- Source
- SuccessfulCampaignStateResponse
- SuccessfulProfileOutboundRequest
- SuccessfulRequest
- TelephonyChannelSubtypeConfig
- TelephonyChannelSubtypeParameters

- TelephonyOutboundConfig
- TelephonyOutboundMode
- TimeoutConfig
- TimeRange
- TimeWindow
- WhatsAppChannelSubtypeConfig
- WhatsAppChannelSubtypeParameters
- WhatsAppOutboundConfig
- WhatsAppOutboundMode

AgentlessConfig

Service: Amazon Connect Outbound Campaigns V2

Contains agentless outbound mode configuration.

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

AnswerMachineDetectionConfig

Service: Amazon Connect Outbound Campaigns V2

Contains answering machine detection configuration.

Contents

enableAnswerMachineDetection

Enables answering machine detection.

Type: Boolean

Required: Yes

awaitAnswerMachinePrompt

Whether or not waiting for an 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 V2

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

channelSubtypeConfig

Contains channel subtype configuration.

Type: ChannelSubtypeConfig object

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 1. Maximum length of 256.

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

Required: Yes

id

The identifier of the outbound campaign.

Type: String

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

name

The name of the outbound campaign.

Type: String

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

Required: Yes

communicationLimitsOverride

Contains communication limits override configuration.

Type: CommunicationLimitsConfig object

Required: No

communicationTimeConfig

Contains communication time configuration.

Type: CommunicationTimeConfig object

Required: No

connectCampaignFlowArn

The Amazon Resource Name (ARN) of the Amazon Connect campaign flow associated with the outbound campaign.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: No

schedule

Contains schedule configuration.

Type: Schedule object

Required: No

source

Contains source configuration.

Type: Source 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. 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

type

The type of campaign.

Type: String

Valid Values: `MANAGED | JOURNEY`

Required: No

See Also

For more information about using this API in 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 V2

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 V2

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

channelSubtypes

The channel subtypes of the outbound campaign.

Type: Array of strings

Valid Values: `TELEPHONY | SMS | EMAIL | WHATSAPP`

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 1. Maximum length of 256.

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

Required: Yes

id

The identifier of the outbound campaign.

Type: String

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: Yes

name

The name of the outbound campaign.

Type: String

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

Required: Yes

connectCampaignFlowArn

The Amazon Resource Name (ARN) of the Amazon Connect campaign flow associated with the outbound campaign.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: No

schedule

The schedule configuration of the outbound campaign.

Type: Schedule object

Required: No

type

The type of campaign.

Type: String

Valid Values: `MANAGED | JOURNEY`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

ChannelSubtypeConfig

Service: Amazon Connect Outbound Campaigns V2

Contains channel subtype configuration for an outbound campaign.

Contents

email

The configuration of the email channel subtype.

Type: EmailChannelSubtypeConfig object

Required: No

sms

The configuration of the SMS channel subtype.

Type: SmsChannelSubtypeConfig object

Required: No

telephony

The configuration of telephony channel subtype.

Type: TelephonyChannelSubtypeConfig object

Required: No

whatsApp

The configuration of the WhatsApp channel subtype.

Type: WhatsAppChannelSubtypeConfig 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

ChannelSubtypeParameters

Service: Amazon Connect Outbound Campaigns V2

Contains channel subtype parameters for an outbound request of a campaign.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

email

The overridden parameters of the email channel subtype.

Type: EmailChannelSubtypeParameters object

Required: No

sms

The overridden parameters of the SMS channel subtype.

Type: SmsChannelSubtypeParameters object

Required: No

telephony

The overridden parameters of the telephony channel subtype.

Type: TelephonyChannelSubtypeParameters object

Required: No

whatsApp

The overridden parameters of the WhatsApp channel subtype.

Type: WhatsAppChannelSubtypeParameters 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

CommunicationLimit

Service: Amazon Connect Outbound Campaigns V2

Contains information about a communication limit.

Contents

frequency

The frequency of communication limit evaluation.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 30.

Required: Yes

maxCountPerRecipient

The maximum outreaching count for each recipient.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

unit

The unit of communication limit evaluation.

Type: String

Valid Values: DAY

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

CommunicationLimits

Service: Amazon Connect Outbound Campaigns V2

Contains information about communication limits.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

communicationLimitsList

The list of `CommunicationLimits`.

Type: Array of CommunicationLimit objects

Array Members: Minimum number of 0 items. Maximum number of 2 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

CommunicationLimitsConfig

Service: Amazon Connect Outbound Campaigns V2

Contains communication limits configuration for an outbound campaign.

Contents

allChannelSubtypes

The `CommunicationLimits` that apply to all channel subtypes defined in an outbound campaign.

> **Note**
>
> This object is a Union. Only one member of this object can be specified or returned.

Type: CommunicationLimits object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

instanceLimitsHandling

Opt-in or Opt-out from instance-level limits.

Type: String

Valid Values: `OPT_IN | OPT_OUT`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

CommunicationTimeConfig

Service: Amazon Connect Outbound Campaigns V2

Contains communication time configuration for an outbound campaign.

Contents

localTimeZoneConfig

The local timezone configuration.

Type: LocalTimeZoneConfig object

Required: Yes

email

The communication time configuration for the email channel subtype.

Type: TimeWindow object

Required: No

sms

The communication time configuration for the SMS channel subtype.

Type: TimeWindow object

Required: No

telephony

The communication time configuration for the telephony channel subtype.

Type: TimeWindow object

Required: No

whatsApp

The communication time configuration for the WhatsApp channel subtype.

Type: TimeWindow 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

CustomerProfilesIntegrationConfig

Service: Amazon Connect Outbound Campaigns V2

The integration configuration to integrate Customer Profiles with an Amazon Connect instance.

Contents

domainArn

The Amazon Resource Name (ARN) of the Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: Yes

objectTypeNames

The object type names defined in Customer Profiles.

Type: String to string map

Valid Keys: `Campaign-Email | Campaign-SMS | Campaign-Telephony | Campaign-Orchestration`

Value 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

CustomerProfilesIntegrationIdentifier

Service: Amazon Connect Outbound Campaigns V2

The identifier for the integration with Customer Profiles.

Contents

domainArn

The Amazon Resource Name (ARN) of the Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

CustomerProfilesIntegrationSummary

Service: Amazon Connect Outbound Campaigns V2

The summary of the integration with Customer Profiles.

Contents

domainArn

The Amazon Resource Name (ARN) of the Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: Yes

objectTypeNames

The object type names defined in Customer Profiles.

Type: String to string map

Valid Keys: `Campaign-Email | Campaign-SMS | Campaign-Telephony | Campaign-Orchestration`

Value 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

EmailChannelSubtypeConfig

Service: Amazon Connect Outbound Campaigns V2

The configuration for email channel subtype.

Contents

defaultOutboundConfig

The default email outbound configuration of an outbound campaign.

Type: EmailOutboundConfig object

Required: Yes

outboundMode

The outbound mode of email for an outbound campaign.

Type: EmailOutboundMode object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

capacity

The allocation of email capacity between multiple running outbound 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

EmailChannelSubtypeParameters

Service: Amazon Connect Outbound Campaigns V2

The overridden email parameters for an outbound request of a campaign.

Contents

destinationEmailAddress

The destination email address.

Type: String

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

Pattern: `.*[^\s@]+@[^\s@]+\.[^\s@]+.*`

Required: Yes

templateParameters

The parameters for the Amazon Q in Connect template.

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

connectSourceEmailAddress

The Amazon Connect source email address for the outbound request.

Type: String

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

Pattern: `.*[^\s@]+@[^\s@]+\.[^\s@]+.*`

Required: No

templateArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect template for the outbound request.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

EmailOutboundConfig

Service: Amazon Connect Outbound Campaigns V2

The outbound configuration for email.

Contents

connectSourceEmailAddress

The Amazon Connect source email address.

Type: String

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

Pattern: `.*[^\s@]+@[^\s@]+\.[^\s@]+.*`

Required: Yes

wisdomTemplateArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect template.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: Yes

sourceEmailAddressDisplayName

The display name for the Amazon Connect source email address.

Type: String

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

EmailOutboundMode

Service: Amazon Connect Outbound Campaigns V2

Contains information about email outbound mode.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

agentless

The agentless outbound mode configuration for email.

Type: AgentlessConfig 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

EncryptionConfig

Service: Amazon Connect Outbound Campaigns V2

Contains the encryption configuration for an Amazon Connect instance.

Contents

enabled

The status of whether encryption is done using a customer managed key or an 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 an 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

EventTrigger

Service: Amazon Connect Outbound Campaigns V2

The event trigger of the campaign.

Contents

customerProfilesDomainArn

The Amazon Resource Name (ARN) of the Customer Profiles domain.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

FailedCampaignStateResponse

Service: Amazon Connect Outbound Campaigns V2

Contains information about a failed campaign.

Contents

campaignId

The identifier of the outbound campaign.

Type: String

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

Pattern: `[-:/a-zA-Z0-9]+`

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

FailedProfileOutboundRequest

Service: Amazon Connect Outbound Campaigns V2

Failure details for a profile outbound request.

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 profile outbound request.

Type: String

Valid Values: `UnknownError | ResourceNotFound | Conflict | RequestThrottled | InvalidInput`

Required: No

id

The identifier of the profile outbound request.

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

FailedRequest

Service: Amazon Connect Outbound Campaigns V2

Failure details for a outbound request.

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 outbound request.

Type: String

Valid Values: `InvalidInput | RequestThrottled | UnknownError | BufferLimitExceeded`

Required: No

id

The identifier of the outbound request.

Type: String

Length Constraints: Minimum length of 1. 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 V2

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 1. Maximum length of 256.

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

Required: Yes

encryptionConfig

Encryption information.

Type: EncryptionConfig object

Required: Yes

serviceLinkedRoleArn

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 V2

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 1. 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 V2

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 1. 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 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

IntegrationConfig

Service: Amazon Connect Outbound Campaigns V2

Contains the integration configuration with an Amazon Connect instance.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

customerProfiles

The integration configuration to integrate Customer Profiles with an Amazon Connect instance.

Type: CustomerProfilesIntegrationConfig object

Required: No

lambda

The integration configuration to integrate Lambda with an Amazon Connect instance.

Type: LambdaIntegrationConfig object

Required: No

qConnect

The integration configuration to integrate Amazon Q in Connect with an Amazon Connect instance.

Type: QConnectIntegrationConfig 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

IntegrationIdentifier

Service: Amazon Connect Outbound Campaigns V2

The identifier for the integration.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

customerProfiles

The identifier for the integration with Customer Profiles.

Type: CustomerProfilesIntegrationIdentifier object

Required: No

lambda

The identifier for the integration with Lambda.

Type: LambdaIntegrationIdentifier object

Required: No

qConnect

The identifier for the integration with Amazon Q in Connect.

Type: QConnectIntegrationIdentifier 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

IntegrationSummary

Service: Amazon Connect Outbound Campaigns V2

The summary of integration.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

customerProfiles

The summary of the integration with Customer Profiles.

Type: CustomerProfilesIntegrationSummary object

Required: No

lambda

The summary of the integration with Lambda.

Type: LambdaIntegrationSummary object

Required: No

qConnect

The summary of integration with Amazon Q in Connect.

Type: QConnectIntegrationSummary 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

LambdaIntegrationConfig

Service: Amazon Connect Outbound Campaigns V2

The integration configuration to integrate Lambda with an Amazon Connect instance.

Contents

functionArn

The Amazon Resource Name (ARN) of the Lambda function to invoke during campaign execution.

Type: String

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

Pattern: `arn:aws[a-zA-Z-]*:lambda:[a-z]{2}(-gov)?-[a-z]+-\d:\d{12}:function:([a-zA-Z0-9-_]+)(:([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

LambdaIntegrationIdentifier

Service: Amazon Connect Outbound Campaigns V2

The identifier for the integration with Lambda.

Contents

functionArn

The Amazon Resource Name (ARN) of the Lambda function that identifies this integration.

Type: String

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

Pattern: `arn:aws[a-zA-Z-]*:lambda:[a-z]{2}(-gov)?-[a-z]+-\d:\d{12}:function:([a-zA-Z0-9-_]+)(:([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

LambdaIntegrationSummary

Service: Amazon Connect Outbound Campaigns V2

The summary of the integration with Lambda.

Contents

functionArn

The Amazon Resource Name (ARN) of the Lambda function configured for this integration.

Type: String

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

Pattern: `arn:aws[a-zA-Z-]*:lambda:[a-z]{2}(-gov)?-[a-z]+-\d:\d{12}:function:([a-zA-Z0-9-_]+)(:([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

LocalTimeZoneConfig

Service: Amazon Connect Outbound Campaigns V2

The configuration of timezone of the recipient.

Contents

defaultTimeZone

The timezone to use for all recipients.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 50.

Pattern: `[a-zA-Z0-9_\-/]*`

Required: No

localTimeZoneDetection

Detect methods for the recipient timezone.

Type: Array of strings

Valid Values: `ZIP_CODE | AREA_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

OpenHours

Service: Amazon Connect Outbound Campaigns V2

Contains information about open hours.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

dailyHours

The daily hours configuration.

Type: String to array of TimeRange objects map

Valid Keys: `MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

OutboundRequest

Service: Amazon Connect Outbound Campaigns V2

Contains information about a outbound request.

Contents

channelSubtypeParameters

The overridden channel subtype parameters for an outbound request of a campaign.

Type: ChannelSubtypeParameters object

Note: This object is a Union. Only one member of this object can be specified or returned.

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.

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

PredictiveConfig

Service: Amazon Connect Outbound Campaigns V2

Contains predictive outbound mode configuration.

Contents

bandwidthAllocation

Bandwidth allocation for the predictive outbound mode.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 1.

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

PreviewConfig

Service: Amazon Connect Outbound Campaigns V2

Contains preview outbound mode configuration.

Contents

bandwidthAllocation

Bandwidth allocation for the preview outbound mode.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 1.

Required: Yes

timeoutConfig

Countdown timer configuration for preview outbound mode.

Type: TimeoutConfig object

Required: Yes

agentActions

Agent actions for the preview outbound mode.

Type: Array of strings

Valid Values: `DISCARD`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

ProfileOutboundRequest

Service: Amazon Connect Outbound Campaigns V2

Contains information about a profile outbound request.

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. The token is valid for 7 days after creation. If a profile outbound request is already created, the profile outbound request ID is returned.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 200.

Pattern: `[a-zA-Z0-9_\-.]*`

Required: Yes

profileId

The identifier of the customer profile.

Type: String

Pattern: `[a-f0-9]{32}`

Required: Yes

expirationTime

A UNIX timestamp that specifies when a profile outbound request 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

ProgressiveConfig

Service: Amazon Connect Outbound Campaigns V2

Contains progressive outbound mode configuration.

Contents

bandwidthAllocation

Bandwidth allocation for the progressive outbound mode.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 1.

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

QConnectIntegrationConfig

Service: Amazon Connect Outbound Campaigns V2

The integration configuration to integrate Amazon Q in Connect with an Amazon Connect instance.

Contents

knowledgeBaseArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect knowledge base.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

QConnectIntegrationIdentifier

Service: Amazon Connect Outbound Campaigns V2

The identifier for the integration with Amazon Q in Connect.

Contents

knowledgeBaseArn

The identifier for the integration with Amazon Q in Connect.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

QConnectIntegrationSummary

Service: Amazon Connect Outbound Campaigns V2

The summary of the integration with Amazon Q in Connect.

Contents

knowledgeBaseArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect knowledge base.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

RestrictedPeriod

Service: Amazon Connect Outbound Campaigns V2

Contains information about a restricted period.

Contents

endDate

The end date of the restricted period.

Type: String

Pattern: `\d{4}-\d{2}-\d{2}`

Required: Yes

startDate

The start date of the restricted period.

Type: String

Pattern: `\d{4}-\d{2}-\d{2}`

Required: Yes

name

The name of the restricted period.

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

RestrictedPeriods

Service: Amazon Connect Outbound Campaigns V2

Contains information about restricted periods.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

restrictedPeriodList

The restricted period list.

Type: Array of RestrictedPeriod 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

Schedule

Service: Amazon Connect Outbound Campaigns V2

Contains the schedule configuration.

Contents

endTime

The end time of the schedule in UTC.

Type: Timestamp

Required: Yes

startTime

The start time of the schedule in UTC.

Type: Timestamp

Required: Yes

refreshFrequency

The refresh frequency of the campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 50.

Pattern: `P(?:([-+]?[0-9]+)D)?(T(?:([-+]?[0-9]+)H)?(?:([-+]?[0-9]+)M)?(?:([-+]?[0-9]+)(?:[.,]([0-9]{0,9}))?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

SmsChannelSubtypeConfig

Service: Amazon Connect Outbound Campaigns V2

The configuration for the SMS channel subtype.

Contents

defaultOutboundConfig

The default SMS outbound configuration of an outbound campaign.

Type: SmsOutboundConfig object

Required: Yes

outboundMode

The outbound mode for SMS of an outbound campaign.

Type: SmsOutboundMode object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

capacity

The allocation of SMS capacity between multiple running outbound 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

SmsChannelSubtypeParameters

Service: Amazon Connect Outbound Campaigns V2

The overridden SMS parameters for an outbound request of a campaign.

Contents

destinationPhoneNumber

The destination phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 20.

Pattern: `[\d\-+]*`

Required: Yes

templateParameters

The parameters for the Amazon Q in Connect template.

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

connectSourcePhoneNumberArn

The Amazon Resource Name (ARN) of the Amazon Connect source phone number for the outbound request.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: No

templateArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect template for the outbound request.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

SmsOutboundConfig

Service: Amazon Connect Outbound Campaigns V2

The outbound configuration for SMS.

Contents

connectSourcePhoneNumberArn

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

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: Yes

wisdomTemplateArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect template.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

SmsOutboundMode

Service: Amazon Connect Outbound Campaigns V2

Contains information about the SMS outbound mode.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

agentless

The agentless outbound mode configuration for SMS.

Type: AgentlessConfig 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

Source

Service: Amazon Connect Outbound Campaigns V2

Contains information about the source of a campaign.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

customerProfilesSegmentArn

The Amazon Resource Name (ARN) of the Customer Profiles segment.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: No

eventTrigger

The event trigger of the campaign.

Type: EventTrigger 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

SuccessfulCampaignStateResponse

Service: Amazon Connect Outbound Campaigns V2

The state response when the campaign is successful.

Contents

campaignId

The identifier of the outbound campaign.

Type: String

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

Pattern: `[-:/a-zA-Z0-9]+`

Required: No

state

The state of the outbound campaign.

Type: String

Valid Values: `Initialized | Running | Paused | Stopped | Failed | Completed`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

SuccessfulProfileOutboundRequest

Service: Amazon Connect Outbound Campaigns V2

Success details for a profile outbound request.

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 profile outbound request.

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

SuccessfulRequest

Service: Amazon Connect Outbound Campaigns V2

Success details for a outbound request.

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 outbound request. For telephony outbound requests, it's the identifier of the contact in the Amazon Connect instance.

Type: String

Length Constraints: Minimum length of 1. 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

TelephonyChannelSubtypeConfig

Service: Amazon Connect Outbound Campaigns V2

The configuration for the telephony channel subtype.

Contents

defaultOutboundConfig

The default telephony outbound configuration of an outbound campaign.

Type: TelephonyOutboundConfig object

Required: Yes

outboundMode

The outbound mode for telephony of an outbound campaign.

Type: TelephonyOutboundMode object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

capacity

The allocation of telephony capacity between multiple running outbound campaigns.

Type: Double

Valid Range: Minimum value of 0.01. Maximum value of 1.

Required: No

connectQueueId

The identifier of the Amazon Connect queue associated for telephony outbound requests of an outbound campaign.

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

TelephonyChannelSubtypeParameters

Service: Amazon Connect Outbound Campaigns V2

The overridden telephony parameters for an outbound request of a campaign.

Contents

attributes

Attributes for the outbound request.

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

destinationPhoneNumber

The destination phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 20.

Pattern: `[\d\-+]*`

Required: Yes

answerMachineDetectionConfig

The answering machine detection configuration for the outbound request.

Type: AnswerMachineDetectionConfig object

Required: No

connectSourcePhoneNumber

The Amazon Connect source phone number for the outbound request.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: No

ringTimeout

The ring timeout for this specific outbound call. Overrides the default ring timeout configuration if specified.

Type: Integer

Valid Range: Minimum value of 15. Maximum value of 60.

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

TelephonyOutboundConfig

Service: Amazon Connect Outbound Campaigns V2

The outbound configuration for telephony.

Contents

connectContactFlowId

The identifier of the published Amazon Connect contact flow.

Type: String

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

Required: Yes

answerMachineDetectionConfig

The answering machine detection configuration.

Type: AnswerMachineDetectionConfig object

Required: No

connectSourcePhoneNumber

The Amazon Connect source phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Required: No

ringTimeout

The ring timeout configuration for outbound calls. Specifies how long to wait for the call to be answered before timing out.

Type: Integer

Valid Range: Minimum value of 15. Maximum value of 60.

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

TelephonyOutboundMode

Service: Amazon Connect Outbound Campaigns V2

Contains information about telephony outbound mode.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

agentless

The agentless outbound mode configuration for telephony.

Type: AgentlessConfig object

Required: No

predictive

The predictive outbound mode configuration for telephony.

Type: PredictiveConfig object

Required: No

preview

The preview outbound mode configuration for telephony.

Type: PreviewConfig object

Required: No

progressive

The progressive outbound mode configuration for telephony.

Type: ProgressiveConfig 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

TimeoutConfig

Service: Amazon Connect Outbound Campaigns V2

Contains preview outbound mode timeout configuration.

Contents

durationInSeconds

Duration in seconds for the countdown timer.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 300.

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

TimeRange

Service: Amazon Connect Outbound Campaigns V2

Contains information about a time range.

Contents

endTime

The end time of the time range.

Type: String

Pattern: `T\d{2}:\d{2}`

Required: Yes

startTime

The start time of the time range.

Type: String

Pattern: `T\d{2}:\d{2}`

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

TimeWindow

Service: Amazon Connect Outbound Campaigns V2

Contains information about a time window.

Contents

openHours

The open hours configuration.

Type: OpenHours object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

restrictedPeriods

The restricted periods configuration.

Type: RestrictedPeriods 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

WhatsAppChannelSubtypeConfig

Service: Amazon Connect Outbound Campaigns V2

The configuration for the WhatsApp channel subtype.

Contents

defaultOutboundConfig

The default WhatsApp outbound configuration of an outbound campaign.

Type: WhatsAppOutboundConfig object

Required: Yes

outboundMode

The outbound mode for WhatsApp of an outbound campaign.

Type: WhatsAppOutboundMode object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

capacity

The allocation of WhatsApp capacity between multiple running outbound 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

WhatsAppChannelSubtypeParameters

Service: Amazon Connect Outbound Campaigns V2

The overridden WhatsApp parameters for an outbound request of a campaign.

Contents

destinationPhoneNumber

The destination phone number.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 20.

Pattern: `[\d\-+]*`

Required: Yes

templateParameters

The parameters for the Amazon Q in Connect template.

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

connectSourcePhoneNumberArn

The Amazon Resource Name (ARN) of the Amazon Connect source phone number for the outbound request.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: No

templateArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect template for the outbound request.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

WhatsAppOutboundConfig

Service: Amazon Connect Outbound Campaigns V2

The outbound configuration for WhatsApp.

Contents

connectSourcePhoneNumberArn

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

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\:[^:]+)?`

Required: Yes

wisdomTemplateArn

The Amazon Resource Name (ARN) of the Amazon Q in Connect template.

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[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

WhatsAppOutboundMode

Service: Amazon Connect Outbound Campaigns V2

Contains information about the WhatsApp outbound mode.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

agentless

The agentless outbound mode configuration for WhatsApp.

Type: AgentlessConfig 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 Connect Cases

The following data types are supported by Amazon Connect Cases:

- AuditEvent
- AuditEventField
- AuditEventFieldValueUnion

- AuditEventPerformedBy
- BasicLayout
- BooleanCondition
- BooleanOperands
- CaseEventIncludedData
- CaseFilter
- CaseRuleDetails
- CaseRuleError
- CaseRuleIdentifier
- CaseRuleSummary
- CaseSummary
- CommentContent
- CommentFilter
- CommentUpdateContent
- CompoundCondition
- ConnectCaseContent
- ConnectCaseFilter
- ConnectCaseInputContent
- Contact
- ContactContent
- ContactFilter
- CustomContent
- CustomFieldsFilter
- CustomFilter
- CustomInputContent
- CustomUpdateContent
- DomainSummary
- EmptyFieldValue
- EmptyOperandValue
- EventBridgeConfiguration

- EventIncludedData
- FieldAttributes
- FieldError
- FieldFilter
- FieldGroup
- FieldIdentifier
- FieldItem
- FieldOption
- FieldOptionError
- FieldOptionsCaseRule
- FieldSummary
- FieldValue
- FieldValueUnion
- FileContent
- FileFilter
- GetCaseRuleResponse
- GetFieldResponse
- HiddenCaseRule
- LayoutConfiguration
- LayoutContent
- LayoutSections
- LayoutSummary
- OperandOne
- OperandTwo
- ParentChildFieldOptionsMapping
- RelatedItemContent
- RelatedItemEventIncludedData
- RelatedItemInputContent
- RelatedItemTypeFilter
- RelatedItemUpdateContent

- RequiredCaseRule
- RequiredField
- SearchAllRelatedItemsResponseItem
- SearchAllRelatedItemsSort
- SearchCasesResponseItem
- SearchRelatedItemsResponseItem
- Section
- SlaConfiguration
- SlaContent
- SlaFilter
- SlaInputConfiguration
- SlaInputContent
- Sort
- TagFilter
- TagPropagationConfiguration
- TagValue
- TemplateRule
- TemplateSummary
- TextAttributes
- 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 audit history event.

Valid Values: `Case.Created` | `Case.Updated` | `RelatedItem.Created` | `RelatedItem.Updated` | `RelatedItem.Deleted`

Type: String

Valid Values: `Case.Created | Case.Updated | RelatedItem.Created | RelatedItem.Deleted | RelatedItem.Updated`

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 | Sla | ConnectCase | Custom`

Required: No

See Also

For more information about using this API in 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

eventFieldId

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 4100.

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 entity that 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

BooleanCondition

Service: Amazon Connect Cases

Boolean condition for a rule. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

andAll

Combines multiple conditions with AND operator. All conditions must be true for the compound condition to be true.

Type: CompoundCondition object

Required: No

equalTo

Tests that operandOne is equal to operandTwo.

Type: BooleanOperands object

Required: No

notEqualTo

Tests that operandOne is not equal to operandTwo.

Type: BooleanOperands object

Required: No

orAll

Combines multiple conditions with OR operator. At least one condition must be true for the compound condition to be true.

Type: CompoundCondition 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

BooleanOperands

Service: Amazon Connect Cases

Boolean operands for a condition. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

operandOne

Represents the left hand operand in the condition.

Type: OperandOne object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

operandTwo

Represents the right hand operand in the condition.

Type: OperandTwo object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

result

The value of the outer rule if the condition evaluates to true.

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

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 400 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

tag

A list of tags to filter on.

Type: TagFilter 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

CaseRuleDetails

Service: Amazon Connect Cases

Represents what rule type should take place, under what conditions. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

fieldOptions

Which options are available in a child field based on the selected value in a parent field.

Type: FieldOptionsCaseRule object

Required: No

hidden

Whether a field is visible, based on values in other fields.

Type: HiddenCaseRule object

Required: No

required

Required rule type, used to indicate whether a field is required.

Type: RequiredCaseRule 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

CaseRuleError

Service: Amazon Connect Cases

Error for batch describe case rules API failure. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

errorCode

Error code from getting a case rule.

Type: String

Required: Yes

id

The case rule identifier that caused the error.

Type: String

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

Required: Yes

message

Error message from getting a case rule.

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

CaseRuleIdentifier

Service: Amazon Connect Cases

Object containing case rule identifier information.

Contents

id

Unique identifier of a case rule.

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

CaseRuleSummary

Service: Amazon Connect Cases

Summary information of this case rule. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

caseRuleArn

The Amazon Resource Name (ARN) of the case rule.

Type: String

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

Required: Yes

caseRuleId

Unique identifier of a case rule.

Type: String

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

Required: Yes

name

Name of the case rule.

Type: String

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

Pattern: `.*[\S]`

Required: Yes

ruleType

Possible types for a rule.

Type: String

Valid Values: `Required | Hidden | FieldOptions`

Required: Yes

description

Description of a case rule.

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

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 15000.

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

CommentUpdateContent

Service: Amazon Connect Cases

Represents the updated content of a `Comment` related item.

Contents

body

Updated text in the body of a `Comment` on a case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 15000.

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

CompoundCondition

Service: Amazon Connect Cases

A compound condition that combines multiple boolean conditions using logical operators. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

conditions

The list of conditions to combine using the logical operator.

> **Note**
>
> For API users: A case rule can have a maximum of 5 conditions, spread across a maximum of 2 levels of nesting.

Type: Array of BooleanCondition objects

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

ConnectCaseContent

Service: Amazon Connect Cases

Represents the content of a `ConnectCase` type related item.

Contents

caseId

A unique identifier of the case.

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

ConnectCaseFilter

Service: Amazon Connect Cases

A filter for related items of type `ConnectCase`.

Contents

caseId

A unique identifier of the case.

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

ConnectCaseInputContent

Service: Amazon Connect Cases

Represents the content of a `ConnectCase` related item.

Contents

caseId

A unique identifier of the case.

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

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

CustomContent

Service: Amazon Connect Cases

Represents the content of a `Custom` type related item.

Contents

fields

List of field values for the `Custom` related item.

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

CustomFieldsFilter

Service: Amazon Connect Cases

A filter for fields in `Custom` type related items. 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 CustomFieldsFilter objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

field

A filter for fields. Only one value can be provided.

Type: FieldFilter object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

not

Excludes items matching the filter.

Type: CustomFieldsFilter 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 CustomFieldsFilter 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

CustomFilter

Service: Amazon Connect Cases

A filter for related items of type `Custom`.

Contents

fields

Filter conditions for custom fields.

Type: CustomFieldsFilter 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

CustomInputContent

Service: Amazon Connect Cases

Represents the content of a `Custom` related item.

Contents

fields

List of field values for the `Custom` related item.

Type: Array of FieldValue objects

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

CustomUpdateContent

Service: Amazon Connect Cases

Represents the updated content of a `Custom` related item.

Contents

fields

List of updated field values for the `Custom` related item. All existing and new fields, and their associated values should be included. Fields not included as part of this request will be removed.

Type: Array of FieldValue objects

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

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

EmptyOperandValue

Service: Amazon Connect Cases

Represents an empty operand value. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

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

FieldAttributes

Service: Amazon Connect Cases

Union of field attributes.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

text

Field attributes for Text field type.

Type: TextAttributes 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 220 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

FieldOptionsCaseRule

Service: Amazon Connect Cases

Rules that control which options are available in a child field based on the selected value in a parent field.

Contents

parentChildFieldOptionsMappings

A mapping between a parent field option value and child field option values.

Type: Array of ParentChildFieldOptionsMapping objects

Array Members: Minimum number of 1 item. Maximum number of 200 items.

Required: Yes

childFieldId

The identifier of the child field whose options are controlled.

Type: String

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

Required: No

parentFieldId

The identifier of the parent field that controls options.

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

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

attributes

Union of field attributes.

Type: FieldAttributes 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

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 up to 3000 characters, while all other fields accept up to 4100 characters. If you use multi-byte characters, the effective character limit may be lower.

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 4100.

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

GetCaseRuleResponse

Service: Amazon Connect Cases

Detailed case rule information. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

caseRuleArn

The Amazon Resource Name (ARN) of the case rule.

Type: String

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

Required: Yes

caseRuleId

Unique identifier of a case rule.

Type: String

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

Required: Yes

name

Name of the case rule.

Type: String

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

Pattern: `.*[\S]`

Required: Yes

rule

Represents what rule type should take place, under what conditions.

Type: CaseRuleDetails object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

createdTime

Timestamp when the resource was created.

Type: Timestamp

Required: No

deleted

Indicates whether the resource has been deleted.

Type: Boolean

Required: No

description

Description of a case rule.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 255.

Required: No

lastModifiedTime

Timestamp when 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

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

attributes

Union of field attributes.

Type: FieldAttributes object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

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

HiddenCaseRule

Service: Amazon Connect Cases

A rule that controls field visibility based on conditions. Fields can be shown or hidden dynamically based on values in other fields.

Contents

conditions

A list of conditions that determine field visibility.

Type: Array of BooleanCondition objects

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

Required: Yes

defaultValue

Whether the field is hidden when no conditions match.

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

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

OperandOne

Service: Amazon Connect Cases

Represents the left hand operand in the condition. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

fieldId

The field ID that this operand should take the value of.

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

OperandTwo

Service: Amazon Connect Cases

Represents the right hand operand in the condition. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

booleanValue

Boolean value type.

Type: Boolean

Required: No

doubleValue

Double value type.

Type: Double

Required: No

emptyValue

Empty value type.

Type: EmptyOperandValue object

Required: No

stringValue

String value type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1500.

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

ParentChildFieldOptionsMapping

Service: Amazon Connect Cases

A mapping between a parent field option value and child field option values.

Contents

childFieldOptionValues

A list of allowed values in the child field.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 1500 items.

Length Constraints: Minimum length of 0. Maximum length of 100.

Pattern: `$|^.*[\S]`

Required: Yes

parentFieldOptionValue

The value in the parent field.

Type: String

Length Constraints: Minimum length of 0. 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

connectCase

Represents the Amazon Connect case to be created as a related item.

Type: ConnectCaseContent object

Required: No

contact

Represents the content of a contact to be returned to agents.

Type: ContactContent object

Required: No

custom

Represents the content of a `Custom` type related item.

Type: CustomContent object

Required: No

file

Represents the content of a File to be returned to agents.

Type: FileContent object

Required: No

sla

Represents the content of an SLA to be returned to agents.

Type: SlaContent 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

connectCase

Represents the Amazon Connect case to be created as a related item.

Type: ConnectCaseInputContent object

Required: No

contact

Object representing a contact in Amazon Connect as an API request field.

Type: Contact object

Required: No

custom

Represents the content of a `Custom` type related item.

Type: CustomInputContent object

Required: No

file

A file of related items.

Type: FileContent object

Required: No

sla

Represents the content of an SLA to be created.

Type: SlaInputContent 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

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

connectCase

Represents the Amazon Connect case to be created as a related item.

Type: ConnectCaseFilter object

Required: No

contact

A filter for related items of type `Contact`.

Type: ContactFilter object

Required: No

custom

Represents the content of a `Custom` type related item.

Type: CustomFilter object

Required: No

file

A filter for related items of this type of `File`.

Type: FileFilter object

Required: No

sla

Filter for related items of type SLA.

Type: SlaFilter 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

RelatedItemUpdateContent

Service: Amazon Connect Cases

Represents the content of a related item to be updated. This is a union type that can contain either comment content or custom content.

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 updated content of a `Comment` related item.

Type: CommentUpdateContent object

Required: No

custom

Represents the updated content of a `Custom` related item.

Type: CustomUpdateContent 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

RequiredCaseRule

Service: Amazon Connect Cases

Required rule type, used to indicate whether a field is required. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

conditions

List of conditions for the required rule; the first condition to evaluate to true dictates the value of the rule.

Type: Array of BooleanCondition objects

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

Required: Yes

defaultValue

The value of the rule (that is, whether the field is required) should none of the conditions evaluate to true.

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

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

SearchAllRelatedItemsResponseItem

Service: Amazon Connect Cases

A list of items that represent RelatedItems. This data type is similar to SearchRelatedItemsResponseItem except Search**All**RelatedItemsResponseItem has a caseId field.

Contents

associationTime

Time at which a related item was associated with a case.

Type: Timestamp

Required: Yes

caseId

A unique identifier of the case.

Type: String

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

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 | Sla | ConnectCase | Custom`

Required: Yes

performedBy

Represents the entity that 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

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

SearchAllRelatedItemsSort

Service: Amazon Connect Cases

The order in which all returned related items should be sorted.

Contents

sortOrder

Whether related items should be sorted by association time or case ID.

Type: String

Valid Values: `Asc | Desc`

Required: Yes

sortProperty

Whether related items should be sorted in ascending or descending order.

Type: String

Valid Values: `AssociationTime | CaseId`

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 25 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 | Sla | ConnectCase | Custom`

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

SlaConfiguration

Service: Amazon Connect Cases

Represents an SLA configuration.

Contents

name

Name of an SLA.

Type: String

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

Pattern: `.*[\S]`

Required: Yes

status

Status of an SLA.

Type: String

Valid Values: `Active | Overdue | Met | NotMet`

Required: Yes

targetTime

Target time by which an SLA should be completed.

Type: Timestamp

Required: Yes

type

Type of SLA.

Type: String

Valid Values: `CaseField`

Required: Yes

completionTime

Time at which an SLA was completed.

Type: Timestamp

Required: No

fieldId

Unique identifier of a field.

Type: String

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

Required: No

targetFieldValues

Represents a list of target field values for the fieldId specified in SlaConfiguration.

Type: Array of FieldValueUnion objects

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

SlaContent

Service: Amazon Connect Cases

Represents the content of an SLA to be returned to agents.

Contents

slaConfiguration

Represents an SLA configuration.

Type: SlaConfiguration 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

SlaFilter

Service: Amazon Connect Cases

A filter for related items of type SLA.

Contents

name

Name of an SLA.

Type: String

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

Pattern: `.*[\S]`

Required: No

status

Status of an SLA.

Type: String

Valid Values: `Active | Overdue | Met | NotMet`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

SlaInputConfiguration

Service: Amazon Connect Cases

Represents the input configuration of an SLA being created.

Contents

name

Name of an SLA.

Type: String

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

Pattern: `.*[\S]`

Required: Yes

targetSlaMinutes

Target duration in minutes within which an SLA should be completed.

Type: Long

Valid Range: Minimum value of 1. Maximum value of 129600.

Required: Yes

type

Type of SLA.

Type: String

Valid Values: `CaseField`

Required: Yes

fieldId

Unique identifier of a field.

Type: String

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

Required: No

targetFieldValues

Represents a list of target field values for the fieldId specified in SlaInputConfiguration. The SLA is considered met if any one of these target field values matches the actual field value.

Type: Array of FieldValueUnion objects

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

SlaInputContent

Service: Amazon Connect Cases

Represents the content of an SLA.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

slaInputConfiguration

Represents an input SLA configuration.

Type: SlaInputConfiguration 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

TagFilter

Service: Amazon Connect Cases

A filter for tags. 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.

equalTo

Object containing tag key and value information.

Type: TagValue 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

TagPropagationConfiguration

Service: Amazon Connect Cases

Defines tag propagation configuration for resources created within a domain. Tags specified here will be automatically applied to resources being created for the specified resource type.

Contents

resourceType

Supported resource types for tag propagation. Determines which resources will receive automatically propagated tags.

Type: String

Valid Values: `Cases`

Required: Yes

tagMap

The tags that will be applied to the created resource.

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 128.

Key Pattern: `(?![aA][wW][sS]:)[a-zA-Z0-9 _.:/=+\-@]+`

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Value 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

TagValue

Service: Amazon Connect Cases

Object for case tag filter values.

Contents

key

The tag key in the tag filter value.

Type: String

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

Pattern: `[a-zA-Z0-9 _.:/=+\-@]+`

Required: No

value

The tag value in the tag filter value.

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

TemplateRule

Service: Amazon Connect Cases

An association representing a case rule acting upon a field. In the Amazon Connect admin website, case rules are known as *case field conditions*. For more information about case field conditions, see Add case field conditions to a case template.

Contents

caseRuleId

Unique identifier of a case rule.

Type: String

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

Required: Yes

fieldId

Unique identifier of a field.

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

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

tagPropagationConfigurations

Defines tag propagation configuration for resources created within a domain. Tags specified here will be automatically applied to resources being created for the specified resource type.

Type: Array of TagPropagationConfiguration 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

TextAttributes

Service: Amazon Connect Cases

Field attributes for Text field type.

Contents

isMultiline

Attribute that defines rendering component and validation.

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

UserUnion

Service: Amazon Connect Cases

Represents the entity that 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.

customEntity

Any provided entity.

Type: String

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

Pattern: `[a-zA-Z0-9_\-\.@:/ ]*[a-zA-Z0-9_\-\.@:/]`

Required: No

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
- Attendee
- AudioFeatures
- ConnectionCredentials
- Item
- MeetingFeaturesConfiguration
- MessageMetadata
- MessageProcessingMetadata
- Receipt
- StartPosition
- UploadMetadata
- View
- ViewContent
- WebRTCConnection
- WebRTCMediaPlacement
- WebRTCMeeting
- 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

Attendee

Service: Amazon Connect Participant 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

AudioFeatures

Service: Amazon Connect Participant 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

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

MeetingFeaturesConfiguration

Service: Amazon Connect Participant 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

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

MessageProcessingStatus

The status of Message Processing for the message.

Type: String

Valid Values: `PROCESSING | FAILED | REJECTED`

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

MessageProcessingMetadata

Service: Amazon Connect Participant Service

Contains metadata for chat messages.

Contents

MessageProcessingStatus

The status of Message Processing for the message.

Type: String

Valid Values: `PROCESSING | FAILED | 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

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

WebRTCConnection

Service: Amazon Connect Participant Service

Creates the participant's WebRTC connection data required for the client application (mobile or web) to connect to 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: WebRTCMeeting 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

WebRTCMediaPlacement

Service: Amazon Connect Participant 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

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WebRTCMeeting

Service: Amazon Connect Participant Service

A meeting created using the Amazon Chime SDK.

Contents

MediaPlacement

The media placement for the meeting.

Type: WebRTCMediaPlacement object

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

Pattern: `[a-fA-F0-9]{8}(?:-[a-fA-F0-9]{4}){3}-[a-fA-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

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
- AddressDimension
- AppflowIntegration
- AppflowIntegrationWorkflowAttributes
- AppflowIntegrationWorkflowMetrics
- AppflowIntegrationWorkflowStep
- AttributeDetails
- AttributeDimension
- AttributeItem
- AttributeTypesSelector
- AttributeValueItem
- AutoMerging
- Batch
- BatchGetCalculatedAttributeForProfileError
- BatchGetProfileError
- CalculatedAttributeDimension
- CalculatedAttributeValue
- CatalogItem
- ConditionOverrides
- Conditions
- ConflictResolution
- ConnectorOperator
- Consolidation
- ContactPreference
- DataStoreRequest
- DataStoreResponse
- DateDimension
- DestinationSummary
- DetectedProfileObjectType

- Dimension
- DomainObjectTypeField
- DomainObjectTypesListItem
- DomainStats
- EngagementPreferences
- EventParameters
- EventsConfig
- EventStreamDestinationDetails
- EventStreamSummary
- EventTriggerCondition
- EventTriggerDimension
- EventTriggerLimits
- EventTriggerSummaryItem
- ExportingConfig
- ExportingLocation
- ExtraLengthValueProfileDimension
- FieldSourceProfileIds
- Filter
- FilterAttributeDimension
- FilterDimension
- FilterGroup
- FlowDefinition
- FoundByKeyValue
- GetObjectTypeAttributeStatisticsPercentiles
- GetObjectTypeAttributeStatisticsStats
- Group
- IdentityResolutionJob
- IncrementalPullConfig
- IntegrationConfig
- JobSchedule

- JobStats
- LayoutItem
- ListCalculatedAttributeDefinitionItem
- ListCalculatedAttributeForProfileItem
- ListDomainItem
- ListIntegrationItem
- ListObjectTypeAttributeItem
- ListObjectTypeAttributeValuesItem
- ListProfileObjectsItem
- ListProfileObjectTypeItem
- ListProfileObjectTypeTemplateItem
- ListWorkflowsItem
- MarketoSourceProperties
- MatchingRequest
- MatchingResponse
- MatchingRule
- MatchItem
- ObjectAttribute
- ObjectFilter
- ObjectTypeField
- ObjectTypeKey
- Period
- Profile
- ProfileAttributes
- ProfileDimension
- ProfileHistoryRecord
- ProfileQueryFailures
- ProfileQueryResult
- ProfileTypeDimension
- Range

- RangeOverride
- Readiness
- Recommendation
- RecommenderConfig
- RecommenderRecipe
- RecommenderSummary
- RecommenderUpdate
- ResultsSummary
- RuleBasedMatchingRequest
- RuleBasedMatchingResponse
- S3ExportingConfig
- S3ExportingLocation
- S3SourceProperties
- SalesforceSourceProperties
- ScheduledTriggerProperties
- SegmentDefinitionItem
- SegmentGroup
- SegmentGroupStructure
- ServiceNowSourceProperties
- SourceConnectorProperties
- SourceFlowConfig
- SourceSegment
- Task
- Threshold
- TrainingMetrics
- TriggerConfig
- TriggerProperties
- UpdateAddress
- UploadJobItem
- ValueRange

- 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

AddressDimension

Service: Amazon Connect Customer Profiles

Object that segments on Customer Profile's address object.

Contents

City

The city belonging to the address.

Type: ProfileDimension object

Required: No

Country

The country belonging to the address.

Type: ProfileDimension object

Required: No

County

The county belonging to the address.

Type: ProfileDimension object

Required: No

PostalCode

The postal code belonging to the address.

Type: ProfileDimension object

Required: No

Province

The province belonging to the address.

Type: ProfileDimension object

Required: No

State

The state belonging to the address.

Type: ProfileDimension 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

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 50 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

AttributeDimension

Service: Amazon Connect Customer Profiles

Object that segments on various Customer Profile's fields.

Contents

DimensionType

The action to segment with.

Type: String

Valid Values: `INCLUSIVE | EXCLUSIVE | CONTAINS | BEGINS_WITH | ENDS_WITH | BEFORE | AFTER | BETWEEN | NOT_BETWEEN | ON | GREATER_THAN | LESS_THAN | GREATER_THAN_OR_EQUAL | LESS_THAN_OR_EQUAL | EQUAL`

Required: Yes

Values

The values to apply the DimensionType on.

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 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

AttributeValueItem

Service: Amazon Connect Customer Profiles

List containing the values for the given attribute.

Contents

Value

An individual value belonging to the given 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

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

BatchGetCalculatedAttributeForProfileError

Service: Amazon Connect Customer Profiles

Error object describing why a specific profile and calculated attribute failed.

Contents

Code

Status code for why a specific profile and calculated attribute failed.

Type: String

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

Required: Yes

Message

Message describing why a specific profile and calculated attribute failed.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

ProfileId

The profile id that failed.

Type: String

Pattern: `[a-f0-9]{32}`

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

BatchGetProfileError

Service: Amazon Connect Customer Profiles

Error object describing why a specific profile failed.

Contents

Code

Status code for why a specific profile failed.

Type: String

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

Required: Yes

Message

Message describing why a specific profile failed.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

ProfileId

The profile id that failed.

Type: String

Pattern: `[a-f0-9]{32}`

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

CalculatedAttributeDimension

Service: Amazon Connect Customer Profiles

Object that segments on Customer Profile's Calculated Attributes.

Contents

DimensionType

The action to segment with.

Type: String

Valid Values: `INCLUSIVE | EXCLUSIVE | CONTAINS | BEGINS_WITH | ENDS_WITH | BEFORE | AFTER | BETWEEN | NOT_BETWEEN | ON | GREATER_THAN | LESS_THAN | GREATER_THAN_OR_EQUAL | LESS_THAN_OR_EQUAL | EQUAL`

Required: Yes

Values

The values to apply the DimensionType with.

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 255.

Required: Yes

ConditionOverrides

Applies the given condition over the initial Calculated Attribute's definition.

Type: ConditionOverrides 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

CalculatedAttributeValue

Service: Amazon Connect Customer Profiles

The object containing the values of a single calculated attribute value.

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 the data is partial, it is set to true.

Type: String

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

Required: No

LastObjectTimestamp

The timestamp of the newest object included in the calculated attribute calculation.

Type: Timestamp

Required: No

ProfileId

The profile id belonging to this calculated attribute value.

Type: String

Pattern: `[a-f0-9]{32}`

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

CatalogItem

Service: Amazon Connect Customer Profiles

Represents an item in the catalog with its complete set of attributes and metadata.

Contents

AdditionalInformation

Supplementary information about the catalog item beyond the basic description.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

Attributes

Additional attributes or properties associated with the catalog item stored as key-value pairs.

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

Category

The category to which the catalog item belongs.

Type: String

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

Required: No

Code

The product code or SKU of the catalog item.

Type: String

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

Required: No

CreatedAt

The timestamp when the catalog item was created.

Type: Timestamp

Required: No

Description

A detailed description of the catalog item.

Type: String

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

Required: No

Id

The unique identifier for the catalog item.

Type: String

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

Required: No

ImageLink

The URL link to the item's image.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

Link

The URL link to the item's detailed page or external resource.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

Name

The display name of the catalog item.

Type: String

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

Required: No

Price

The price of the catalog item.

Type: String

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

Required: No

Type

The type classification of the catalog item.

Type: String

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

Required: No

UpdatedAt

The timestamp when the catalog item was last updated.

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

ConditionOverrides

Service: Amazon Connect Customer Profiles

An object to override the original condition block of a calculated attribute.

Contents

Range

The relative time period over which data is included in the aggregation for this override.

Type: RangeOverride 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

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.

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 aquired 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

ContactPreference

Service: Amazon Connect Customer Profiles

Object that defines users contact preference.

Contents

ContactType

The contact type used for engagement. For example: HomePhoneNumber, PersonalEmailAddress.

Type: String

Valid Values: `PhoneNumber | MobilePhoneNumber | HomePhoneNumber | BusinessPhoneNumber | EmailAddress | PersonalEmailAddress | BusinessEmailAddress`

Required: No

KeyName

A searchable, unique identifier of a customer profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

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

Required: No

KeyValue

The key value used to look up profile based off the keyName.

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

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

DataStoreRequest

Service: Amazon Connect Customer Profiles

The data store request.

Contents

Enabled

Enabled: Set to true to enabled data store for this domain.

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

DataStoreResponse

Service: Amazon Connect Customer Profiles

The data store response.

Contents

Enabled

True if data store is enabled for this domain

Type: Boolean

Required: No

Readiness

Information indicating if the Calculated Attribute is ready for use by confirming all historical data has been processed and reflected.

Type: Readiness 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

DateDimension

Service: Amazon Connect Customer Profiles

Object that segments on various Customer Profile's date fields.

Contents

DimensionType

The action to segment with.

Type: String

Valid Values: `BEFORE | AFTER | BETWEEN | NOT_BETWEEN | ON`

Required: Yes

Values

The values to apply the DimensionType on.

Type: Array of strings

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

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 `UNHEALHY`.

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

Dimension

Service: Amazon Connect Customer Profiles

Object that holds what profile and calculated attributes to segment on.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

CalculatedAttributes

Object that holds the calculated attributes to segment on.

Type: String to CalculatedAttributeDimension object map

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

Key Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

ProfileAttributes

Object that holds the profile attributes to segment on.

Type: ProfileAttributes 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

DomainObjectTypeField

Service: Amazon Connect Customer Profiles

The standard domain object type.

Contents

Source

The expression that defines how to extract the field value from the source object.>

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

Target

The expression that defines where the field value should be placed in the standard domain object.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

ContentType

The content type of the field.

Type: String

Valid Values: `STRING | NUMBER`

Required: No

FeatureType

The semantic meaning of the field.

Type: String

Valid Values: `TEXTUAL | CATEGORICAL`

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

DomainObjectTypesListItem

Service: Amazon Connect Customer Profiles

Represents an item in the list of domain object types, containing basic information about a specific object type within a domain.

Contents

ObjectTypeName

The name that identifies the object type within the domain.

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 object type was created.

Type: Timestamp

Required: No

Description

A description explaining the purpose and characteristics of this object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10000.

Required: No

LastUpdatedAt

The timestamp of when the domain object type 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

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

EngagementPreferences

Service: Amazon Connect Customer Profiles

Object that defines users preferred methods of engagement.

Contents

Email

A list of email-related contact preferences

Type: Array of ContactPreference objects

Required: No

Phone

A list of phone-related contact preferences

Type: Array of ContactPreference 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

EventParameters

Service: Amazon Connect Customer Profiles

Configuration parameters for events in the personalization system.

Contents

EventType

The type of event being tracked (e.g., 'click', 'purchase', 'view').

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

Required: Yes

EventValueThreshold

The minimum value threshold that an event must meet to be considered valid.

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

EventsConfig

Service: Amazon Connect Customer Profiles

Configuration settings that define how events are processed and tracked.

Contents

EventParametersList

A list of event parameters configurations that specify how different event types should be handled.

Type: Array of EventParameters objects

Array Members: Minimum number of 1 item. 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

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 `UNHEALHY`.

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

EventTriggerCondition

Service: Amazon Connect Customer Profiles

Specifies the circumstances under which the event should trigger the destination.

Contents

EventTriggerDimensions

A list of dimensions to be evaluated for the event.

Type: Array of EventTriggerDimension objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: Yes

LogicalOperator

The operator used to combine multiple dimensions.

Type: String

Valid Values: `ANY | ALL | NONE`

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

EventTriggerDimension

Service: Amazon Connect Customer Profiles

A specific event dimension to be assessed.

Contents

ObjectAttributes

A list of object attributes to be evaluated.

Type: Array of ObjectAttribute objects

Array Members: Minimum number of 1 item. Maximum number of 10 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

EventTriggerLimits

Service: Amazon Connect Customer Profiles

Defines limits controlling whether an event triggers the destination, based on ingestion latency and the number of invocations per profile over specific time periods.

Contents

EventExpiration

In milliseconds. Specifies that an event will only trigger the destination if it is processed within a certain latency period.

Type: Long

Required: No

Periods

A list of time periods during which the limits apply.

Type: Array of Period objects

Array Members: Minimum number of 1 item. 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

EventTriggerSummaryItem

Service: Amazon Connect Customer Profiles

The summary of the event trigger.

Contents

CreatedAt

The timestamp of when the event trigger was created.

Type: Timestamp

Required: No

Description

The description of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

EventTriggerName

The unique name of the event trigger.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

LastUpdatedAt

The timestamp of when the event trigger was most recently updated.

Type: Timestamp

Required: No

ObjectTypeName

The unique name of the 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

Tags

An array of key-value pairs to apply to 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

ExtraLengthValueProfileDimension

Service: Amazon Connect Customer Profiles

Object that segments on various Customer profile's fields that are larger than normal.

Contents

DimensionType

The action to segment with.

Type: String

Valid Values: `INCLUSIVE | EXCLUSIVE | CONTAINS | BEGINS_WITH | ENDS_WITH`

Required: Yes

Values

The values to apply the DimensionType on.

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 1000.

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

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

EngagementPreferences

A unique identifier for the engagement preferences 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

ProfileType

A unique identifier for the profile type 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

Filter

Service: Amazon Connect Customer Profiles

Defines how to filter the objects coming in for calculated attributes.

Contents

Groups

Holds the list of Filter groups within the Filter definition.

Type: Array of FilterGroup objects

Array Members: Minimum number of 1 item. Maximum number of 2 items.

Required: Yes

Include

Define whether to include or exclude objects for Calculated Attributed calculation that fit the filter groups criteria.

Type: String

Valid Values: `ALL | ANY | NONE`

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

FilterAttributeDimension

Service: Amazon Connect Customer Profiles

Object that defines how to filter the incoming objects for the calculated attribute.

Contents

DimensionType

The action to filter with.

Type: String

Valid Values: `INCLUSIVE | EXCLUSIVE | CONTAINS | BEGINS_WITH | ENDS_WITH | BEFORE | AFTER | BETWEEN | NOT_BETWEEN | ON | GREATER_THAN | LESS_THAN | GREATER_THAN_OR_EQUAL | LESS_THAN_OR_EQUAL | EQUAL`

Required: Yes

Values

The values to apply the DimensionType on.

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 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

FilterDimension

Service: Amazon Connect Customer Profiles

Contains the map of attribute names to attribute dimensions.

Contents

Attributes

Is the attribute within the FilterDimension map

Type: String to FilterAttributeDimension object map

Key Length Constraints: Minimum length of 1. Maximum length of 64.

Key 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

FilterGroup

Service: Amazon Connect Customer Profiles

Object that holds the dimensions to filter on.

Contents

Dimensions

Object that holds the attributes to filter on.

Type: Array of FilterDimension objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: Yes

Type

The type of logical relationship between the dimensions of the Filter group.

Type: String

Valid Values: `ALL | ANY | NONE`

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

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

GetObjectTypeAttributeStatisticsPercentiles

Service: Amazon Connect Customer Profiles

Contains percentile statistics for object type attributes.

Contents

P25

The 25th percentile value of the attribute.

Type: Double

Required: Yes

P5

The 5th percentile value of the attribute.

Type: Double

Required: Yes

P50

The 50th percentile (median) value of the attribute.

Type: Double

Required: Yes

P75

The 75th percentile value of the attribute.

Type: Double

Required: Yes

P95

The 95th percentile value of the attribute.

Type: Double

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

GetObjectTypeAttributeStatisticsStats

Service: Amazon Connect Customer Profiles

Statistical measurements for object type attributes including basic statistics and percentiles.

Contents

Average

The arithmetic mean of the attribute values.

Type: Double

Required: Yes

Maximum

The maximum value found in the attribute dataset.

Type: Double

Required: Yes

Minimum

The minimum value found in the attribute dataset.

Type: Double

Required: Yes

Percentiles

Percentile distribution statistics for the attribute values.

Type: GetObjectTypeAttributeStatisticsPercentiles object

Required: Yes

StandardDeviation

The standard deviation of the attribute values, measuring their spread around the mean.

Type: Double

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

Group

Service: Amazon Connect Customer Profiles

Contains dimensions that determine what to segment on.

Contents

Dimensions

Defines the attributes to segment on.

Type: Array of Dimension objects

Required: No

SourceSegments

Defines the starting source of data.

Type: Array of SourceSegment objects

Required: No

SourceType

Defines how to interact with the source data.

Type: String

Valid Values: `ALL | ANY | NONE`

Required: No

Type

Defines how to interact with the profiles found in the current filtering.

Type: String

Valid Values: `ALL | ANY | NONE`

Required: No

See Also

For more information about using this API in 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

LayoutItem

Service: Amazon Connect Customer Profiles

The layout object that contains LayoutDefinitionName, Description, DisplayName, IsDefault, LayoutType, Tags, CreatedAt, LastUpdatedAt

Contents

CreatedAt

The timestamp of when the layout was created.

Type: Timestamp

Required: Yes

Description

The description of the layout

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

DisplayName

The display name of the layout

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `^[a-zA-Z_][a-zA-Z_0-9-\s]*$`

Required: Yes

LastUpdatedAt

The timestamp of when the layout was most recently updated.

Type: Timestamp

Required: Yes

LayoutDefinitionName

The unique name of the layout.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

LayoutType

The type of layout that can be used to view data under customer profiles domain.

Type: String

Valid Values: `PROFILE_EXPLORER`

Required: Yes

IsDefault

If set to true for a layout, this layout will be used by default to view data. If set to false, then layout will not be used by default but it can be used to view data by explicit selection on UI.

Type: Boolean

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

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

Status

Status of the Calculated Attribute creation (whether all historical data has been indexed.)

Type: String

Valid Values: `PREPARING | IN_PROGRESS | COMPLETED | FAILED`

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

UseHistoricalData

Whether historical data ingested before the Calculated Attribute was created should be included in calculations.

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

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

LastObjectTimestamp

The timestamp of the newest object included in the calculated attribute calculation.

Type: Timestamp

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 integration 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

EventTriggerNames

A list of unique names for active event triggers associated with the integration.

Type: Array of strings

Array Members: Fixed number of 1 item.

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

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

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

RoleArn

The Amazon Resource Name (ARN) of the IAM role. The Integration uses this role to make Customer Profiles requests on your behalf.

Type: String

Length Constraints: Maximum length of 512.

Pattern: `arn:aws:iam:.*:[0-9]+:.*`

Required: No

Scope

The scope or boundary of the integration item's applicability.

Type: String

Valid Values: `PROFILE | DOMAIN`

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

ListObjectTypeAttributeItem

Service: Amazon Connect Customer Profiles

Item that contains the attribute and when it was last updated.

Contents

AttributeName

Name of the attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: Yes

LastUpdatedAt

When the attribute was last updated.

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

ListObjectTypeAttributeValuesItem

Service: Amazon Connect Customer Profiles

Represents an item in the list of object type attribute values with its associated metadata.

Contents

LastUpdatedAt

The timestamp of when the object type attribute value was most recently updated.

Type: Timestamp

Required: Yes

Value

The actual value of the object type attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

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

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

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

CreatedAt

The timestamp of when the domain was created.

Type: Timestamp

Required: No

LastUpdatedAt

The timestamp of when the profile object type 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 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

ObjectAttribute

Service: Amazon Connect Customer Profiles

The criteria that a specific object attribute must meet to trigger the destination.

Contents

ComparisonOperator

The operator used to compare an attribute against a list of values.

Type: String

Valid Values: `INCLUSIVE | EXCLUSIVE | CONTAINS | BEGINS_WITH | ENDS_WITH | GREATER_THAN | LESS_THAN | GREATER_THAN_OR_EQUAL | LESS_THAN_OR_EQUAL | EQUAL | BEFORE | AFTER | ON | BETWEEN | NOT_BETWEEN`

Required: Yes

Values

A list of attribute values used for comparison.

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 255.

Required: Yes

FieldName

A field defined within an object type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_.-]+$`

Required: No

Source

An attribute contained within a source object.

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

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 a 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 | ORDER | COMMUNICATION_RECORD | AIR_PREFERENCE | HOTEL_PREFERENCE | AIR_BOOKING | AIR_SEGMENT | HOTEL_RESERVATION | HOTEL_STAY_REVENUE | LOYALTY | LOYALTY_TRANSACTION | LOYALTY_PROMOTION | UNIQUE | SECONDARY | LOOKUP_ONLY | NEW_ONLY`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

Period

Service: Amazon Connect Customer Profiles

Defines a limit and the time period during which it is enforced.

Contents

Unit

The unit of time.

Type: String

Valid Values: `HOURS | DAYS | WEEKS | MONTHS`

Required: Yes

Value

The amount of time of the specified unit.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 24.

Required: Yes

MaxInvocationsPerProfile

The maximum allowed number of destination invocations per profile.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1000.

Required: No

Unlimited

If set to true, there is no limit on the number of destination invocations per profile. The default is false.

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

Profile

Service: Amazon Connect Customer Profiles

The standard profile of a customer.

Contents

AccountNumber

An account number that you have assigned 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

EngagementPreferences

The customer or account's engagement preferences.

Type: EngagementPreferences object

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

ProfileType

The type of the profile.

Type: String

Valid Values: `ACCOUNT_PROFILE | PROFILE`

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

ProfileAttributes

Service: Amazon Connect Customer Profiles

The object used to segment on attributes within the customer profile.

Contents

AccountNumber

A field to describe values to segment on within account number.

Type: ProfileDimension object

Required: No

AdditionalInformation

A field to describe values to segment on within additional information.

Type: ExtraLengthValueProfileDimension object

Required: No

Address

A field to describe values to segment on within address.

Type: AddressDimension object

Required: No

Attributes

A field to describe values to segment on within attributes.

Type: String to AttributeDimension object map

Key Length Constraints: Minimum length of 1. Maximum length of 255.

Key Pattern: `^[a-zA-Z_][a-zA-Z_0-9-]*$`

Required: No

BillingAddress

A field to describe values to segment on within billing address.

Type: AddressDimension object

Required: No

BirthDate

A field to describe values to segment on within birthDate.

Type: DateDimension object

Required: No

BusinessEmailAddress

A field to describe values to segment on within business email address.

Type: ProfileDimension object

Required: No

BusinessName

A field to describe values to segment on within business name.

Type: ProfileDimension object

Required: No

BusinessPhoneNumber

A field to describe values to segment on within business phone number.

Type: ProfileDimension object

Required: No

EmailAddress

A field to describe values to segment on within email address.

Type: ProfileDimension object

Required: No

FirstName

A field to describe values to segment on within first name.

Type: ProfileDimension object

Required: No

GenderString

A field to describe values to segment on within genderString.

Type: ProfileDimension object

Required: No

HomePhoneNumber

A field to describe values to segment on within home phone number.

Type: ProfileDimension object

Required: No

LastName

A field to describe values to segment on within last name.

Type: ProfileDimension object

Required: No

MailingAddress

A field to describe values to segment on within mailing address.

Type: AddressDimension object

Required: No

MiddleName

A field to describe values to segment on within middle name.

Type: ProfileDimension object

Required: No

MobilePhoneNumber

A field to describe values to segment on within mobile phone number.

Type: ProfileDimension object

Required: No

PartyTypeString

A field to describe values to segment on within partyTypeString.

Type: ProfileDimension object

Required: No

PersonalEmailAddress

A field to describe values to segment on within personal email address.

Type: ProfileDimension object

Required: No

PhoneNumber

A field to describe values to segment on within phone number.

Type: ProfileDimension object

Required: No

ProfileType

A field to describe values to segment on within profile type.

Type: ProfileTypeDimension object

Required: No

ShippingAddress

A field to describe values to segment on within shipping address.

Type: AddressDimension 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

ProfileDimension

Service: Amazon Connect Customer Profiles

Object to hold the dimensions of a profile's fields to segment on.

Contents

DimensionType

The action to segment on.

Type: String

Valid Values: `INCLUSIVE | EXCLUSIVE | CONTAINS | BEGINS_WITH | ENDS_WITH`

Required: Yes

Values

The values to apply the DimensionType on.

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 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

ProfileHistoryRecord

Service: Amazon Connect Customer Profiles

Contains profile history record metadata.

Contents

ActionType

The action type of the profile history record.

Type: String

Valid Values: `ADDED_PROFILE_KEY | DELETED_PROFILE_KEY | CREATED | UPDATED | INGESTED | DELETED_BY_CUSTOMER | EXPIRED | MERGED | DELETED_BY_MERGE`

Required: Yes

CreatedAt

The timestamp of when the profile history record was created.

Type: Timestamp

Required: Yes

Id

The unique identifier of the profile history record.

Type: String

Pattern: `[a-f0-9]{32}`

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

LastUpdatedAt

The timestamp of when the profile history record was last updated.

Type: Timestamp

Required: No

PerformedBy

The Amazon Resource Name (ARN) of the person or service principal who performed the action.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

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: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

ProfileQueryFailures

Service: Amazon Connect Customer Profiles

Object that holds failures for membership.

Contents

Message

A message describing the failure.

Type: String

Required: Yes

ProfileId

The profile id the failure belongs to.

Type: String

Required: Yes

Status

The status describing the failure.

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

ProfileQueryResult

Service: Amazon Connect Customer Profiles

Object that holds the results for membership.

Contents

ProfileId

The profile id the result belongs to.

Type: String

Required: Yes

QueryResult

Describes whether the profile was absent or present in the segment.

Type: String

Valid Values: `PRESENT | ABSENT`

Required: Yes

Profile

The standard profile of a customer.

Type: Profile 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

ProfileTypeDimension

Service: Amazon Connect Customer Profiles

Object to hold the dimension of a profile type field to segment on.

Contents

DimensionType

The action to segment on.

Type: String

Valid Values: `INCLUSIVE | EXCLUSIVE`

Required: Yes

Values

The values to apply the DimensionType on.

Type: Array of strings

Array Members: Fixed number of 1 item.

Valid Values: `ACCOUNT_PROFILE | PROFILE`

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

Range

Service: Amazon Connect Customer Profiles

The relative time period over which data is included in the aggregation.

Contents

TimestampFormat

The format the timestamp field in your JSON object is specified. This value should be one of EPOCHMILLI (for Unix epoch timestamps with second/millisecond level precision) or ISO_8601 (following ISO_8601 format with second/millisecond level precision, with an optional offset of Z or in the format HH:MM or HHMM.). E.g. if your object type is MyType and source JSON is {"generatedAt": {"timestamp": "2001-07-04T12:08:56.235-0700"}}, then TimestampFormat should be "ISO_8601".

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

TimestampSource

An expression specifying the field in your JSON object from which the date should be parsed. The expression should follow the structure of \"{ObjectTypeName.<Location of timestamp field in JSON pointer format>}\". E.g. if your object type is MyType and source JSON is {"generatedAt": {"timestamp": "1737587945945"}}, then TimestampSource should be "{MyType.generatedAt.timestamp}".

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

Unit

The unit of time.

Type: String

Valid Values: DAYS

Required: No

Value

The amount of time of the specified unit.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 2147483647.

Required: No

ValueRange

A structure letting customers specify a relative time window over which over which data is included in the Calculated Attribute. Use positive numbers to indicate that the endpoint is in the past, and negative numbers to indicate it is in the future. ValueRange overrides Value.

Type: ValueRange 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

RangeOverride

Service: Amazon Connect Customer Profiles

Overrides the original range on a calculated attribute definition.

Contents

Start

The start time of when to include objects.

Type: Integer

Required: Yes

Unit

The unit for start and end.

Type: String

Valid Values: DAYS

Required: Yes

End

The end time of when to include objects.

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

Readiness

Service: Amazon Connect Customer Profiles

Information indicating if the Calculated Attribute is ready for use by confirming all historical data has been processed and reflected.

Contents

Message

Any customer messaging.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

ProgressPercentage

Approximately how far the Calculated Attribute creation is from completion.

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

Recommendation

Service: Amazon Connect Customer Profiles

Represents a single recommendation generated by the recommender system.

Contents

CatalogItem

The catalog item being recommended, including its complete details and attributes.

Type: CatalogItem object

Required: No

Score

Recommendation Score between 0 and 1.

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

RecommenderConfig

Service: Amazon Connect Customer Profiles

Configuration settings that define the behavior and parameters of a recommender.

Contents

EventsConfig

Configuration settings for how the recommender processes and uses events.

Type: EventsConfig object

Required: Yes

TrainingFrequency

How often the recommender should retrain its model with new data.

Type: Integer

Valid Range: Fixed value of 7.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

RecommenderRecipe

Service: Amazon Connect Customer Profiles

Defines the algorithm and approach used to generate recommendations.

Contents

description

A description of the recommender recipe's purpose and functionality.

Type: String

Required: No

name

The name of the recommender recipe.

Type: String

Valid Values: `recommended-for-you | similar-items | frequently-paired-items | popular-items | trending-now`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

RecommenderSummary

Service: Amazon Connect Customer Profiles

Provides a summary of a recommender's configuration and current state.

Contents

CreatedAt

The timestamp when the recommender was created.

Type: Timestamp

Required: No

Description

A description of the recommender's purpose and characteristics.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

FailureReason

If the recommender is in a failed state, provides the reason for the failure.

Type: String

Required: No

LastUpdatedAt

The timestamp of when the recommender was edited.

Type: Timestamp

Required: No

LatestRecommenderUpdate

Information about the most recent update performed on the recommender, including its status and timing.

Type: RecommenderUpdate object

Required: No

RecipeName

The name of the recipe used by this recommender.

Type: String

Valid Values: `recommended-for-you | similar-items | frequently-paired-items | popular-items | trending-now`

Required: No

RecommenderConfig

The configuration settings applied to this recommender.

Type: RecommenderConfig object

Required: No

RecommenderName

The name of the recommender.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

Status

The current operational status of the recommender.

Type: String

Valid Values: `PENDING | IN_PROGRESS | ACTIVE | FAILED | STOPPING | INACTIVE | STARTING | DELETING`

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

RecommenderUpdate

Service: Amazon Connect Customer Profiles

Contains information about an update operation performed on a recommender.

Contents

CreatedAt

The timestamp when this recommender update was initiated.

Type: Timestamp

Required: No

FailureReason

If the update operation failed, provides the reason for the failure.

Type: String

Required: No

LastUpdatedAt

The timestamp of when the recommender was edited.

Type: Timestamp

Required: No

RecommenderConfig

The updated configuration settings applied to the recommender during this update.

Type: RecommenderConfig object

Required: No

Status

The current status of the recommender update operation.

Type: String

Valid Values: `PENDING | IN_PROGRESS | ACTIVE | FAILED | STOPPING | INACTIVE | STARTING | DELETING`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

ResultsSummary

Service: Amazon Connect Customer Profiles

The summary of results for an upload job, including the number of updated, created, and failed records.

Contents

CreatedRecords

The number of records that were newly created during the upload job.

Type: Long

Required: No

FailedRecords

The number of records that failed to be processed during the upload job.

Type: Long

Required: No

UpdatedRecords

The number of records that were updated during the upload job.

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

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

SegmentDefinitionItem

Service: Amazon Connect Customer Profiles

Object holding the segment definition fields.

Contents

CreatedAt

When the segment definition was created.

Type: Timestamp

Required: No

Description

The description of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4000.

Required: No

DisplayName

Display name of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

SegmentDefinitionArn

The arn of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

SegmentDefinitionName

Name of the segment definition.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `^[a-zA-Z0-9_-]+$`

Required: No

SegmentType

The segment type.

Classic : Segments created using traditional SegmentGroup structure

Enhanced : Segments created using SQL queries

Type: String

Valid Values: `CLASSIC | ENHANCED`

Required: No

Tags

The tags belonging to the segment definition.

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

SegmentGroup

Service: Amazon Connect Customer Profiles

Contains all groups of the segment definition.

Contents

Groups

Holds the list of groups within the segment definition.

Type: Array of Group objects

Required: No

Include

Defines whether to include or exclude the profiles that fit the segment criteria.

Type: String

Valid Values: `ALL | ANY | NONE`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

SegmentGroupStructure

Service: Amazon Connect Customer Profiles

Contains all groups of the segment definition.

Contents

Groups

Holds the list of groups within the segment definition.

Type: Array of Group objects

Required: No

Include

Define whether to include or exclude the profiles that fit the segment criteria.

Type: String

Valid Values: `ALL | ANY | NONE`

Required: No

See Also

For more information about using this API in 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

SourceSegment

Service: Amazon Connect Customer Profiles

The source segments to build off of.

Contents

SegmentDefinitionName

The unique name of the segment definition.

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

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

TrainingMetrics

Service: Amazon Connect Customer Profiles

Contains metrics and performance indicators from the training of a recommender model.

Contents

Metrics

A collection of performance metrics and statistics from the training process.

Type: String to double map

Valid Keys: `hit | coverage | recall | popularity | freshness | similarity`

Required: No

Time

The timestamp when these training metrics were recorded.

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

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

UploadJobItem

Service: Amazon Connect Customer Profiles

The summary information for an individual upload job.

Contents

CompletedAt

The timestamp when the upload job was completed.

Type: Timestamp

Required: No

CreatedAt

The timestamp when the upload job was created.

Type: Timestamp

Required: No

DataExpiry

The expiry duration for the profiles ingested with the upload job.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 1098.

Required: No

DisplayName

The name of the upload job.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Required: No

JobId

The unique identifier of the upload job.

Type: String

Pattern: `[a-f0-9]{32}`

Required: No

Status

The current status of the upload job.

Type: String

Valid Values: `CREATED | IN_PROGRESS | PARTIALLY_SUCCEEDED | SUCCEEDED | FAILED | STOPPED`

Required: No

StatusReason

The reason for the current status of the upload job.

Type: String

Valid Values: `VALIDATION_FAILURE | 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

ValueRange

Service: Amazon Connect Customer Profiles

A structure letting customers specify a relative time window over which over which data is included in the Calculated Attribute. Use positive numbers to indicate that the endpoint is in the past, and negative numbers to indicate it is in the future. ValueRange overrides Value.

Contents

End

The end time of when to include objects. Use positive numbers to indicate that the starting point is in the past, and negative numbers to indicate it is in the future.

Type: Integer

Required: Yes

Start

The start time of when to include objects. Use positive numbers to indicate that the starting point is in the past, and negative numbers to indicate it is in the future.

Type: Integer

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

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:

- AgentAttributes
- AIAgentConfiguration
- AIAgentConfigurationData
- AIAgentData
- AIAgentSummary
- AIAgentVersionSummary

- AIGuardrailAssessment
- AIGuardrailContentPolicyConfig
- AIGuardrailContextualGroundingPolicyConfig
- AIGuardrailData
- AIGuardrailSensitiveInformationPolicyConfig
- AIGuardrailSummary
- AIGuardrailTopicPolicyConfig
- AIGuardrailVersionSummary
- AIGuardrailWordPolicyConfig
- AIPromptData
- AIPromptInferenceConfiguration
- AIPromptSummary
- AIPromptTemplateConfiguration
- AIPromptVersionSummary
- AmazonConnectGuideAssociationData
- Annotation
- AnswerRecommendationAIAgentConfiguration
- AppIntegrationsConfiguration
- AssistantAssociationData
- AssistantAssociationInputData
- AssistantAssociationOutputData
- AssistantAssociationSummary
- AssistantCapabilityConfiguration
- AssistantData
- AssistantIntegrationConfiguration
- AssistantSummary
- AssociationConfiguration
- AssociationConfigurationData
- BedrockFoundationModelConfigurationForParsing
- CaseSummarizationAIAgentConfiguration

- CaseSummarizationChunkDataDetails
- CaseSummarizationInputData
- ChunkingConfiguration
- Citation
- CitationSpan
- Configuration
- ConnectConfiguration
- ContentAssociationContents
- ContentAssociationData
- ContentAssociationSummary
- ContentData
- ContentDataDetails
- ContentFeedbackData
- ContentReference
- ContentSummary
- ConversationContext
- ConversationState
- CustomerProfileAttributes
- DataDetails
- DataReference
- DataSummary
- Document
- DocumentText
- EmailGenerativeAnswerAIAgentConfiguration
- EmailGenerativeAnswerChunkDataDetails
- EmailHeader
- EmailMessageTemplateContent
- EmailMessageTemplateContentBody
- EmailOverviewAIAgentConfiguration
- EmailOverviewChunkDataDetails

- EmailResponseAIAgentConfiguration
- EmailResponseChunkDataDetails
- ExtendedMessageTemplateData
- ExternalBedrockKnowledgeBaseConfig
- ExternalSourceConfiguration
- Filter
- FilterAttribute
- FixedSizeChunkingConfiguration
- GenerativeChunkDataDetails
- GenerativeContentFeedbackData
- GenerativeDataDetails
- GenerativeReference
- GroupingConfiguration
- GuardrailContentFilterConfig
- GuardrailContextualGroundingFilterConfig
- GuardrailManagedWordsConfig
- GuardrailPiiEntityConfig
- GuardrailRegexConfig
- GuardrailTopicConfig
- GuardrailWordConfig
- HierarchicalChunkingConfiguration
- HierarchicalChunkingLevelConfiguration
- Highlight
- ImportJobData
- ImportJobSummary
- IntentDetectedDataDetails
- IntentInputData
- KnowledgeBaseAssociationConfigurationData
- KnowledgeBaseAssociationData
- KnowledgeBaseData

- KnowledgeBaseSummary
- KnowledgeSource
- ManagedSourceConfiguration
- ManualSearchAIAgentConfiguration
- MessageConfiguration
- MessageData
- MessageInput
- MessageOutput
- MessageTemplateAttachment
- MessageTemplateAttributes
- MessageTemplateBodyContentProvider
- MessageTemplateContentProvider
- MessageTemplateData
- MessageTemplateFilterField
- MessageTemplateOrderField
- MessageTemplateQueryField
- MessageTemplateSearchExpression
- MessageTemplateSearchResultData
- MessageTemplateSourceConfiguration
- MessageTemplateSourceConfigurationSummary
- MessageTemplateSummary
- MessageTemplateVersionSummary
- NotesChunkDataDetails
- NotesDataDetails
- NoteTakingAIAgentConfiguration
- NotifyRecommendationsReceivedError
- OrchestrationAIAgentConfiguration
- OrchestratorConfigurationEntry
- OrCondition
- ParsingConfiguration

- ParsingPrompt
- PushADMMessageTemplateContent
- PushAPNSMessageTemplateContent
- PushBaiduMessageTemplateContent
- PushFCMMessageTemplateContent
- PushMessageTemplateContent
- QueryCondition
- QueryConditionItem
- QueryInputData
- QueryRecommendationTriggerData
- QueryTextInputData
- QuickResponseContentProvider
- QuickResponseContents
- QuickResponseData
- QuickResponseDataProvider
- QuickResponseFilterField
- QuickResponseOrderField
- QuickResponseQueryField
- QuickResponseSearchExpression
- QuickResponseSearchResultData
- QuickResponseSummary
- RankingData
- RecommendationData
- RecommendationTrigger
- RecommendationTriggerData
- RenderingConfiguration
- ResultData
- RetrievalConfiguration
- RetrievalFilterConfiguration
- RetrieveResult

- RuntimeSessionData
- RuntimeSessionDataValue
- SearchExpression
- SeedUrl
- SelfServiceAIAgentConfiguration
- SelfServiceConversationHistory
- SemanticChunkingConfiguration
- ServerSideEncryptionConfiguration
- SessionData
- SessionIntegrationConfiguration
- SessionSummary
- SMSMessageTemplateContent
- SMSMessageTemplateContentBody
- SourceConfiguration
- SourceContentDataDetails
- Span
- SpanAttributes
- SpanCitation
- SpanMessage
- SpanMessageValue
- SpanTextValue
- SpanToolResultValue
- SpanToolUseValue
- SuggestedMessageDataDetails
- SuggestedMessageReference
- SystemAttributes
- SystemEndpointAttributes
- TagCondition
- TagFilter
- TextAIPromptInferenceConfiguration

- TextData
- TextFullAIPromptEditTemplateConfiguration
- TextMessage
- ToolConfiguration
- ToolInstruction
- ToolOutputConfiguration
- ToolOutputFilter
- ToolOverrideConstantInputValue
- ToolOverrideInputValue
- ToolOverrideInputValueConfiguration
- ToolUseResultData
- UrlConfiguration
- UserInteractionConfiguration
- VectorIngestionConfiguration
- WebCrawlerConfiguration
- WebCrawlerLimits
- WhatsAppMessageTemplateContent
- WhatsAppMessageTemplateSourceConfiguration
- WhatsAppMessageTemplateSourceConfigurationSummary

AgentAttributes

Service: Amazon Q Connect

Information about an agent.

Contents

firstName

The agent's first name as entered in their Amazon Connect user account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

lastName

The agent's last name as entered in their Amazon Connect user account.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

AIAgentConfiguration

Service: Amazon Q Connect

A typed union that specifies the configuration based on the type of AI Agent.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

answerRecommendationAIAgentConfiguration

The configuration for AI Agents of type `ANSWER_RECOMMENDATION`.

Type: AnswerRecommendationAIAgentConfiguration object

Required: No

caseSummarizationAIAgentConfiguration

The configuration for AI Agents of type `CASE_SUMMARIZATION`.

Type: CaseSummarizationAIAgentConfiguration object

Required: No

emailGenerativeAnswerAIAgentConfiguration

Configuration for the EMAIL_GENERATIVE_ANSWER AI agent that provides comprehensive knowledge-based answers for customer queries.

Type: EmailGenerativeAnswerAIAgentConfiguration object

Required: No

emailOverviewAIAgentConfiguration

Configuration for the EMAIL_OVERVIEW AI agent that generates structured overview of email conversations.

Type: EmailOverviewAIAgentConfiguration object

Required: No

emailResponseAIAgentConfiguration

Configuration for the EMAIL_RESPONSE AI agent that generates professional email responses using knowledge base content.

Type: EmailResponseAIAgentConfiguration object

Required: No

manualSearchAIAgentConfiguration

The configuration for AI Agents of type `MANUAL_SEARCH`.

Type: ManualSearchAIAgentConfiguration object

Required: No

noteTakingAIAgentConfiguration

The configuration for AI Agents of type `NOTE_TAKING`.

Type: NoteTakingAIAgentConfiguration object

Required: No

orchestrationAIAgentConfiguration

The configuration for AI Agents of type `ORCHESTRATION`.

Type: OrchestrationAIAgentConfiguration object

Required: No

selfServiceAIAgentConfiguration

The configuration for AI Agents of type SELF_SERVICE.

Type: SelfServiceAIAgentConfiguration 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

AIAgentConfigurationData

Service: Amazon Q Connect

A type that specifies the AI Agent ID configuration data when mapping an AI Agents to be used for an AI Agent type on a session or assistant.

Contents

aiAgentId

The ID of the AI Agent to be configured.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

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

AIAgentData

Service: Amazon Q Connect

The data for the AI Agent.

Contents

aiAgentArn

The Amazon Resource Name (ARN) of the AI agent.

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

aiAgentId

The identifier of the AI Agent.

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

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. 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

configuration

Configuration for the AI Agent.

Type: AIAgentConfiguration 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 AI Agent.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

type

The type of the AI Agent.

Type: String

Valid Values: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: Yes

visibilityStatus

The visibility status of the AI Agent.

Type: String

Valid Values: SAVED | PUBLISHED

Required: Yes

description

The description of the AI Agent.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: [a-zA-Z0-9\s_.,-]+.*

Required: No

modifiedTime

The time the AI Agent was last modified.

Type: Timestamp

Required: No

origin

Specifies the origin of the AI Agent. SYSTEM for a default AI Agent created by Q in Connect or CUSTOMER for an AI Agent created by calling AI Agent creation APIs.

Type: String

Valid Values: SYSTEM | CUSTOMER

Required: No

status

The status of the AI Agent.

Type: String

Valid Values: CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED

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

AIAgentSummary

Service: Amazon Q Connect

The summary of the AI Agent.

Contents

aiAgentArn

The Amazon Resource Name (ARN) of the AI agent.

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

aiAgentId

The identifier of the AI Agent.

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

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. 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

name

The name of the AI Agent.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

type

The type of the AI Agent.

Type: String

Valid Values: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: Yes

visibilityStatus

The visibility status of the AI Agent.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

configuration

The configuration for the AI Agent.

Type: AIAgentConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

description

The description of the AI Agent.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

modifiedTime

The time the AI Agent was last modified.

Type: Timestamp

Required: No

origin

The origin of the AI Agent. `SYSTEM` for a default AI Agent created by Q in Connect or `CUSTOMER` for an AI Agent created by calling AI Agent creation APIs.

Type: String

Valid Values: `SYSTEM | CUSTOMER`

Required: No

status

The status of the AI Agent.

Type: String

Valid Values: `CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED`

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

AIAgentVersionSummary

Service: Amazon Q Connect

The summary of the AI Agent version.

Contents

aiAgentSummary

The data for the summary of the AI Agent version.

Type: AIAgentSummary object

Required: No

versionNumber

The version number for this AI Agent version.

Type: Long

Valid Range: Minimum 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

AIGuardrailAssessment

Service: Amazon Q Connect

The assessment information from the AI Guardrail.

Contents

blocked

Indicates whether the AI Guardrail blocked the content.

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

AIGuardrailContentPolicyConfig

Service: Amazon Q Connect

Contains details about how to handle harmful content.

Contents

filtersConfig

Contains the type of the content filter and how strongly it should apply to prompts and model responses.

Type: Array of GuardrailContentFilterConfig 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

AIGuardrailContextualGroundingPolicyConfig

Service: Amazon Q Connect

The policy configuration details for the AI Guardrail's contextual grounding policy.

Contents

filtersConfig

The filter configuration details for the AI Guardrails contextual grounding policy.

Type: Array of GuardrailContextualGroundingFilterConfig objects

Array Members: Minimum number of 1 item.

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

AIGuardrailData

Service: Amazon Q Connect

The data for the AI Guardrail

Contents

aiGuardrailArn

The Amazon Resource Name (ARN) of the AI Guardrail.

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

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail.

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

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. 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

blockedInputMessaging

The message to return when the AI Guardrail blocks a prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

blockedOutputsMessaging

The message to return when the AI Guardrail blocks a model response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 500.

Required: Yes

name

The name of the AI Guardrail.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

visibilityStatus

The visibility status of the AI Guardrail.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

contentPolicyConfig

Contains details about how to handle harmful content.

Type: AIGuardrailContentPolicyConfig object

Required: No

contextualGroundingPolicyConfig

The policy configuration details for the AI Guardrail's contextual grounding policy.

Type: AIGuardrailContextualGroundingPolicyConfig object

Required: No

description

A description of the AI Guardrail.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: No

modifiedTime

The time the AI Guardrail was last modified.

Type: Timestamp

Required: No

sensitiveInformationPolicyConfig

Contains details about PII entities and regular expressions to configure for the AI Guardrail.

Type: AIGuardrailSensitiveInformationPolicyConfig object

Required: No

status

The status of the AI Guardrail.

Type: String

Valid Values: `CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED`

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

topicPolicyConfig

Contains details about topics that the AI Guardrail should identify and deny.

Type: AIGuardrailTopicPolicyConfig object

Required: No

wordPolicyConfig

Contains details about the word policy to configured for the AI Guardrail.

Type: AIGuardrailWordPolicyConfig 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

AIGuardrailSensitiveInformationPolicyConfig

Service: Amazon Q Connect

Contains details about PII entities and regular expressions to configure for the AI Guardrail.

Contents

piiEntitiesConfig

A list of PII entities to configure to the AI Guardrail.

Type: Array of GuardrailPiiEntityConfig objects

Array Members: Minimum number of 1 item.

Required: No

regexesConfig

A list of regular expressions to configure to the AI Guardrail.

Type: Array of GuardrailRegexConfig objects

Array Members: Minimum 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

AIGuardrailSummary

Service: Amazon Q Connect

The summary of the AI Guardrail.

Contents

aiGuardrailArn

The Amazon Resource Name (ARN) of the AI Guardrail.

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

aiGuardrailId

The identifier of the Amazon Q in Connect AI Guardrail.

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

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. 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

name

The name of the AI Guardrail.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

visibilityStatus

The visibility status of the AI Guardrail.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

description

A description of the AI Guardrail.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: No

modifiedTime

The time the AI Guardrail was last modified.

Type: Timestamp

Required: No

status

The status of the AI Guardrail.

Type: String

Valid Values: `CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED`

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

AIGuardrailTopicPolicyConfig

Service: Amazon Q Connect

Contains details about topics that the AI Guardrail should identify and deny.

Contents

topicsConfig

A list of policies related to topics that the AI Guardrail should deny.

Type: Array of GuardrailTopicConfig objects

Array Members: Minimum number of 1 item.

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

AIGuardrailVersionSummary

Service: Amazon Q Connect

The summary of the AI Guardrail version.

Contents

aiGuardrailSummary

The data for the summary of the AI Guardrail version.

Type: AIGuardrailSummary object

Required: No

versionNumber

The version number for this AI Guardrail version.

Type: Long

Valid Range: Minimum 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

AIGuardrailWordPolicyConfig

Service: Amazon Q Connect

Contains details about the word policy to configured for the AI Guardrail.

Contents

managedWordListsConfig

A list of managed words to configure for the AI Guardrail.

Type: Array of GuardrailManagedWordsConfig objects

Required: No

wordsConfig

A list of words to configure for the AI Guardrail.

Type: Array of GuardrailWordConfig objects

Array Members: Minimum 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

AIPromptData

Service: Amazon Q Connect

The data for the AI Prompt

Contents

aiPromptArn

The Amazon Resource Name (ARN) of the AI Prompt.

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

aiPromptId

The identifier of the Amazon Q in Connect AI prompt.

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

apiFormat

The API format used for this AI Prompt.

Type: String

Valid Values: `ANTHROPIC_CLAUDE_MESSAGES | ANTHROPIC_CLAUDE_TEXT_COMPLETIONS | MESSAGES | TEXT_COMPLETIONS`

Required: Yes

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. 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

modelId

The identifier of the model used for this AI Prompt. The following model Ids are supported:

- `anthropic.claude-3-haiku--v1:0`
- `apac.amazon.nova-lite-v1:0`
- `apac.amazon.nova-micro-v1:0`
- `apac.amazon.nova-pro-v1:0`
- `apac.anthropic.claude-3-5-sonnet--v2:0`
- `apac.anthropic.claude-3-haiku-20240307-v1:0`
- `eu.amazon.nova-lite-v1:0`
- `eu.amazon.nova-micro-v1:0`
- `eu.amazon.nova-pro-v1:0`
- `eu.anthropic.claude-3-7-sonnet-20250219-v1:0`
- `eu.anthropic.claude-3-haiku-20240307-v1:0`
- `us.amazon.nova-lite-v1:0`
- `us.amazon.nova-micro-v1:0`
- `us.amazon.nova-pro-v1:0`
- `us.anthropic.claude-3-5-haiku-20241022-v1:0`
- `us.anthropic.claude-3-7-sonnet-20250219-v1:0`
- `us.anthropic.claude-3-haiku-20240307-v1:0`

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

name

The name of the AI Prompt

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

templateConfiguration

The configuration of the prompt template for this AI Prompt.

Type: AIPromptTemplateConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

templateType

The type of the prompt template for this AI Prompt.

Type: String

Valid Values: `TEXT`

Required: Yes

type

The type of this AI Prompt.

Type: String

Valid Values: `ANSWER_GENERATION | INTENT_LABELING_GENERATION | QUERY_REFORMULATION | SELF_SERVICE_PRE_PROCESSING |`

`SELF_SERVICE_ANSWER_GENERATION | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | EMAIL_QUERY_REFORMULATION | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: Yes

visibilityStatus

The visibility status of the AI Prompt.

Type: String

Valid Values: `SAVED | PUBLISHED`

Required: Yes

description

The description of the AI Prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

inferenceConfiguration

The configuration for inference parameters when using the AI Prompt.

Type: AIPromptInferenceConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

modifiedTime

The time the AI Prompt was last modified.

Type: Timestamp

Required: No

origin

The origin of the AI Prompt. `SYSTEM` for a default AI Prompt created by Q in Connect or `CUSTOMER` for an AI Prompt created by calling AI Prompt creation APIs.

Type: String

Valid Values: `SYSTEM | CUSTOMER`

Required: No

status

The status of the AI Prompt.

Type: String

Valid Values: `CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED`

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

AIPromptInferenceConfiguration

Service: Amazon Q Connect

The configuration for inference parameters when using AI Prompts.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

textAIPromptInferenceConfiguration

The inference configuration for text-based AI Prompts.

Type: TextAIPromptInferenceConfiguration 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

AIPromptSummary

Service: Amazon Q Connect

The summary of the AI Prompt.

Contents

aiPromptArn

The Amazon Resource Name (ARN) of the AI Prompt.

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

aiPromptId

The identifier of the Amazon Q in Connect AI prompt.

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

apiFormat

The API format used for this AI Prompt.

Type: String

Valid Values: `ANTHROPIC_CLAUDE_MESSAGES | ANTHROPIC_CLAUDE_TEXT_COMPLETIONS | MESSAGES | TEXT_COMPLETIONS`

Required: Yes

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. 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

modelId

The identifier of the model used for this AI Prompt. Model Ids supported are: `anthropic.claude-3-haiku-20240307-v1:0`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: Yes

name

The name of the AI Prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

templateType

The type of the prompt template for this AI Prompt.

Type: String

Valid Values: TEXT

Required: Yes

type

The type of this AI Prompt.

Type: String

Valid Values: ANSWER_GENERATION | INTENT_LABELING_GENERATION | QUERY_REFORMULATION | SELF_SERVICE_PRE_PROCESSING | SELF_SERVICE_ANSWER_GENERATION | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | EMAIL_QUERY_REFORMULATION | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION

Required: Yes

visibilityStatus

The visibility status of the AI Prompt.

Type: String

Valid Values: SAVED | PUBLISHED

Required: Yes

description

The description of the AI Prompt.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: [a-zA-Z0-9\s_.,-]+.*

Required: No

modifiedTime

The time the AI Prompt was last modified.

Type: Timestamp

Required: No

origin

The origin of the AI Prompt. `SYSTEM` for a default AI Prompt created by Q in Connect or `CUSTOMER` for an AI Prompt created by calling AI Prompt creation APIs.

Type: String

Valid Values: `SYSTEM | CUSTOMER`

Required: No

status

The status of the AI Prompt.

Type: String

Valid Values: `CREATE_IN_PROGRESS | CREATE_FAILED | ACTIVE | DELETE_IN_PROGRESS | DELETE_FAILED | DELETED`

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

AIPromptTemplateConfiguration

Service: Amazon Q Connect

A typed union that specifies the configuration for a prompt template based on its type.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

textFullAIPromptEditTemplateConfiguration

The configuration for a prompt template that supports full textual prompt configuration using a YAML prompt.

Type: TextFullAIPromptEditTemplateConfiguration 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

AIPromptVersionSummary

Service: Amazon Q Connect

The summary of the AI Prompt version.

Contents

aiPromptSummary

The date for the summary of the AI Prompt version.

Type: AIPromptSummary object

Required: No

versionNumber

The version number for this AI Prompt version.

Type: Long

Valid Range: Minimum 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

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

Annotation

Service: Amazon Q Connect

An annotation that provides additional context or metadata.

Contents

destructiveHint

A hint indicating that the annotation contains potentially destructive content.

Type: Boolean

Required: No

title

The title of the annotation.

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

AnswerRecommendationAIAgentConfiguration

Service: Amazon Q Connect

The configuration for the ANSWER_RECOMMENDATION AI Agent type.

Contents

answerGenerationAIGuardrailId

The AI Guardrail identifier for the Answer Generation Guardrail used by the ANSWER_RECOMMENDATION AI Agent.

Type: String

Pattern: [a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}

Required: No

answerGenerationAIPromptId

The AI Prompt identifier for the Answer Generation prompt used by the ANSWER_RECOMMENDATION AI Agent.

Type: String

Pattern: [a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}

Required: No

associationConfigurations

The association configurations for overriding behavior on this AI Agent.

Type: Array of AssociationConfiguration objects

Required: No

intentLabelingGenerationAIPromptId

The AI Prompt identifier for the Intent Labeling prompt used by the ANSWER_RECOMMENDATION AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

locale

The locale to which specifies the language and region settings that determine the response language for QueryAssistant.

> **Note**
>
> For more information on supported locales, see Language support for Amazon Q in Connect.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

queryReformulationAIPromptId

The AI Prompt identifier for the Query Reformulation prompt used by the `ANSWER_RECOMMENDATION` AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

suggestedMessages

The suggested messages configuration for the Answer Recommendation AI Agent.

Type: Array of strings

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

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 | EXTERNAL_BEDROCK_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.

externalBedrockKnowledgeBaseConfig

The configuration for an external Bedrock knowledge base association.

Type: ExternalBedrockKnowledgeBaseConfig object

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

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.

externalBedrockKnowledgeBaseConfig

The configuration for an external Bedrock knowledge base association in the output data.

Type: ExternalBedrockKnowledgeBaseConfig object

Required: No

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 | EXTERNAL_BEDROCK_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

aiAgentConfiguration

The configuration of the AI Agents (mapped by AI Agent Type to AI Agent version) that is set on the Amazon Q in Connect Assistant.

Type: String to AIAgentConfigurationData object map

Valid Keys: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: No

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

orchestratorConfigurationList

The list of orchestrator configurations for the assistant.

Type: Array of OrchestratorConfigurationEntry objects

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

aiAgentConfiguration

The configuration of the AI Agents (mapped by AI Agent Type to AI Agent version) that is set on the Amazon Q in Connect Assistant.

Type: String to AIAgentConfigurationData object map

Valid Keys: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: No

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

orchestratorConfigurationList

The list of orchestrator configurations for the assistant.

Type: Array of OrchestratorConfigurationEntry objects

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

AssociationConfiguration

Service: Amazon Q Connect

The configuration for an Amazon Q in Connect Assistant Association.

Contents

associationConfigurationData

The data of the configuration for an Amazon Q in Connect Assistant Association.

Type: AssociationConfigurationData object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

associationId

The identifier of the association for this Association Configuration.

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

associationType

The type of the association for this Association Configuration.

Type: String

Valid Values: `KNOWLEDGE_BASE`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++

- AWS SDK for Java V2
- AWS SDK for Ruby V3

AssociationConfigurationData

Service: Amazon Q Connect

A typed union of the data of the configuration for an Amazon Q in Connect Assistant Association.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

knowledgeBaseAssociationConfigurationData

The data of the configuration for a `KNOWLEDGE_BASE` type Amazon Q in Connect Assistant Association.

Type: KnowledgeBaseAssociationConfigurationData 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

BedrockFoundationModelConfigurationForParsing

Service: Amazon Q Connect

Settings for a foundation model used to parse documents for a data source.

Contents

modelArn

The ARN of the foundation model.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Pattern: `arn:aws(-[^:]+)?:bedrock:[a-z0-9-]{1,20}::foundation-model/anthropic.claude-3-haiku-20240307-v1:0`

Required: Yes

parsingPrompt

Instructions for interpreting the contents of a document.

Type: ParsingPrompt 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

CaseSummarizationAIAgentConfiguration

Service: Amazon Q Connect

The configuration for AI Agents of type `CASE_SUMMARIZATION`.

Contents

caseSummarizationAIGuardrailId

The AI Guardrail identifier used by the Case Summarization AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

caseSummarizationAIPromptId

The AI Prompt identifier used by the Case Summarization AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

locale

The locale setting for the Case Summarization AI Agent.

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

CaseSummarizationChunkDataDetails

Service: Amazon Q Connect

Details about case summarization chunk data.

Contents

completion

A chunk of the case summarization completion.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

nextChunkToken

Token for retrieving the next chunk of streaming summarization data, if available.

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

CaseSummarizationInputData

Service: Amazon Q Connect

Input data for case summarization.

Contents

caseArn

The Amazon Resource Name (ARN) of the case for summarization.

Type: String

Pattern: `arn:[a-z-]*?:cases:[a-z0-9-]*?:[0-9]{12}:domain/.{1,500}/case/[A-Za-z0-9\-._/:#=+-]{1,500}`

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

ChunkingConfiguration

Service: Amazon Q Connect

Details about how to chunk the documents in the data source. A chunk refers to an excerpt from a data source that is returned when the knowledge base that it belongs to is queried.

Contents

chunkingStrategy

Knowledge base can split your source data into chunks. A chunk refers to an excerpt from a data source that is returned when the knowledge base that it belongs to is queried. You have the following options for chunking your data. If you opt for `NONE`, then you may want to pre-process your files by splitting them up such that each file corresponds to a chunk.

Type: String

Valid Values: `FIXED_SIZE | NONE | HIERARCHICAL | SEMANTIC`

Required: Yes

fixedSizeChunkingConfiguration

Configurations for when you choose fixed-size chunking. If you set the `chunkingStrategy` as `NONE`, exclude this field.

Type: FixedSizeChunkingConfiguration object

Required: No

hierarchicalChunkingConfiguration

Settings for hierarchical document chunking for a data source. Hierarchical chunking splits documents into layers of chunks where the first layer contains large chunks, and the second layer contains smaller chunks derived from the first layer.

Type: HierarchicalChunkingConfiguration object

Required: No

semanticChunkingConfiguration

Settings for semantic document chunking for a data source. Semantic chunking splits a document into smaller documents based on groups of similar content derived from the text with natural language processing.

Type: SemanticChunkingConfiguration 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

Citation

Service: Amazon Q Connect

A citation that references source content.

Contents

citationSpan

Contains information about where the text with a citation begins and ends in the generated output.

Type: CitationSpan object

Required: Yes

referenceType

A type to define the KB origin of a cited content

Type: String

Valid Values: `WEB_CRAWLER | KNOWLEDGE_BASE | BEDROCK_KB_S3 | BEDROCK_KB_WEB | BEDROCK_KB_CONFLUENCE | BEDROCK_KB_SALESFORCE | BEDROCK_KB_SHAREPOINT | BEDROCK_KB_KENDRA | BEDROCK_KB_CUSTOM_DOCUMENT | BEDROCK_KB_SQL`

Required: Yes

contentId

The identifier of the content being cited.

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

knowledgeBaseId

The identifier of the knowledge base containing the cited 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

sourceURL

The source URL for the citation.

Type: String

Required: No

title

The title of the cited content.

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

CitationSpan

Service: Amazon Q Connect

Contains information about where the text with a citation begins and ends in the generated output.

Contents

beginOffsetInclusive

Where the text with a citation starts in the generated output.

Type: Integer

Required: No

endOffsetExclusive

Where the text with a citation ends in the generated output.

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

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

referenceType

The type of reference content.

Type: String

Valid Values: `WEB_CRAWLER | KNOWLEDGE_BASE | BEDROCK_KB_S3 | BEDROCK_KB_WEB | BEDROCK_KB_CONFLUENCE | BEDROCK_KB_SALESFORCE | BEDROCK_KB_SHAREPOINT | BEDROCK_KB_KENDRA | BEDROCK_KB_CUSTOM_DOCUMENT | BEDROCK_KB_SQL`

Required: No

sourceURL

The web URL of the source content.

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

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

ConversationContext

Service: Amazon Q Connect

The conversation context to include in SendMessage.

Contents

selfServiceConversationHistory

The self service conversation history before the Amazon Q in Connect session.

Type: Array of SelfServiceConversationHistory objects

Array Members: Minimum number of 0 items. Maximum number of 10 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

ConversationState

Service: Amazon Q Connect

The conversation state associated to a message.

Contents

status

The status of the conversation state.

Type: String

Valid Values: `CLOSED | READY | PROCESSING`

Required: Yes

reason

The reason of the conversation state.

Type: String

Valid Values: `SUCCESS | FAILED | 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

CustomerProfileAttributes

Service: Amazon Q Connect

The customer profile attributes that are used with the message template.

Contents

accountNumber

A unique account number that you have given to the customer.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

additionalInformation

Any additional information relevant to the customer's profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

address1

The first line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

address2

The second line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

address3

The third line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

address4

The fourth line of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingAddress1

The first line of a customer’s billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingAddress2

The second line of a customer’s billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingAddress3

The third line of a customer’s billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingAddress4

The fourth line of a customer's billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingCity

The city of a customer's billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingCountry

The country of a customer's billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingCounty

The county of a customer's billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingPostalCode

The postal code of a customer's billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingProvince

The province of a customer’s billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

billingState

The state of a customer’s billing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

birthDate

The customer's birth date.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

businessEmailAddress

The customer's business email address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

businessName

The name of the customer's business.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

businessPhoneNumber

The customer's business phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

city

The city in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

country

The country in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

county

The county in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

custom

The custom attributes in customer profile attributes.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 1. Maximum length of 32767.

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 32767.

Required: No

firstName

The customer's first name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

gender

The customer's gender.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

homePhoneNumber

The customer's mobile phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

lastName

The customer's last name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingAddress1

The first line of a customer’s mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingAddress2

The second line of a customer’s mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingAddress3

The third line of a customer’s mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingAddress4

The fourth line of a customer's mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingCity

The city of a customer's mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingCountry

The country of a customer's mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingCounty

The county of a customer's mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingPostalCode

The postal code of a customer's mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingProvince

The province of a customer’s mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mailingState

The state of a customer’s mailing address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

middleName

The customer's middle name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

mobilePhoneNumber

The customer's mobile phone number.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

partyType

The customer's party type.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

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 32767.

Required: No

postalCode

The postal code of a customer address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

profileARN

The ARN of a customer profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

profileId

The unique identifier of a customer profile.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

province

The province in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingAddress1

The first line of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingAddress2

The second line of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingAddress3

The third line of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingAddress4

The fourth line of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingCity

The city of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingCountry

The country of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingCounty

The county of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingPostalCode

The postal code of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingProvince

The province of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

shippingState

The state of a customer's shipping address.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

state

The state in which a customer lives.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

See Also

For more information about using this API in 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.

caseSummarizationChunkData

Details about case summarization chunk data.

Type: CaseSummarizationChunkDataDetails object

Required: No

contentData

Details about the content data.

Type: ContentDataDetails object

Required: No

emailGenerativeAnswerChunkData

Streaming chunk data for email generative answers containing partial knowledge-based response content.

Type: EmailGenerativeAnswerChunkDataDetails object

Required: No

emailOverviewChunkData

Streaming chunk data for email overview containing partial overview content.

Type: EmailOverviewChunkDataDetails object

Required: No

emailResponseChunkData

Streaming chunk data for email response generation containing partial response content.

Type: EmailResponseChunkDataDetails object

Required: No

generativeChunkData

Details about the generative chunk data.

Type: GenerativeChunkDataDetails object

Required: No

generativeData

Details about the generative data.

Type: GenerativeDataDetails object

Required: No

intentDetectedData

Details about the intent data.

Type: IntentDetectedDataDetails object

Required: No

notesChunkData

Details about notes chunk data.

Type: NotesChunkDataDetails object

Required: No

notesData

Details about notes data.

Type: NotesDataDetails object

Required: No

sourceContentData

Details about the content data.

Type: SourceContentDataDetails object

Required: No

suggestedMessageData

Details about suggested message data.

Type: SuggestedMessageDataDetails 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

suggestedMessageReference

Reference information for suggested messages.

Type: SuggestedMessageReference 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

EmailGenerativeAnswerAIAgentConfiguration

Service: Amazon Q Connect

Configuration settings for the EMAIL_GENERATIVE_ANSWER AI agent including prompts, locale, and knowledge base associations.

Contents

associationConfigurations

Configuration settings for knowledge base associations used by the email generative answer agent.

Type: Array of AssociationConfiguration objects

Required: No

emailGenerativeAnswerAIPromptId

The ID of the System AI prompt used for generating comprehensive knowledge-based answers from email queries.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

emailQueryReformulationAIPromptId

The ID of the System AI prompt used for reformulating email queries to optimize knowledge base search results.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

locale

The locale setting for language-specific email processing and response generation (for example, en_US, es_ES).

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

EmailGenerativeAnswerChunkDataDetails

Service: Amazon Q Connect

Details of streaming chunk data for email generative answers including completion text and references.

Contents

completion

The partial or complete text content of the generative answer response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

nextChunkToken

Token for retrieving the next chunk of streaming response data, if available.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

references

Source references and citations from knowledge base articles used to generate the answer.

Type: Array of DataSummary 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

EmailHeader

Service: Amazon Q Connect

The email header to include in email messages.

Contents

name

The name of the email header.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 126.

Pattern: `[!-9;-@A-~]+`

Required: No

value

The value of the email header.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 870.

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

EmailMessageTemplateContent

Service: Amazon Q Connect

The content of the message template that applies to the email channel subtype.

Contents

body

The body to use in email messages.

Type: EmailMessageTemplateContentBody object

Required: No

headers

The email headers to include in email messages.

Type: Array of EmailHeader objects

Array Members: Minimum number of 0 items. Maximum number of 15 items.

Required: No

subject

The subject line, or title, to use in email messages.

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

EmailMessageTemplateContentBody

Service: Amazon Q Connect

The body to use in email messages.

Contents

html

The message body, in HTML format, to use in email messages that are based on the message template. We recommend using HTML format for email clients that render HTML content. You can include links, formatted text, and more in an HTML message.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

plainText

The message body, in plain text format, to use in email messages that are based on the message template. We recommend using plain text format for email clients that don't render HTML content and clients that are connected to high-latency networks, such as mobile devices.

Type: MessageTemplateBodyContentProvider 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

EmailOverviewAIAgentConfiguration

Service: Amazon Q Connect

Configuration settings for the EMAIL_OVERVIEW AI agent including prompt ID and locale settings.

Contents

emailOverviewAIPromptId

The ID of the System AI prompt used for generating structured email conversation summaries.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

locale

The locale setting for language-specific email overview processing (for example, en_US, es_ES).

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

EmailOverviewChunkDataDetails

Service: Amazon Q Connect

Details of streaming chunk data for email overview including completion text and pagination tokens.

Contents

completion

The partial or complete overview text content in structured HTML format with customer issues, resolutions, and next steps.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

nextChunkToken

Token for retrieving the next chunk of streaming overview data, if available.

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

EmailResponseAIAgentConfiguration

Service: Amazon Q Connect

Configuration settings for the EMAIL_RESPONSE AI agent including prompts, locale, and knowledge base associations.

Contents

associationConfigurations

Configuration settings for knowledge base associations used by the email response agent.

Type: Array of AssociationConfiguration objects

Required: No

emailQueryReformulationAIPromptId

The ID of the System AI prompt used for reformulating email queries to optimize knowledge base search for response generation.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

emailResponseAIPromptId

The ID of the System AI prompt used for generating professional email responses based on knowledge base content.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

locale

The locale setting for language-specific email response generation (for example, en_US, es_ES).

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

EmailResponseChunkDataDetails

Service: Amazon Q Connect

Details of streaming chunk data for email responses including completion text and pagination tokens.

Contents

completion

The partial or complete professional email response text with appropriate greetings and closings.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

nextChunkToken

Token for retrieving the next chunk of streaming response data, if available.

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

ExtendedMessageTemplateData

Service: Amazon Q Connect

The extended data of a message template.

Contents

channelSubtype

The channel subtype this message template applies to.

Type: String

Valid Values: `EMAIL | SMS | WHATSAPP | PUSH`

Required: Yes

createdTime

The timestamp when the message template 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

lastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the message template 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: Yes

lastModifiedTime

The timestamp when the message template data was last modified.

Type: Timestamp

Required: Yes

messageTemplateArn

The Amazon Resource Name (ARN) of the message template.

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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

messageTemplateContentSha256

The checksum value of the message template content that is referenced by the `$LATEST` qualifier. It can be returned in `MessageTemplateData` or `ExtendedMessageTemplateData`. It's calculated by content, language, `defaultAttributes` and `Attachments` of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `[a-zA-Z0-9]+`

Required: Yes

messageTemplateId

The identifier of the message template.

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 message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

attachments

The message template attachments.

Type: Array of MessageTemplateAttachment objects

Required: No

attributeTypes

The types of attributes contain the message template.

Type: Array of strings

Valid Values: `SYSTEM | AGENT | CUSTOMER_PROFILE | CUSTOM`

Required: No

channel

The channel of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

content

The content of the message template.

Type: MessageTemplateContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

defaultAttributes

An object that specifies the default values to use for variables in the message template. This object contains different categories of key-value pairs. Each key defines a variable or placeholder in the message template. The corresponding value defines the default value for that variable.

Type: MessageTemplateAttributes object

Required: No

description

The description of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

groupingConfiguration

The configuration information of the grouping of Amazon Q in Connect users.

Type: GroupingConfiguration object

Required: No

isActive

Whether the version of the message template is activated.

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

sourceConfigurationSummary

The source configuration summary of the message template.

Type: MessageTemplateSourceConfigurationSummary 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

versionNumber

The version number of the message template version.

Type: Long

Valid Range: Minimum 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

ExternalBedrockKnowledgeBaseConfig

Service: Amazon Q Connect

Configuration for an external Bedrock knowledge base.

Contents

accessRoleArn

The Amazon Resource Name (ARN) of the IAM role used to access the external Bedrock knowledge base.

Type: String

Length Constraints: Minimum length of 32. Maximum length of 2048.

Pattern: `arn:aws:iam::[0-9]{12}:role/(?:service-role/)?[a-zA-Z0-9_+=,.@-]{1,64}`

Required: Yes

bedrockKnowledgeBaseArn

The Amazon Resource Name (ARN) of the external Bedrock knowledge base.

Type: String

Length Constraints: Minimum length of 47. Maximum length of 128.

Pattern: `arn:aws(|-cn|-us-gov):bedrock:[a-zA-Z0-9-]*:[0-9]{12}:knowledge-base/[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

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

FilterAttribute

Service: Amazon Q Connect

An attribute used for filtering.

Contents

key

The key of the filter attribute.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

value

The value of the filter attribute.

Type: JSON value

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

FixedSizeChunkingConfiguration

Service: Amazon Q Connect

Configurations for when you choose fixed-size chunking. If you set the `chunkingStrategy` as `NONE`, exclude this field.

Contents

maxTokens

The maximum number of tokens to include in a chunk.

Type: Integer

Valid Range: Minimum value of 1.

Required: Yes

overlapPercentage

The percentage of overlap between adjacent chunks of a data source.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 99.

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

GenerativeChunkDataDetails

Service: Amazon Q Connect

Details about the generative chunk data.

Contents

completion

A chunk of the LLM response.

Type: String

Required: No

nextChunkToken

The token for the next set of chunks. Use the value returned in the previous response in the next request to retrieve the next set of chunks.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2048.

Required: No

references

The references used to generate the LLM response.

Type: Array of DataSummary 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

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

GuardrailContentFilterConfig

Service: Amazon Q Connect

Contains filter strengths for harmful content. AI Guardrail's support the following content filters to detect and filter harmful user inputs and FM-generated outputs.

- **Hate**: Describes input prompts and model responses that discriminate, criticize, insult, denounce, or dehumanize a person or group on the basis of an identity (such as race, ethnicity, gender, religion, sexual orientation, ability, and national origin).
- **Insults**: Describes input prompts and model responses that includes demeaning, humiliating, mocking, insulting, or belittling language. This type of language is also labeled as bullying.
- **Sexual**: Describes input prompts and model responses that indicates sexual interest, activity, or arousal using direct or indirect references to body parts, physical traits, or sex.
- **Violence**: Describes input prompts and model responses that includes glorification of, or threats to inflict physical pain, hurt, or injury toward a person, group, or thing.

Content filtering depends on the confidence classification of user inputs and FM responses across each of the four harmful categories. All input and output statements are classified into one of four confidence levels (NONE, LOW, MEDIUM, HIGH) for each harmful category. For example, if a statement is classified as *Hate* with HIGH confidence, the likelihood of the statement representing hateful content is high. A single statement can be classified across multiple categories with varying confidence levels. For example, a single statement can be classified as *Hate* with HIGH confidence, *Insults* with LOW confidence, *Sexual* with NONE confidence, and *Violence* with MEDIUM confidence.

Contents

inputStrength

The strength of the content filter to apply to prompts. As you increase the filter strength, the likelihood of filtering harmful content increases and the probability of seeing harmful content in your application reduces.

Type: String

Valid Values: `NONE | LOW | MEDIUM | HIGH`

Required: Yes

outputStrength

The strength of the content filter to apply to model responses. As you increase the filter strength, the likelihood of filtering harmful content increases and the probability of seeing harmful content in your application reduces.

Type: String

Valid Values: `NONE | LOW | MEDIUM | HIGH`

Required: Yes

type

The harmful category that the content filter is applied to.

Type: String

Valid Values: `SEXUAL | VIOLENCE | HATE | INSULTS | MISCONDUCT | PROMPT_ATTACK`

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

GuardrailContextualGroundingFilterConfig

Service: Amazon Q Connect

The filter configuration details for the AI Guardrail's contextual grounding filter.

Contents

threshold

The threshold details for the AI Guardrail's contextual grounding filter.

Type: Double

Valid Range: Minimum value of 0.

Required: Yes

type

The filter type for the AI Guardrail's contextual grounding filter.

Type: String

Valid Values: `GROUNDING | RELEVANCE`

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

GuardrailManagedWordsConfig

Service: Amazon Q Connect

The managed word list to configure for the AI Guardrail.

Contents

type

The managed word type to configure for the AI Guardrail.

Type: String

Valid Values: `PROFANITY`

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

GuardrailPiiEntityConfig

Service: Amazon Q Connect

The PII entity to configure for the AI Guardrail.

Contents

action

Configure AI Guardrail's action when the PII entity is detected.

Type: String

Valid Values: `BLOCK | ANONYMIZE`

Required: Yes

type

Configure AI Guardrail type when the PII entity is detected.

The following PIIs are used to block or mask sensitive information:

- **General**
  - **ADDRESS**

    A physical address, such as "100 Main Street, Anytown, USA" or "Suite #12, Building 123". An address can include information such as the street, building, location, city, state, country, county, zip code, precinct, and neighborhood.
  - **AGE**

    An individual's age, including the quantity and unit of time. For example, in the phrase "I am 40 years old," Guarrails recognizes "40 years" as an age.
  - **NAME**

    An individual's name. This entity type does not include titles, such as Dr., Mr., Mrs., or Miss. AI Guardrail doesn't apply this entity type to names that are part of organizations or addresses. For example, AI Guardrail recognizes the "John Doe Organization" as an organization, and it recognizes "Jane Doe Street" as an address.
  - **EMAIL**

    An email address, such as *marymajor@email.com*.

- **PHONE**

  A phone number. This entity type also includes fax and pager numbers.

- **USERNAME**

  A user name that identifies an account, such as a login name, screen name, nick name, or handle.

- **PASSWORD**

  An alphanumeric string that is used as a password, such as "* *very20special#pass** ".

- **DRIVER_ID**

  The number assigned to a driver's license, which is an official document permitting an individual to operate one or more motorized vehicles on a public road. A driver's license number consists of alphanumeric characters.

- **LICENSE_PLATE**

  A license plate for a vehicle is issued by the state or country where the vehicle is registered. The format for passenger vehicles is typically five to eight digits, consisting of upper-case letters and numbers. The format varies depending on the location of the issuing state or country.

- **VEHICLE_IDENTIFICATION_NUMBER**

  A Vehicle Identification Number (VIN) uniquely identifies a vehicle. VIN content and format are defined in the *ISO 3779* specification. Each country has specific codes and formats for VINs.

- **Finance**

  - **CREDIT_DEBIT_CARD_CVV**

    A three-digit card verification code (CVV) that is present on VISA, MasterCard, and Discover credit and debit cards. For American Express credit or debit cards, the CVV is a four-digit numeric code.

  - **CREDIT_DEBIT_CARD_EXPIRY**

    The expiration date for a credit or debit card. This number is usually four digits long and is often formatted as *month/year* or *MM/YY*. AI Guardrail recognizes expiration dates such as *01/21*, *01/2021*, and *Jan 2021*.

- **CREDIT_DEBIT_CARD_NUMBER**

  The number for a credit or debit card. These numbers can vary from 13 to 16 digits in length. However, Amazon Comprehend also recognizes credit or debit card numbers when only the last four digits are present.

- **PIN**

  A four-digit personal identification number (PIN) with which you can access your bank account.

- **INTERNATIONAL_BANK_ACCOUNT_NUMBER**

  An International Bank Account Number has specific formats in each country. For more information, see www.iban.com/structure.

- **SWIFT_CODE**

  A SWIFT code is a standard format of Bank Identifier Code (BIC) used to specify a particular bank or branch. Banks use these codes for money transfers such as international wire transfers.

  SWIFT codes consist of eight or 11 characters. The 11-digit codes refer to specific branches, while eight-digit codes (or 11-digit codes ending in 'XXX') refer to the head or primary office.

- **IT**
  - **IP_ADDRESS**

    An IPv4 address, such as *198.51.100.0*.

  - **MAC_ADDRESS**

    A *media access control* (MAC) address is a unique identifier assigned to a network interface controller (NIC).

  - **URL**

    A web address, such as *www.example.com*.

  - **AWS_ACCESS_KEY**

    A unique identifier that's associated with a secret access key; you use the access key ID and secret access key to sign programmatic AWS requests cryptographically.

- **AWS_SECRET_KEY**

  A unique identifier that's associated with an access key. You use the access key ID and secret access key to sign programmatic AWS requests cryptographically.

- **USA specific**
  - **US_BANK_ACCOUNT_NUMBER**

    A US bank account number, which is typically 10 to 12 digits long.

  - **US_BANK_ROUTING_NUMBER**

    A US bank account routing number. These are typically nine digits long,

  - **US_INDIVIDUAL_TAX_IDENTIFICATION_NUMBER**

    A US Individual Taxpayer Identification Number (ITIN) is a nine-digit number that starts with a "9" and contain a "7" or "8" as the fourth digit. An ITIN can be formatted with a space or a dash after the third and forth digits.

  - **US_PASSPORT_NUMBER**

    A US passport number. Passport numbers range from six to nine alphanumeric characters.

  - **US_SOCIAL_SECURITY_NUMBER**

    A US Social Security Number (SSN) is a nine-digit number that is issued to US citizens, permanent residents, and temporary working residents.

- **Canada specific**
  - **CA_HEALTH_NUMBER**

    A Canadian Health Service Number is a 10-digit unique identifier, required for individuals to access healthcare benefits.

  - **CA_SOCIAL_INSURANCE_NUMBER**

    A Canadian Social Insurance Number (SIN) is a nine-digit unique identifier, required for individuals to access government programs and benefits.

    The SIN is formatted as three groups of three digits, such as *123-456-789*. A SIN can be validated through a simple check-digit process called the Luhn algorithm .

- **UK Specific**
  - **UK_NATIONAL_HEALTH_SERVICE_NUMBER**

A UK National Health Service Number is a 10-17 digit number, such as *485 555 3456*. The current system formats the 10-digit number with spaces after the third and sixth digits. The final digit is an error-detecting checksum.

- **UK_NATIONAL_INSURANCE_NUMBER**

  A UK National Insurance Number (NINO) provides individuals with access to National Insurance (social security) benefits. It is also used for some purposes in the UK tax system.

  The number is nine digits long and starts with two letters, followed by six numbers and one letter. A NINO can be formatted with a space or a dash after the two letters and after the second, forth, and sixth digits.

- **UK_UNIQUE_TAXPAYER_REFERENCE_NUMBER**

  A UK Unique Taxpayer Reference (UTR) is a 10-digit number that identifies a taxpayer or a business.

- **Custom**
  - **Regex filter** - You can use a regular expressions to define patterns for an AI Guardrail to recognize and act upon such as serial number, booking ID etc..

Type: String

Valid Values: `ADDRESS | AGE | AWS_ACCESS_KEY | AWS_SECRET_KEY | CA_HEALTH_NUMBER | CA_SOCIAL_INSURANCE_NUMBER | CREDIT_DEBIT_CARD_CVV | CREDIT_DEBIT_CARD_EXPIRY | CREDIT_DEBIT_CARD_NUMBER | DRIVER_ID | EMAIL | INTERNATIONAL_BANK_ACCOUNT_NUMBER | IP_ADDRESS | LICENSE_PLATE | MAC_ADDRESS | NAME | PASSWORD | PHONE | PIN | SWIFT_CODE | UK_NATIONAL_HEALTH_SERVICE_NUMBER | UK_NATIONAL_INSURANCE_NUMBER | UK_UNIQUE_TAXPAYER_REFERENCE_NUMBER | URL | USERNAME | US_BANK_ACCOUNT_NUMBER | US_BANK_ROUTING_NUMBER | US_INDIVIDUAL_TAX_IDENTIFICATION_NUMBER | US_PASSPORT_NUMBER | US_SOCIAL_SECURITY_NUMBER | VEHICLE_IDENTIFICATION_NUMBER`

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

GuardrailRegexConfig

Service: Amazon Q Connect

The regular expression to configure for the AI Guardrail.

Contents

action

The AI Guardrail action to configure when matching regular expression is detected.

Type: String

Valid Values: `BLOCK | ANONYMIZE`

Required: Yes

name

The name of the regular expression to configure for the AI Guardrail.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

pattern

The regular expression pattern to configure for the AI Guardrail.

Type: String

Length Constraints: Minimum length of 1.

Required: Yes

description

The description of the regular expression to configure for the AI Guardrail.

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

GuardrailTopicConfig

Service: Amazon Q Connect

Details about topics for the AI Guardrail to identify and deny.

Contents

definition

A definition of the topic to deny.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 200.

Required: Yes

name

The name of the topic to deny.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `[0-9a-zA-Z-_ !?.]+`

Required: Yes

type

Specifies to deny the topic.

Type: String

Valid Values: DENY

Required: Yes

examples

A list of prompts, each of which is an example of a prompt that can be categorized as belonging to the topic.

Type: Array of strings

Array Members: Minimum number of 0 items.

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

GuardrailWordConfig

Service: Amazon Q Connect

A word to configure for the AI Guardrail.

Contents

text

Text of the word configured for the AI Guardrail to block.

Type: String

Length Constraints: Minimum length of 1.

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

HierarchicalChunkingConfiguration

Service: Amazon Q Connect

Settings for hierarchical document chunking for a data source. Hierarchical chunking splits documents into layers of chunks where the first layer contains large chunks, and the second layer contains smaller chunks derived from the first layer.

Contents

levelConfigurations

Token settings for each layer.

Type: Array of HierarchicalChunkingLevelConfiguration objects

Array Members: Fixed number of 2 items.

Required: Yes

overlapTokens

The number of tokens to repeat across chunks in the same layer.

Type: Integer

Valid Range: Minimum value of 1.

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

HierarchicalChunkingLevelConfiguration

Service: Amazon Q Connect

Token settings for each layer.

Contents

maxTokens

The maximum number of tokens that a chunk can contain in this layer.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 8192.

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

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

IntentDetectedDataDetails

Service: Amazon Q Connect

Details about the detected intent.

Contents

intent

The detected intent.

Type: String

Required: Yes

intentId

The identifier of the detected intent.

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

relevanceLevel

The relevance level of the detected intent.

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

IntentInputData

Service: Amazon Q Connect

Information about the Amazon Q intent.

Contents

intentId

The identifier of the Amazon Q intent.

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

KnowledgeBaseAssociationConfigurationData

Service: Amazon Q Connect

The data of the configuration for a KNOWLEDGE_BASE type Amazon Q in Connect Assistant Association.

Contents

contentTagFilter

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

maxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

overrideKnowledgeBaseSearchType

The search type to be used against the Knowledge Base for this request. The values can be SEMANTIC which uses vector embeddings or HYBRID which use vector embeddings and raw text

Type: String

Valid Values: HYBRID | SEMANTIC

Required: No

See Also

For more information about using this API in 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 | MESSAGE_TEMPLATES | MANAGED`

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

ingestionFailureReasons

List of failure reasons on ingestion per file.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

ingestionStatus

Status of ingestion on data source.

Type: String

Valid Values: `SYNC_FAILED | SYNCING_IN_PROGRESS | SYNC_SUCCESS | CREATE_IN_PROGRESS`

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

vectorIngestionConfiguration

Contains details about how to ingest the documents in a data source.

Type: VectorIngestionConfiguration 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

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 | MESSAGE_TEMPLATES | MANAGED`

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

vectorIngestionConfiguration

Contains details about how to ingest the documents in a data source.

Type: VectorIngestionConfiguration 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

KnowledgeSource

Service: Amazon Q Connect

A knowledge source that provides content for recommendations.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

assistantAssociationIds

The list of assistant association identifiers for the knowledge source.

Type: Array of strings

Array Members: Fixed number of 1 item.

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: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

ManagedSourceConfiguration

Service: Amazon Q Connect

Source configuration for managed resources.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

webCrawlerConfiguration

Configuration data for web crawler data source.

Type: WebCrawlerConfiguration 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

ManualSearchAIAgentConfiguration

Service: Amazon Q Connect

The configuration for the MANUAL_SEARCH AI Agent type.

Contents

answerGenerationAIGuardrailId

The AI Guardrail identifier for the Answer Generation guardrail used by the MANUAL_SEARCH AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

answerGenerationAIPromptId

The AI Prompt identifier for the Answer Generation prompt used by the MANUAL_SEARCH AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

associationConfigurations

The association configurations for overriding behavior on this AI Agent.

Type: Array of AssociationConfiguration objects

Required: No

locale

The locale to which specifies the language and region settings that determine the response language for QueryAssistant.

> **Note**
>
> For more information on supported locales, see Language support for Amazon Q in Connect.

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

MessageConfiguration

Service: Amazon Q Connect

The configuration for a SendMessage request.

Contents

generateChunkedMessage

Configuration for generating chunked messages.

Type: Boolean

Required: No

generateFillerMessage

Generates a filler response when tool selection is `QUESTION`.

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

MessageData

Service: Amazon Q Connect

The message data.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

text

The message data in text type.

Type: TextMessage object

Required: No

toolUseResult

The result of tool usage in the message.

Type: ToolUseResultData 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

MessageInput

Service: Amazon Q Connect

The message input.

Contents

value

The message input value.

Type: MessageData 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

MessageOutput

Service: Amazon Q Connect

The message output.

Contents

messageId

The identifier of a message.

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

participant

The participant of a message.

Type: String

Valid Values: `CUSTOMER | AGENT | BOT`

Required: Yes

timestamp

The timestamp of a message.

Type: Timestamp

Required: Yes

value

The value of a message data.

Type: MessageData 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

MessageTemplateAttachment

Service: Amazon Q Connect

Information about the message template attachment.

Contents

attachmentId

The identifier of the attachment file.

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

contentDisposition

The presentation information for the attachment file.

Type: String

Valid Values: `ATTACHMENT`

Required: Yes

name

The name of the attachment file being uploaded. The name should include the file extension.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Pattern: `[\p{L}\p{M}\p{N}_\s&@()+,;=\-]+\.[A-Za-z0-9]+`

Required: Yes

uploadedTime

The timestamp when the attachment file was uploaded.

Type: Timestamp

Required: Yes

url

A pre-signed Amazon S3 URL that can be used to download the attachment file.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

urlExpiry

The expiration time of the pre-signed Amazon S3 URL.

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

MessageTemplateAttributes

Service: Amazon Q Connect

The attributes that are used with the message template.

Contents

agentAttributes

The agent attributes that are used with the message template.

Type: AgentAttributes object

Required: No

customAttributes

The custom attributes that are used with the message template.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

customerProfileAttributes

The customer profile attributes that are used with the message template.

Type: CustomerProfileAttributes object

Required: No

systemAttributes

The system attributes that are used with the message template.

Type: SystemAttributes 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

MessageTemplateBodyContentProvider

Service: Amazon Q Connect

The container of the message template body.

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 message template.

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

MessageTemplateContentProvider

Service: Amazon Q Connect

The container of message template content.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

email

The content of the message template that applies to the email channel subtype.

Type: EmailMessageTemplateContent object

Required: No

push

The content of the message template that applies to the push channel subtype.

Type: PushMessageTemplateContent object

Required: No

sms

The content of the message template that applies to the SMS channel subtype.

Type: SMSMessageTemplateContent object

Required: No

whatsApp

The content of the message template that applies to the WHATSAPP channel subtype.

Type: WhatsAppMessageTemplateContent 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

MessageTemplateData

Service: Amazon Q Connect

The data of a message template.

Contents

channelSubtype

The channel subtype this message template applies to.

Type: String

Valid Values: `EMAIL | SMS | WHATSAPP | PUSH`

Required: Yes

createdTime

The timestamp when the message template 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

lastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the message template 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: Yes

lastModifiedTime

The timestamp when the message template data was last modified.

Type: Timestamp

Required: Yes

messageTemplateArn

The Amazon Resource Name (ARN) of the message template.

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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

messageTemplateContentSha256

The checksum value of the message template content that is referenced by the `$LATEST` qualifier. It can be returned in `MessageTemplateData` or `ExtendedMessageTemplateData`. It's calculated by content, language, `defaultAttributes` and `Attachments` of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 64.

Pattern: `[a-zA-Z0-9]+`

Required: Yes

messageTemplateId

The identifier of the message template.

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 message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

attributeTypes

The types of attributes that the message template contains.

Type: Array of strings

Valid Values: `SYSTEM | AGENT | CUSTOMER_PROFILE | CUSTOM`

Required: No

channel

The channel of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

content

The content of the message template.

Type: MessageTemplateContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

defaultAttributes

An object that specifies the default values to use for variables in the message template. This object contains different categories of key-value pairs. Each key defines a variable or placeholder in the message template. The corresponding value defines the default value for that variable.

Type: MessageTemplateAttributes object

Required: No

description

The description of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

groupingConfiguration

The configuration information of the grouping of Amazon Q in Connect users.

Type: GroupingConfiguration object

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

sourceConfigurationSummary

The source configuration summary of the message template.

Type: MessageTemplateSourceConfigurationSummary 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

MessageTemplateFilterField

Service: Amazon Q Connect

The message template fields to filter the message template query results by. The following is the list of supported field names:

- name
- description
- channel
- channelSubtype
- language
- qualifier
- createdTime
- lastModifiedTime
- lastModifiedBy
- groupingConfiguration.criteria
- groupingConfiguration.values

Contents

name

The name of the attribute field to filter the message templates 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 message template 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

MessageTemplateOrderField

Service: Amazon Q Connect

The message template fields to order the message template query results by. The following is the list of supported field names:

- name
- description
- channel
- channelSubtype
- language
- qualifier
- createdTime
- lastModifiedTime
- lastModifiedBy
- groupingConfiguration.criteria
- groupingConfiguration.values

Contents

name

The name of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

order

The order at which the message templates 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

MessageTemplateQueryField

Service: Amazon Q Connect

The message template fields to query message templates by. The following is the list of supported field names:

- name
- description

Contents

name

The name of the attribute to query the message templates 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 message templates 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

MessageTemplateSearchExpression

Service: Amazon Q Connect

The search expression of the message template.

Contents

filters

The configuration of filtering rules applied to message template query results.

Type: Array of MessageTemplateFilterField objects

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Required: No

orderOnField

The message template attribute fields on which the query results are ordered.

Type: MessageTemplateOrderField object

Required: No

queries

The message template query expressions.

Type: Array of MessageTemplateQueryField 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

MessageTemplateSearchResultData

Service: Amazon Q Connect

The result of message template search.

Contents

channelSubtype

The channel subtype this message template applies to.

Type: String

Valid Values: `EMAIL | SMS | WHATSAPP | PUSH`

Required: Yes

createdTime

The timestamp when the message template 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

lastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the message template 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: Yes

lastModifiedTime

The timestamp when the message template data was last modified.

Type: Timestamp

Required: Yes

messageTemplateArn

The Amazon Resource Name (ARN) of the message template.

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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

messageTemplateId

The identifier of the message template.

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 message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

channel

The channel of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

description

The description of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

groupingConfiguration

The configuration information of the grouping of Amazon Q in Connect users.

Type: GroupingConfiguration object

Required: No

isActive

Whether the version of the message template is activated.

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

sourceConfigurationSummary

The source configuration summary of the message template.

Type: MessageTemplateSourceConfigurationSummary 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

versionNumber

The version number of the message template version.

Type: Long

Valid Range: Minimum 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

MessageTemplateSourceConfiguration

Service: Amazon Q Connect

The container of message template source configuration.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

whatsApp

The sourceConfiguration of the message template that applies to the WHATSAPP channel subtype.

Type: WhatsAppMessageTemplateSourceConfiguration 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

MessageTemplateSourceConfigurationSummary

Service: Amazon Q Connect

The container of message template source configuration summary.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

whatsApp

The sourceConfiguration summary of the message template that applies to the WHATSAPP channel subtype.

Type: WhatsAppMessageTemplateSourceConfigurationSummary 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

MessageTemplateSummary

Service: Amazon Q Connect

The summary of the message template.

Contents

channelSubtype

The channel subtype this message template applies to.

Type: String

Valid Values: `EMAIL | SMS | WHATSAPP | PUSH`

Required: Yes

createdTime

The timestamp when the message template 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

lastModifiedBy

The Amazon Resource Name (ARN) of the user who last updated the message template 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: Yes

lastModifiedTime

The timestamp when the message template data was last modified.

Type: Timestamp

Required: Yes

messageTemplateArn

The Amazon Resource Name (ARN) of the message template.

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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

messageTemplateId

The identifier of the message template.

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 message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

activeVersionNumber

The version number of the message template version that is activated.

Type: Long

Valid Range: Minimum value of 1.

Required: No

channel

The channel this message template applies to.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10.

Required: No

description

The description of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

sourceConfiguration

The container of message template source configuration.

Type: MessageTemplateSourceConfiguration 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

MessageTemplateVersionSummary

Service: Amazon Q Connect

The summary of the message template version.

Contents

channelSubtype

The channel subtype this message template applies to.

Type: String

Valid Values: `EMAIL | SMS | WHATSAPP | PUSH`

Required: Yes

isActive

Whether the version of the message template is activated.

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.

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

messageTemplateArn

The Amazon Resource Name (ARN) of the message template.

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}(:[A-Z0-9_$]+){0,1}`

Required: Yes

messageTemplateId

The identifier of the message template.

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 message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

versionNumber

The version number of the message template version.

Type: Long

Valid Range: Minimum value of 1.

Required: Yes

channel

The channel of the message template.

Type: String

Length Constraints: Minimum length of 1. Maximum length 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

NotesChunkDataDetails

Service: Amazon Q Connect

Details about notes chunk data.

Contents

completion

A chunk of the notes completion.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

nextChunkToken

The token for the next chunk of notes data.

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

NotesDataDetails

Service: Amazon Q Connect

Details about notes data.

Contents

completion

The completion data for notes.

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

NoteTakingAIAgentConfiguration

Service: Amazon Q Connect

The configuration for AI Agents of type `NOTE_TAKING`.

Contents

locale

The locale setting for language-specific case summarization generation (for example, en_US, es_ES).

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

noteTakingAIGuardrailId

The AI Guardrail identifier used by the Note Taking AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

noteTakingAIPromptId

The AI Prompt identifier used by the Note Taking AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

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

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

OrchestrationAIAgentConfiguration

Service: Amazon Q Connect

The configuration for AI Agents of type `ORCHESTRATION`.

Contents

orchestrationAIPromptId

The AI Prompt identifier used by the Orchestration AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: Yes

connectInstanceArn

The Amazon Resource Name (ARN) of the Amazon Connect instance used by the Orchestration AI Agent.

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

locale

The locale setting for the Orchestration AI Agent.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

orchestrationAIGuardrailId

The AI Guardrail identifier used by the Orchestration AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

toolConfigurations

The tool configurations used by the Orchestration AI Agent.

Type: Array of ToolConfiguration 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

OrchestratorConfigurationEntry

Service: Amazon Q Connect

An entry in the orchestrator configuration list.

Contents

orchestratorUseCase

The use case for the orchestrator configuration. (for example Connect.SelfService, Connect.AgentAssistance)

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

aiAgentId

The identifier of the AI Agent in the orchestrator configuration.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}$|^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}(:[A-Z0-9_$]+){0,1}`

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

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

ParsingConfiguration

Service: Amazon Q Connect

Settings for parsing document contents. By default, the service converts the contents of each document into text before splitting it into chunks. To improve processing of PDF files with tables and images, you can configure the data source to convert the pages of text into images and use a model to describe the contents of each page.

Contents

parsingStrategy

The parsing strategy for the data source.

Type: String

Valid Values: `BEDROCK_FOUNDATION_MODEL`

Required: Yes

bedrockFoundationModelConfiguration

Settings for a foundation model used to parse documents for a data source.

Type: BedrockFoundationModelConfigurationForParsing 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

ParsingPrompt

Service: Amazon Q Connect

Instructions for interpreting the contents of a document.

Contents

parsingPromptText

Instructions for interpreting the contents of a document.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 10000.

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

PushADMMessageTemplateContent

Service: Amazon Q Connect

The content of the push message template that applies to ADM (Amazon Device Messaging) notification service.

Contents

action

The action to occur if a recipient taps a push notification that is based on the message template. Valid values are:

- `OPEN_APP` - Your app opens or it becomes the foreground app if it was sent to the background. This is the default action.
- `DEEP_LINK` - Your app opens and displays a designated user interface in the app. This action uses the deep-linking features of the Android platform.
- `URL` - The default mobile browser on the recipient's device opens and loads the web page at a URL that you specify.

Type: String

Valid Values: `OPEN_APP | DEEP_LINK | URL`

Required: No

body

The message body to use in a push notification that is based on the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

imageIconUrl

The URL of the large icon image to display in the content view of a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

imageUrl

The URL of an image to display in a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

rawContent

The URL of the small icon image to display in the status bar and the content view of a push notification that's based on the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

smallImageIconUrl

The URL of the small icon image to display in the status bar and the content view of a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

sound

The sound to play when a recipient receives a push notification that's based on the message template. You can use the default stream or specify the file name of a sound resource that's bundled in your app. On an Android platform, the sound file must reside in `/res/raw/`.

Type: String

Length Constraints: Minimum length of 1.

Required: No

title

The title to use in a push notification that's based on the message template. This title appears above the notification message on a recipient's device.

Type: String

Length Constraints: Minimum length of 1.

Required: No

url

The URL to open in a recipient's default mobile browser, if a recipient taps a push notification that's based on the message template and the value of the `action` property is URL.

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

PushAPNSMessageTemplateContent

Service: Amazon Q Connect

The content of the push message template that applies to APNS (Apple Push Notification service) notification service.

Contents

action

The action to occur if a recipient taps a push notification that is based on the message template. Valid values are:

- `OPEN_APP` - Your app opens or it becomes the foreground app if it was sent to the background. This is the default action.
- `DEEP_LINK` - Your app opens and displays a designated user interface in the app. This action uses the deep-linking features of the iOS platform.
- `URL` - The default mobile browser on the recipient's device opens and loads the web page at a URL that you specify.

Type: String

Valid Values: `OPEN_APP | DEEP_LINK | URL`

Required: No

body

The message body to use in a push notification that is based on the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

mediaUrl

The URL of an image or video to display in push notifications that are based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

rawContent

The raw, JSON-formatted string to use as the payload for a push notification that's based on the message template. If specified, this value overrides all other content for the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

sound

The key for the sound to play when the recipient receives a push notification that's based on the message template. The value for this key is the name of a sound file in your app's main bundle or the `Library/Sounds` folder in your app's data container. If the sound file can't be found or you specify `default` for the value, the system plays the default alert sound.

Type: String

Length Constraints: Minimum length of 1.

Required: No

title

The title to use in a push notification that's based on the message template. This title appears above the notification message on a recipient's device.

Type: String

Length Constraints: Minimum length of 1.

Required: No

url

The URL to open in a recipient's default mobile browser, if a recipient taps a push notification that's based on the message template and the value of the `action` property is URL.

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

PushBaiduMessageTemplateContent

Service: Amazon Q Connect

The content of the push message template that applies to Baidu notification service.

Contents

action

The action to occur if a recipient taps a push notification that is based on the message template. Valid values are:

- `OPEN_APP` - Your app opens or it becomes the foreground app if it was sent to the background. This is the default action.
- `DEEP_LINK` - Your app opens and displays a designated user interface in the app. This action uses the deep-linking features of the Android platform.
- `URL` - The default mobile browser on the recipient's device opens and loads the web page at a URL that you specify.

Type: String

Valid Values: `OPEN_APP | DEEP_LINK | URL`

Required: No

body

The message body to use in a push notification that is based on the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

imageIconUrl

The URL of the large icon image to display in the content view of a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

imageUrl

The URL of an image to display in a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

rawContent

The URL of the small icon image to display in the status bar and the content view of a push notification that's based on the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

smallImageIconUrl

The URL of the small icon image to display in the status bar and the content view of a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

sound

The sound to play when a recipient receives a push notification that's based on the message template. You can use the default stream or specify the file name of a sound resource that's bundled in your app. On an Android platform, the sound file must reside in `/res/raw/`.

Type: String

Length Constraints: Minimum length of 1.

Required: No

title

The title to use in a push notification that's based on the message template. This title appears above the notification message on a recipient's device.

Type: String

Length Constraints: Minimum length of 1.

Required: No

url

The URL to open in a recipient's default mobile browser, if a recipient taps a push notification that's based on the message template and the value of the `action` property is URL.

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

PushFCMMessageTemplateContent

Service: Amazon Q Connect

The content of the push message template that applies to FCM (Firebase Cloud Messaging) notification service.

Contents

action

The action to occur if a recipient taps a push notification that is based on the message template. Valid values are:

- `OPEN_APP` - Your app opens or it becomes the foreground app if it was sent to the background. This is the default action.
- `DEEP_LINK` - Your app opens and displays a designated user interface in the app. This action uses the deep-linking features of the Android platform.
- `URL` - The default mobile browser on the recipient's device opens and loads the web page at a URL that you specify.

Type: String

Valid Values: `OPEN_APP | DEEP_LINK | URL`

Required: No

body

The message body to use in a push notification that is based on the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

imageIconUrl

The URL of the large icon image to display in the content view of a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

imageUrl

The URL of an image to display in a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

rawContent

The URL of the small icon image to display in the status bar and the content view of a push notification that's based on the message template.

Type: MessageTemplateBodyContentProvider object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

smallImageIconUrl

The URL of the small icon image to display in the status bar and the content view of a push notification that's based on the message template.

Type: String

Length Constraints: Minimum length of 1.

Required: No

sound

The sound to play when a recipient receives a push notification that's based on the message template. You can use the default stream or specify the file name of a sound resource that's bundled in your app. On an Android platform, the sound file must reside in `/res/raw/`.

Type: String

Length Constraints: Minimum length of 1.

Required: No

title

The title to use in a push notification that's based on the message template. This title appears above the notification message on a recipient's device.

Type: String

Length Constraints: Minimum length of 1.

Required: No

url

The URL to open in a recipient's default mobile browser, if a recipient taps a push notification that's based on the message template and the value of the `action` property is URL.

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

PushMessageTemplateContent

Service: Amazon Q Connect

The content of the message template that applies to the push channel subtype.

Contents

adm

The content of the message template that applies to ADM (Amazon Device Messaging) notification service.

Type: PushADMMessageTemplateContent object

Required: No

apns

The content of the message template that applies to APNS(Apple Push Notification service) notification service.

Type: PushAPNSMessageTemplateContent object

Required: No

baidu

The content of the message template that applies to Baidu notification service.

Type: PushBaiduMessageTemplateContent object

Required: No

fcm

The content of the message template that applies to FCM (Firebase Cloud Messaging) notification service.

Type: PushFCMMessageTemplateContent 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

QueryInputData

Service: Amazon Q Connect

Input information for the query.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

caseSummarizationInputData

Input data for case summarization queries.

Type: CaseSummarizationInputData object

Required: No

intentInputData

Input information for the intent.

Type: IntentInputData object

Required: No

queryTextInputData

Input information for the query.

Type: QueryTextInputData 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

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 512.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

QueryTextInputData

Service: Amazon Q Connect

Information about the text to search for.

Contents

text

The text to search for.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 512.

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

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. 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

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
- createdTime
- 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
- createdTime
- 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 | DETECTED_INTENT | GENERATIVE_ANSWER_CHUNK | BLOCKED_GENERATIVE_ANSWER_CHUNK | INTENT_ANSWER_CHUNK | BLOCKED_INTENT_ANSWER_CHUNK | EMAIL_RESPONSE_CHUNK | EMAIL_OVERVIEW_CHUNK | EMAIL_GENERATIVE_ANSWER_CHUNK | CASE_SUMMARIZATION_CHUNK | BLOCKED_CASE_SUMMARIZATION_CHUNK | SUGGESTED_MESSAGE | NOTES_CHUNK | BLOCKED_NOTES_CHUNK`

Required: No

See Also

For more information about using this API in 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 | INTENT_ANSWER | GENERATIVE_ANSWER | GENERATIVE_ANSWER_CHUNK | BLOCKED_GENERATIVE_ANSWER_CHUNK | INTENT_ANSWER_CHUNK | BLOCKED_INTENT_ANSWER_CHUNK | EMAIL_RESPONSE_CHUNK | EMAIL_OVERVIEW_CHUNK | EMAIL_GENERATIVE_ANSWER_CHUNK | CASE_SUMMARIZATION_CHUNK | BLOCKED_CASE_SUMMARIZATION_CHUNK | NOTES | NOTES_CHUNK | BLOCKED_NOTES_CHUNK`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

RetrievalConfiguration

Service: Amazon Q Connect

Configuration for content retrieval operations.

Contents

knowledgeSource

The knowledge source configuration for content retrieval.

Type: KnowledgeSource object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

filter

The filter configuration for content retrieval.

Type: RetrievalFilterConfiguration object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: No

numberOfResults

The number of results to retrieve.

Type: Integer

Required: No

overrideKnowledgeBaseSearchType

Override setting for the knowledge base search type during retrieval.

Type: String

Valid Values: `HYBRID | SEMANTIC`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

RetrievalFilterConfiguration

Service: Amazon Q Connect

Configuration for filtering content during retrieval operations.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

andAll

Filter configuration that requires all conditions to be met.

Type: Array of RetrievalFilterConfiguration objects

Array Members: Minimum number of 2 items.

Required: No

equals

Filter configuration for exact equality matching.

Type: FilterAttribute object

Required: No

greaterThan

Filter configuration for greater than comparison.

Type: FilterAttribute object

Required: No

greaterThanOrEquals

Filter configuration for greater than or equal comparison.

Type: FilterAttribute object

Required: No

in

Filter configuration for membership in a set of values.

Type: FilterAttribute object

Required: No

lessThan

Filter configuration for less than comparison.

Type: FilterAttribute object

Required: No

lessThanOrEquals

Filter configuration for less than or equal comparison.

Type: FilterAttribute object

Required: No

listContains

Filter configuration for checking if a list contains a value.

Type: FilterAttribute object

Required: No

notEquals

Filter configuration for inequality matching.

Type: FilterAttribute object

Required: No

notIn

Filter configuration for exclusion from a set of values.

Type: FilterAttribute object

Required: No

orAll

Filter configuration where any condition can be met.

Type: Array of RetrievalFilterConfiguration objects

Array Members: Minimum number of 2 items.

Required: No

startsWith

Filter configuration for prefix matching.

Type: FilterAttribute object

Required: No

stringContains

Filter configuration for substring matching.

Type: FilterAttribute 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

RetrieveResult

Service: Amazon Q Connect

A single result from a content retrieval operation.

Contents

associationId

The identifier of the assistant association for the retrieved result.

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

contentText

The text content of the retrieved result.

Type: String

Required: Yes

referenceType

A type to define the KB origin of a retrieved content.

Type: String

Valid Values: `WEB_CRAWLER | KNOWLEDGE_BASE | BEDROCK_KB_S3 | BEDROCK_KB_WEB | BEDROCK_KB_CONFLUENCE | BEDROCK_KB_SALESFORCE | BEDROCK_KB_SHAREPOINT | BEDROCK_KB_KENDRA | BEDROCK_KB_CUSTOM_DOCUMENT | BEDROCK_KB_SQL`

Required: Yes

sourceId

The URL, URI, or ID of the retrieved content when available, or a UUID when unavailable.

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

RuntimeSessionData

Service: Amazon Q Connect

The list of key-value pairs that are stored on the session.

Contents

key

The key of the data stored on the session.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

value

The value of the data stored on the session.

Type: RuntimeSessionDataValue 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

RuntimeSessionDataValue

Service: Amazon Q Connect

A union type that specifies the data stored on the session.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

stringValue

The string value of the data stored on the session.

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

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

SeedUrl

Service: Amazon Q Connect

A URL for crawling.

Contents

url

URL for crawling

Type: String

Pattern: `https?://[A-Za-z0-9][^\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

SelfServiceAIAgentConfiguration

Service: Amazon Q Connect

The configuration for AI Agents of type SELF_SERVICE.

Contents

associationConfigurations

The association configurations for overriding behavior on this AI Agent.

Type: Array of AssociationConfiguration objects

Required: No

selfServiceAIGuardrailId

The AI Guardrail identifier used by the SELF_SERVICE AI Agent.

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

selfServiceAnswerGenerationAIPromptId

The AI Prompt identifier for the Self Service Answer Generation prompt used by the SELF_SERVICE AI Agent

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

Required: No

selfServicePreProcessingAIPromptId

The AI Prompt identifier for the Self Service Pre-Processing prompt used by the SELF_SERVICE AI Agent

Type: String

Pattern: `[a-f0-9]{8}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{4}-[a-f0-9]{12}(:[A-Z0-9_$]+){0,1}`

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

SelfServiceConversationHistory

Service: Amazon Q Connect

The conversation history data to included in conversation context data before the Amazon Q in Connect session.

Contents

botResponse

The bot response of the conversation history data.

Type: String

Required: No

inputTranscript

The input transcript of the conversation history data.

Type: String

Required: No

timestamp

The timestamp of the conversation history entry.

Type: Timestamp

Required: No

turnNumber

The number of turn of the conversation history data.

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

SemanticChunkingConfiguration

Service: Amazon Q Connect

Settings for semantic document chunking for a data source. Semantic chunking splits a document into smaller documents based on groups of similar content derived from the text with natural language processing.

Contents

breakpointPercentileThreshold

The dissimilarity threshold for splitting chunks.

Type: Integer

Valid Range: Minimum value of 50. Maximum value of 99.

Required: Yes

bufferSize

The buffer size.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 1.

Required: Yes

maxTokens

The maximum number of tokens that a chunk can contain.

Type: Integer

Valid Range: Minimum value of 1.

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

aiAgentConfiguration

The configuration of the AI Agents (mapped by AI Agent Type to AI Agent version) that should be used by Amazon Q in Connect for this Session.

Type: String to AIAgentConfigurationData object map

Valid Keys: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: No

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

orchestratorConfigurationList

The list of orchestrator configurations for the session.

Type: Array of OrchestratorConfigurationEntry objects

Required: No

origin

The origin of the Session to be listed. `SYSTEM` for a default Session created by Amazon Q in Connect or `CUSTOMER` for a Session created by calling CreateSession API.

Type: String

Valid Values: `SYSTEM | CUSTOMER`

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

SMSMessageTemplateContent

Service: Amazon Q Connect

The content of the message template that applies to the SMS channel subtype.

Contents

body

The body to use in SMS messages.

Type: SMSMessageTemplateContentBody 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

SMSMessageTemplateContentBody

Service: Amazon Q Connect

The body to use in SMS messages.

Contents

plainText

The message body to use in SMS messages.

Type: MessageTemplateBodyContentProvider 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

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

managedSourceConfiguration

Source configuration for managed resources.

Type: ManagedSourceConfiguration 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

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

citationSpan

Contains information about where the text with a citation begins and ends in the generated output.

Type: CitationSpan 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

Span

Service: Amazon Q Connect

A span represents a unit of work during AI agent execution, capturing timing, status, and contextual attributes.

Contents

assistantId

UUID of the Connect AI Assistant resource

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

attributes

Span-specific contextual attributes

Type: SpanAttributes object

Required: Yes

endTimestamp

Operation end time in milliseconds since epoch

Type: Timestamp

Required: Yes

requestId

The service request ID that initiated the operation

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

sessionId

UUID of the Connect AI Session resource

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

spanId

Unique span identifier

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

spanName

Service-defined operation name

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

spanType

Operation relationship type

Type: String

Valid Values: `CLIENT | SERVER | INTERNAL`

Required: Yes

startTimestamp

Operation start time in milliseconds since epoch

Type: Timestamp

Required: Yes

status

Span completion status

Type: String

Valid Values: `OK | ERROR | TIMEOUT`

Required: Yes

parentSpanId

Parent span identifier for hierarchy. Null for root spans.

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

SpanAttributes

Service: Amazon Q Connect

Contextual attributes capturing operation details, LLM configuration, usage metrics, and conversation data

Contents

agentId

Amazon Connect agent ID

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

aiAgentArn

AI agent ARN

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}(:[A-Z0-9_$]+){0,1}`

Required: No

aiAgentId

AI agent identifier

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

aiAgentInvoker

Entity that invoked the AI agent

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

aiAgentName

AI agent name

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

aiAgentOrchestratorUseCase

AI agent orchestrator use case

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

aiAgentType

AI agent type

Type: String

Valid Values: `MANUAL_SEARCH | ANSWER_RECOMMENDATION | SELF_SERVICE | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: No

aiAgentVersion

AI agent version number

Type: Integer

Required: No

cacheReadInputTokens

Number of input tokens that were retrieved from cache

Type: Integer

Required: No

cacheWriteInputTokens

Number of input tokens that were written to cache in this request

Type: Integer

Required: No

contactId

Amazon Connect contact identifier

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

errorType

Error classification if span failed (e.g., throttle, timeout)

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

initialContactId

Amazon Connect contact identifier

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

inputMessages

Input message collection sent to LLM

Type: Array of SpanMessage objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

instanceArn

Amazon Connect instance ARN

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

operationName

Action being performed

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

outputMessages

Output message collection received from LLM

Type: Array of SpanMessage objects

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Required: No

promptArn

AI prompt ARN

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}(:[A-Z0-9_$]+){0,1}`

Required: No

promptId

AI prompt identifier

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

promptName

AI prompt name

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: No

promptType

AI prompt type

Type: String

Valid Values: `ANSWER_GENERATION | INTENT_LABELING_GENERATION | QUERY_REFORMULATION | SELF_SERVICE_PRE_PROCESSING | SELF_SERVICE_ANSWER_GENERATION | EMAIL_RESPONSE | EMAIL_OVERVIEW | EMAIL_GENERATIVE_ANSWER | EMAIL_QUERY_REFORMULATION | ORCHESTRATION | NOTE_TAKING | CASE_SUMMARIZATION`

Required: No

promptVersion

AI prompt version number

Type: Integer

Required: No

providerName

Model provider identifier (e.g., aws.bedrock)

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

requestMaxTokens

Maximum tokens configured for generation

Type: Integer

Required: No

requestModel

LLM model ID for request (e.g., anthropic.claude-3-sonnet)

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

responseFinishReasons

Generation termination reasons (e.g., stop, max_tokens)

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

responseModel

Actual model used for response (usually matches requestModel)

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

sessionName

Session name

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

systemInstructions

System prompt instructions

Type: Array of SpanMessageValue objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: No

temperature

Sampling temperature for generation

Type: Float

Valid Range: Minimum value of 0.0. Maximum value of 1.0.

Required: No

topP

Top-p sampling parameter for generation

Type: Float

Valid Range: Minimum value of 0.0. Maximum value of 1.0.

Required: No

usageInputTokens

Number of input tokens in prompt

Type: Integer

Required: No

usageOutputTokens

Number of output tokens in response

Type: Integer

Required: No

usageTotalTokens

Total tokens consumed (input + output)

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

SpanCitation

Service: Amazon Q Connect

A citation that spans a specific range of text.

Contents

contentId

The identifier of the content being cited in the span.

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 containing the cited 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

knowledgeBaseId

The identifier of the knowledge base containing the cited 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

title

The title of the content being cited in the span.

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

SpanMessage

Service: Amazon Q Connect

A message in the conversation history with participant role and content values

Contents

messageId

Unique message identifier

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

participant

Message source role

Type: String

Valid Values: `CUSTOMER | AGENT | BOT`

Required: Yes

timestamp

Message timestamp

Type: Timestamp

Required: Yes

values

Message content values (text, tool use, tool result)

Type: Array of SpanMessageValue objects

Array Members: Minimum number of 1 item. Maximum number of 10 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

SpanMessageValue

Service: Amazon Q Connect

Message content value - can be text, tool invocation, or tool result

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

text

Text message content

Type: SpanTextValue object

Required: No

toolResult

Tool result message content

Type: SpanToolResultValue object

Required: No

toolUse

Tool invocation message content

Type: SpanToolUseValue 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

SpanTextValue

Service: Amazon Q Connect

Text message content

Contents

value

String content of the message text

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

aiGuardrailAssessment

The AI Guardrail assessment for the span text.

Type: AIGuardrailAssessment object

Required: No

citations

The citations associated with the span text.

Type: Array of SpanCitation 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

SpanToolResultValue

Service: Amazon Q Connect

Tool result message content

Contents

toolUseId

Relates this result back to the tool invocation

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

values

The tool results

Type: Array of SpanMessageValue objects

Array Members: Minimum number of 1 item. Maximum number of 10 items.

Required: Yes

error

The tool invocation error if failed

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

SpanToolUseValue

Service: Amazon Q Connect

Tool invocation message content

Contents

arguments

The tool input arguments

Type: JSON value

Required: Yes

name

The tool name

Type: String

Length Constraints: Minimum length of 1. Maximum length of 255.

Pattern: `[a-zA-Z0-9\s_.,-]+.*`

Required: Yes

toolUseId

Unique ID for this tool invocation

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

SuggestedMessageDataDetails

Service: Amazon Q Connect

Details about suggested message data.

Contents

messageText

The text content of the suggested message.

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

SuggestedMessageReference

Service: Amazon Q Connect

Reference information for a suggested message.

Contents

aiAgentArn

The Amazon Resource Name (ARN) of the AI Agent that generated the suggested message.

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

aiAgentId

The identifier of the AI Agent that generated the suggested message.

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

SystemAttributes

Service: Amazon Q Connect

The system attributes that are used with the message template.

Contents

customerEndpoint

The CustomerEndpoint attribute.

Type: SystemEndpointAttributes object

Required: No

name

The name of the task.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

systemEndpoint

The SystemEndpoint attribute.

Type: SystemEndpointAttributes 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

SystemEndpointAttributes

Service: Amazon Q Connect

The system endpoint attributes that are used with the message template.

Contents

address

The customer's phone number if used with `customerEndpoint`, or the number the customer dialed to call your contact center if used with `systemEndpoint`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 32767.

Required: No

See Also

For more information about using this API in 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

TextAIPromptInferenceConfiguration

Service: Amazon Q Connect

Inference configuration for text-based AI Prompts.

Contents

maxTokensToSample

The maximum number of tokens to generate in the response.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 4096.

Required: No

temperature

The temperature setting for controlling randomness in the generated response.

Type: Float

Valid Range: Minimum value of 0. Maximum value of 1.

Required: No

topK

The top-K sampling parameter for token selection.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 200.

Required: No

topP

The top-P sampling parameter for nucleus sampling.

Type: Float

Valid Range: Minimum value of 0. 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

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

TextFullAIPromptEditTemplateConfiguration

Service: Amazon Q Connect

The configuration for a prompt template that supports full textual prompt configuration using a YAML prompt.

Contents

text

The YAML text for the AI Prompt template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000000.

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

TextMessage

Service: Amazon Q Connect

The message data in text type.

Contents

aiGuardrailAssessment

The AI Guardrail assessment for the text message.

Type: AIGuardrailAssessment object

Required: No

citations

The citations associated with the text message.

Type: Array of Citation objects

Required: No

value

The value of the message data in text type.

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

ToolConfiguration

Service: Amazon Q Connect

Configuration settings for a tool used by AI Agents.

Contents

toolName

The name of the tool.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

toolType

The type of the tool.

Type: String

Valid Values: `MODEL_CONTEXT_PROTOCOL | RETURN_TO_CONTROL | CONSTANT`

Required: Yes

annotations

Annotations for the tool configuration.

Type: Annotation object

Required: No

description

The description of the tool configuration.

Type: String

Required: No

inputSchema

The input schema for the tool configuration.

Type: JSON value

Required: No

instruction

Instructions for using the tool.

Type: ToolInstruction object

Required: No

outputFilters

Output filters applies to the tool result.

Type: Array of ToolOutputFilter objects

Required: No

outputSchema

The output schema for the tool configuration.

Type: JSON value

Required: No

overrideInputValues

Override input values for the tool configuration.

Type: Array of ToolOverrideInputValue objects

Required: No

title

The title of the tool configuration.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

toolId

The identifier of the tool, for example toolName from Model Context Provider server.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

userInteractionConfiguration

Configuration for user interaction with the tool.

Type: UserInteractionConfiguration 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

ToolInstruction

Service: Amazon Q Connect

Instructions for using a tool.

Contents

examples

Examples for using the tool.

Type: Array of strings

Required: No

instruction

The instruction text for the tool.

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

ToolOutputConfiguration

Service: Amazon Q Connect

Configuration for tool output handling.

Contents

outputVariableNameOverride

Override the tool output results to different variable name.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: No

sessionDataNamespace

The session data namespace for tool output.

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

ToolOutputFilter

Service: Amazon Q Connect

Filter configuration for tool output.

Contents

jsonPath

The JSON path for filtering tool output.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

outputConfiguration

The output configuration for the filter.

Type: ToolOutputConfiguration 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

ToolOverrideConstantInputValue

Service: Amazon Q Connect

A constant input value for tool override.

Contents

type

Override tool input value with constant values

Type: String

Valid Values: `STRING | NUMBER | JSON_STRING`

Required: Yes

value

The constant input override value.

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

ToolOverrideInputValue

Service: Amazon Q Connect

An input value override for tools.

Contents

jsonPath

The JSON path for the input value override.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

value

The override input value.

Type: ToolOverrideInputValueConfiguration 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

ToolOverrideInputValueConfiguration

Service: Amazon Q Connect

Configuration for overriding tool input values.

Contents

> **Important**
>
> This data type is a UNION, so only one of the following members can be specified when used or returned.

constant

Constant input value configuration for tool override.

Type: ToolOverrideConstantInputValue 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

ToolUseResultData

Service: Amazon Q Connect

Data about the result of tool usage.

Contents

toolName

The name of the tool that was used.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

toolResult

The result of the tool usage.

Type: JSON value

Required: Yes

toolUseId

The identifier of the tool use instance.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 4096.

Required: Yes

inputSchema

The input schema for the tool use result.

Type: JSON value

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

UrlConfiguration

Service: Amazon Q Connect

The configuration of the URL/URLs for the web content that you want to crawl. You should be authorized to crawl the URLs.

Contents

seedUrls

List of URLs for crawling.

Type: Array of SeedUrl objects

Array Members: Minimum number of 1 item. Maximum number of 100 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

UserInteractionConfiguration

Service: Amazon Q Connect

Configuration for user interaction settings.

Contents

isUserConfirmationRequired

Indicates whether user confirmation is required for the interaction.

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

VectorIngestionConfiguration

Service: Amazon Q Connect

Contains details about how to ingest the documents in a data source.

Contents

chunkingConfiguration

Details about how to chunk the documents in the data source. A chunk refers to an excerpt from a data source that is returned when the knowledge base that it belongs to is queried.

Type: ChunkingConfiguration object

Required: No

parsingConfiguration

A custom parser for data source documents.

Type: ParsingConfiguration 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

WebCrawlerConfiguration

Service: Amazon Q Connect

The configuration details for the web data source.

Contents

urlConfiguration

The configuration of the URL/URLs for the web content that you want to crawl. You should be authorized to crawl the URLs.

Type: UrlConfiguration object

Required: Yes

crawlerLimits

The configuration of crawl limits for the web URLs.

Type: WebCrawlerLimits object

Required: No

exclusionFilters

A list of one or more exclusion regular expression patterns to exclude certain URLs. If you specify an inclusion and exclusion filter/pattern and both match a URL, the exclusion filter takes precedence and the web content of the URL isn't crawled.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 25 items.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

inclusionFilters

A list of one or more inclusion regular expression patterns to include certain URLs. If you specify an inclusion and exclusion filter/pattern and both match a URL, the exclusion filter takes precedence and the web content of the URL isn't crawled.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 25 items.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

scope

The scope of what is crawled for your URLs. You can choose to crawl only web pages that belong to the same host or primary domain. For example, only web pages that contain the seed URL `https://docs.aws.amazon.com/bedrock/latest/userguide/` and no other domains. You can choose to include sub domains in addition to the host or primary domain. For example, web pages that contain `aws.amazon.com` can also include sub domain `docs.aws.amazon.com`.

Type: String

Valid Values: `HOST_ONLY | SUBDOMAINS`

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WebCrawlerLimits

Service: Amazon Q Connect

The configuration of crawl limits for the web URLs.

Contents

rateLimit

Rate of web URLs retrieved per minute.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 300.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WhatsAppMessageTemplateContent

Service: Amazon Q Connect

The content of the message template that applies to the WHATSAPP channel subtype.

Contents

data

The data.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 6000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WhatsAppMessageTemplateSourceConfiguration

Service: Amazon Q Connect

Configuration information about the external data source.

Contents

businessAccountId

The ID of the End User Messaging WhatsApp Business Account to associate with this template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `.*(^waba-[0-9a-zA-Z]+$)|(^arn:.*:waba/[0-9a-zA-Z]+$).*`

Required: Yes

templateId

The WhatsApp template ID.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `[0-9]+`

Required: Yes

components

The list of component mapping from WhatsApp template parameters to Message Template attributes.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 5000.

Required: No

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- AWS SDK for C++
- AWS SDK for Java V2
- AWS SDK for Ruby V3

WhatsAppMessageTemplateSourceConfigurationSummary

Service: Amazon Q Connect

Configuration information about the external data source.

Contents

businessAccountId

The ID of the End User Messaging WhatsApp Business Account to associate with this template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `.*(^waba-[0-9a-zA-Z]+$)|(^arn:.*:waba/[0-9a-zA-Z]+$).*`

Required: Yes

templateId

The ID of WhatsApp template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Pattern: `[0-9]+`

Required: Yes

components

The list of component mapping from WhatsApp template parameters to Message Template attributes.

Type: Array of strings

Length Constraints: Minimum length of 1. Maximum length of 5000.

Required: No

language

The language of the WhatsApp template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 5.

Required: No

name

The name of the WhatsApp template.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 512.

Required: No

status

The status of the message template.

Type: String

Valid Values: `VALID | INVALID | REJECTED`

Required: No

statusReason

The status reason of the message template.

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

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
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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

> **Important**
>
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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

> **Important**
>
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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

> **Important**
>
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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

> **Important**
>
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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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

Important

End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

Important

End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
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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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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}_.:/=+\-@]*)`

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}_.:/=+\-@]*)`

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

Important

End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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

> **Important**
>
> End of support notice: On May 20, 2026, AWS will end support for Amazon Connect Voice ID. After May 20, 2026, you will no longer be able to access Voice ID on the Amazon Connect console, access Voice ID features on the Amazon Connect admin website or Contact Control Panel, or access Voice ID resources. For more information, visit Amazon Connect Voice ID end of support.

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
- StartOutboundChatContact
- TagContact
- TransferContactToAgent
- TransferContactToQueue
- UnTagContact
- UpdateCase
- UpdateContactAttributes
- UpdateContactCallbackNumber
- UpdateContactData
- UpdateContactEventHooks
- UpdateContactMediaProcessing
- UpdateContactMediaStreamingBehavior
- UpdateContactRecordingAndAnalyticsBehavior
- 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 case using an existing case template. Templates come with predefined fields, some of which are required and will appear in a side panel when you start. You can review and fill in the required fields, and optionally update any other available fields based on your needs. These fields

are set up in your instance ahead of time. You can also choose to link a contact to the new case if needed.

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.

StartOutboundChatContact

Initiate an outbound chat contact to a customer. Only SMS chats are supported. For more information, see the StartOutboundChatContact in the *Amazon Connect API Reference*.

Parameter object

```
{
    "SourceEndpoint": {
        "Address": ConnectPhoneNumberArn of the SourceEndpoint,
        "Type": Type of the SourceEndpoint, currently only supports
 CONNECT_PHONENUMBER_ARN
    },
    "DestinationEndpoint": {
        "Address": E164 phone number of the DestinationEndpoint,
```

```
        "Type": Type of the DestinationEndpoint, currently only supports
 TELEPHONE_NUMBER
    },
    "ContactFlowArn": ContactFlowArn of the flow to be executed for the new outbound
 chat,
    "ContactSubtype": Subtype of the new chat contact, currently only supports
 connect:SMS,
    "InitialSystemMessage": [Optional] {
        "Content": content of the initial system message to be sent to the
 DestinationEndpoint
    },
    "RelatedContact": [Optional] Only supported value is CURRENT
}
```

Results and conditions

None. No conditions are supported.

Errors

- NoMatchingError - if no other Error matches.

Restrictions

- This action only supports `connect:SMS` as the **ContactSubtype** currently.
- This action only supports `CONNECT_PHONENUMBER_ARN` as the Type of **SourceEndpoint** currently.
- This action only supports `TELEPHONE_NUMBER` as the Type of **DestinationEndpoint** currently.

Corresponding block in the UI

Send message

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

UpdateContactMediaProcessing

Allows customers to configure their own Lambda processor, which will be applied to in-flight messages.

Parameter object

```
{
    "ChatProcessor": { // Configuration for bring-your-own-processor for chat channel.
        "ProcessingEnabled": either "True" or "False". Must be set statically.
 Determines whether to enable custom Lambda processing for chat messages.
        "LambdaProcessorARN": The ARN of the Lambda function to process chat messages.
 Must be set statically. Format: arn:aws:lambda:region:account-id:function:function-
name
        "ChatProcessorSettings": { // An object that holds chat processor behavior
 settings
            "DeliverUnprocessedMessages": either "True" or "False". Must be set
 statically. Determines whether to deliver messages that fail Lambda processing.
```

```
        }
    }
}
```

Results and conditions

None.

Errors

- **NoMatchingError** - if no other Error matches. Must always be defined.
- **ChannelMismatch** - if the media channel that initiated the contact is not the same as the one defined in the action. As of now, only chat is supported in this action.

Corresponding block in the UI

Set recording, analytics and processing behavior

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

UpdateContactRecordingAndAnalyticsBehavior

Sets contact recording behavior, including analysis behavior and which participants of the contact to record.

Parameter object

```
{
    // Only ONE of the following channel behavior objects can be defined per
 configuration

   "ChatBehavior": { // Configuration for chat channel interactions
       "ChatAnalyticsBehavior": {
           "Enabled": either "True" or "False". Must be set statically.
           "AnalyticsLanguage": Must be one of languages supported by Contact Lens
 analysis. Can be set dynamically. Use the format xx-XX, for example, en-US for US
 English.
           "ConversationalAnalyticsRedactionConfiguration": {
               "Enabled": either "True" or "False". Must be set statically. Determines
 whether to redact sensitive data in Contact Lens output.
               "RedactionResults": either "RedactedAndOriginal" or "RedactedOnly".
 Can be set dynamically. Determines whether to provide both versions or only redacted
 output.
               "RedactionMaskMode": either "EntityType" or "PII". Must be set
 statically.
```

```
                "RedactionEntities": [ ] a list of entity types to redact from the
analytics output. Must be set statically.
            },
            "InFlightChatRedactionConfiguration": { // In-flight redaction for chat
messages as they are sent. Only available for chat channel.
                "Enabled": either "True" or "False". Must be set statically. Determines
whether to redact sensitive data in real-time chat messages.
                "RedactionMaskMode": either "EntityType" or "PII". Must be set
statically.
                "RedactionEntities": [ ] a list of entity types to redact from chat
messages in-flight. Must be set statically.
                "DeliverUnprocessedMessages": either "True" or "False". Must be set
statically. Determines whether to deliver messages that fail redaction.
            },
            "AnalyticsModes": ["ContactLens"]. Can only be set to ContactLens for chat
channel.
            "SentimentConfiguration": { // Optional parameter to enable sentiment
analysis
                "Enabled": either "True" or "False". Must be set statically.
            },
            "SummaryConfiguration": { // Optional parameter to enable post-contact
summary
                "SummaryModes": ["PostContact", "AutomatedInteraction"]. Can be set to
"PostContact" or "AutomatedInteraction", or both for chat channel.
            }
        }
    },

    "VoiceBehavior": { // Configuration for voice channel interactions
        "VoiceRecordingBehavior": {
            "RecordedParticipants": [ ] a list of participants to record, chosen from
"Agent" and "Customer". An empty list disables recording. Must be set statically.
            "IVRRecordingBehavior": Can be either "Enabled" or "Disabled". Must be set
statically.
        },
        "VoiceAnalyticsBehavior": { // An object that holds voice analytics settings.
Can only be set if 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
analysis. Must be set statically. Use the format xx-XX, for example, en-US for US
English.
            "ConversationalAnalyticsRedactionConfiguration": { // Redaction settings
for analytics output (transcripts, audio files)
```

```
                "Enabled": either "True" or "False". Must be set statically. Determines
 whether to redact sensitive data in Contact Lens output.
                "RedactionResults": either "RedactedAndOriginal" or "RedactedOnly".
 Can be set dynamically. Determines whether to provide both versions or only redacted
 output.
                "RedactionMaskMode": either "EntityType" or "PII". Must be set
 statically.
                "RedactionEntities": [ ] a list of entity types to redact from the
 analytics output. Must be set statically.
            },
            "AnalyticsModes": ["RealTime", "AutomatedInteraction"]. Can be set to one
 of "RealTime" or "PostContact" and also can include "AutomatedInteraction" for voice
 channel.
            "SentimentConfiguration": { // Optional parameter to enable sentiment
 analysis
                "Enabled": either "True" or "False". Must be set statically.
            },
            "SummaryConfiguration": { // Optional parameter to enable post-contact
 summary
                "SummaryModes": ["PostContact", "AutomatedInteraction"]. Can be set
 to "PostContact" or "AutomatedInteraction", or both for voice channel. Must be set
 statically.
            }
        }
    },

    "ScreenRecordingBehavior": { // Optional configuration for agent screen recording.
 Can be defined independently or alongside any channel behavior.
        "ScreenRecordedParticipants": [ ] a list of participants for which to record
 their screen, can only include "Agent". An empty list disables screen recording. Must
 be set statically.
    }
}
```

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.
  - The following redaction entities are not supported for chat in-flight redaction:
    - IN_PERMANENT_ACCOUNT_NUMBER
    - IN_NREGA
    - IN_VOTER_NUMBER
    - IN_AADHAAR
    - DATE_TIME
    - CUSTOMER_DISPLAY_NAME
    - AGENT_DISPLAY_NAME
    - ATTACHMENT_NAME

For more information on sensitive data redaction, see Enable redaction of sensitive data in the *Amazon Connect Administrator's Guide*.

For more information on in-flight chat redaction, see Enable in-flight sensitive data redaction and message processing.

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

- **NoMatchingError** - if no other Error matches. Must always be defined.
- **ChannelMismatch** - if the media channel that initiated the contact is not the same as the one defined in the action. For screen recording, any channel other than voice, chat or tasks would result in this branch being taken. Must always be defined.
- **InFlightRedactionConfigurationFailed** - if starting/stopping in-flight chat redaction fails. Must be defined if chat behavior is defined in action.

Corresponding block in the UI

Set recording, analytics and processing behavior

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.
        "IVRRecordingBehavior": Can be either "Enabled" or "Disabled". 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
          }
       },
        "SummaryConfiguration": {
            "SummaryModes": ["PostContact"] Optional parameter to enable post-contact
  summary. At present we only support "PostContact".
        },
         "SentimentConfiguration": {
            "Enabled": either "True" or "False". Must be set statically.
        }
    }
}
```

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. May be
 defined statically or dynamically. 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. May be
 defined statically or dynamically.
  "TextToSpeechStyle" : The speech style associated with the Amazon Polly Voice. It
 could be None, Coversational, or Newscaster. May be defined statically or dynamically.
}
```

Results and conditions

Results in error if voice or engine are invalid, or if the selected voice does not support the selected engine.

Errors

- NoMatchingError - if no other Error matches. Must always be defined.

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
- CheckVoiceId
- Compare
- DistributeByPercentage
- EndFlowExecution
- GetMetricData
- Loop
- StartVoiceIdStream
- 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. If you specify a ContactFlowId, then InitialCallDelaySeconds parameter is ignored.

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.
   "ContactFlowId": [Optional] A contactFlow ID or contactFlow ARN. Callback contact
 created will execute this flow post creation, if specified. This must be either
 defined fully statically or as a single valid JSONPath identifier.
   "CallerId": [Optional] A caller ID representing the phone number to use for the
 callback. This is what the customer sees when dialed. Must be a valid phone number
 claimed in your Amazon Connect instance. This must be either defined fully statically
 or as a single valid JSONPath identifier.
}
```

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.
    "InvocationType": Specifies the invocation type, allowed values: "SYNCHRONOUS" |
 "ASYNCHRONOUS".
    "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

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 IdentiferName and IdentifierValue, or SearchCriteria.

        "IdentifierName": Name to search for profiles with one identifier,
        "IdentiferValue": 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

- 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

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

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.

Action syntax

```
{
      "Parameters": {
        "PromptId": "string",
        "Text": "string",
        "SSML": "string",
        "Media": {
            "Uri": "string",
            "SourceType": "string",
            "MediaType": "string"
        },
        "LexV2Bot": {
          "AliasArn": "string"
        },
        "LexBot": {
            "Name": "string",
            "Region": "string",
            "Alias": "string"
        },
```

```
        "LexSessionAttributes": {
          "string": "string"
        },
        "LexInitilizationData": {
          "InitialMessage": "string"
        },
        "LexTimeoutSeconds": {
          "Text": "number"
        }
      },
      "Identifier": "string",
      "Type": "ConnectParticipantWithLexBot",
      "Transitions": {
        "NextAction": "string",
        "Errors": [
          {
            "NextAction": "string",
            "ErrorType": "InputTimeLimitExceeded"
          },
          {
            "NextAction": "string",
            "ErrorType": "NoMatchingError"
          },
          {
            "NextAction": "string",
            "ErrorType": "NoMatchingCondition"
          }
        ]
      }
    }
```

Parameter object

Provide either LexBot or LexV2Bot object depending on the Amazon Lex version in the following format.

PromptId

A prompt ID or prompt ARN to play to the participant along with gathering input. This is an optional property and is not required if Text or SSML is specified. This must be either statically defined or a single valid JSONPath identifier.

Type: String

Required: No

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.

Type: String

Required: No

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.

Type: String

Required: No

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.

Required: Yes

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.

Required: No

LexInitializationData

A mapping that defines the initialization data which will be passed to Lex to prime the bot to improve end-customer experience. Lex initialization experience is only supported for Chat channel today. The Voice channel is not supported.

- **InitialMessage**: An optional string that defines the initial message parsed to Lex to prime the bot. The value for InitialMessage parameter is always serialized to$.Media.InitialMessage which resolves to the customer's initial chat message.

Required: No

> **Note**
>
> If the initial message attribute is not included as part of the contact, it will result in the Get customer input block taking the error branch in the flow. To have separate flow configurations for different messaging types, such as web chat, SMS, or Apple Messages for Business, you can use the Check contact attributes block prior to using the Get customer input block to verify the initial message is available.

LexTimeoutSeconds

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.

Required: No

Transitions

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.

Conditions

- **NextAction**: A string that contains the Identifier of the Action that should be run after this Action, if no error or condition is preferentially chosen.
- **Supported Conditions**: Conditions are supported but only the EQUALS operator may be used on conditions.

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
    }
    "InputTimeLimitSeconds": 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.
           "MaximumLength": A number representing the maximum length of the input. May
 be defined statically or dynamically.
       }
   },
   "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.
       "InterdigitTimeLimitSeconds": The number of seconds to wait between each DTMF
 digit entry before proceeding with a timeout error. This timeout applies after the
 first digit has been entered and resets after each subsequent digit. May be defined
 statically or dynamically, and must be a valid integer between 1 and 20 seconds.
   }
}
```

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 InputTimeLimitSeconds.

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": 400,
    "ViewData": {
        "Description": "An optional map of data that will be passed to the View
 Resource. Keys and values may be set statically or dynamically."
    },
    "SensitiveDataConfiguration": {
        "HideResponseOn": ["TRANSCRIPT"]
    }
}
```

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.

To ensure reliable show view rendering, limit combined inputs and contact attributes to 16KB or less.

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.

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
- OnSlaBreach
- 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 mertcis
    "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 less than 24 hours (< 86400).

```
{
    "Type": "AgentActvityDurationSeconds",
    "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 require 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 ≥ 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 ≥ 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 ≥ 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 ≤ 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 >= 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 >= 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

Agent Hierarchy

Parameters

- Operator - "CONTAINS_ANY"
- Operands - Agent hierarchy ARNs.
- ComparisonValue - "$.ContactLens.ContactEvaluation.Agent.HierarchyGroup.ARN"
- Negate - False

Initiation Method

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A validated enum set of possible values. Possible values are as follows:
  - 'INBOUND'
  - 'OUTBOUND'
  - 'TRANSFER'
  - 'QUEUE_TRANSFER'

- 'CALLBACK'
- 'API'
- 'DISCONNECT'

- ComparisonValue - '$.ContactLens.ContactEvaluation.InitiationMethod'
- Negate - False

DisconnectReason

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A validated enum set of possible values. Possible values are as follows:
  - 'TELECOM_BUSY'
  - 'TELECOM_NUMBER_INVALID'
  - 'TELECOM_POTENTIAL_BLOCKING'
  - 'TELECOM_UNANSWERED'
  - 'TELECOM_TIMEOUT'
  - 'TELECOM_ORIGINATOR_CANCEL'
  - 'TELECOM_PROBLEM'
  - 'CUSTOMER_NEVER_ARRIVED'
  - 'THIRD_PARTY_DISCONNECT'
  - 'CUSTOMER_DISCONNECT'
  - 'AGENT_DISCONNECT'
  - 'BARGED'
  - 'CONTACT_FLOW_DISCONNECT'
  - 'OTHER'
  - 'OUTBOUND_DESTINATION_ENDPOINT_ERROR'
  - 'OUTBOUND_RESOURCE_ERROR'
  - 'OUTBOUND_ATTEMPT_FAILED'
  - 'EXPIRED'
  - 'AGENT_NETWORK_DISCONNECT'
  - 'CUSTOMER_CONNECTION_NOT_ESTABLISHED'

- 'API'
- 'IDLE_DISCONNECT'
- 'SYSTEM_ERROR'
- 'AGENT_COMPLETED'
- 'TRANSFERRED'
- 'DISCARDED'

- ComparisonValue - "$.ContactLens.ContactEvaluation.DisconnectReason"
- Negate - False

Routing Profile

Parameters

- Operator - "CONTAINS_ANY"
- Operands - Routing profile ARNs.
- ComparisonValue - "$.ContactLens.ContactEvaluation.Agent.RoutingProfile"
- Negate - False

PotentialDisconnectIssue

Parameters

- Operator - "CONTAINS_ANY" or "EQUALS"
- Operands - A validated enum of possible values.
- ComparisonValue - '$.ContactLens.ContactEvaluation.PotentialDisconnectIssue'
- Negate - False

Custom User-Defined Segment Attribute

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A list of segment attribute values. The values must be a value in the pre-defined attribute resource.

- ComparisonValue - "$.ContactLens.ContactEvaluation.SegmentAttributes.UserDefined.[KEY]"

  The KEY must be an instance pre-defined attribute resource.
- Negate - False or true

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 – "EQUALS"

- Operands – No value
- ComparisonValue – "$.ContactLens.ContactEvaluation.Queue.QueueId"
- Negate – False

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

Agent Hierarchy

Parameters

- Operator - "CONTAINS_ANY"
- Operands - Agent hierarchy ARNs.
- ComparisonValue - "$.ContactLens.PostCall.Agent.HierarchyGroup.ARN"
- Negate - False

NonTalkTimePct

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands - An array of numbers, array length can only be 1. Value is an integer between 0 and 100.
- ComparisonValue - "$.ContactLens.PostCall.Agent.HierarchyGroup.ARN"
- Negate - False

Customer Hold Duration Pct

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands - An array of number, array length can only be 1. Value is an integer between 0 and 100.
- ComparisonValue - '$.ContactLens.PostCall.Agent.CustomerHoldDurationPct'
- Negate - False.

Initiation Method

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A validated enum set of possible values. Possible values are as follows:
  - 'INBOUND'
  - 'OUTBOUND'
  - 'TRANSFER'
  - 'QUEUE_TRANSFER'
  - 'CALLBACK'
  - 'API'
  - 'DISCONNECT'
- ComparisonValue - '$.ContactLens.PostCall.InitiationMethod'
- Negate - False

DisconnectReason

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A validated enum set of possible values. Possible values are as follows:
  - 'TELECOM_BUSY'
  - 'TELECOM_NUMBER_INVALID'

- 'TELECOM_POTENTIAL_BLOCKING'
- 'TELECOM_UNANSWERED'
- 'TELECOM_TIMEOUT'
- 'TELECOM_ORIGINATOR_CANCEL'
- 'TELECOM_PROBLEM'
- 'CUSTOMER_NEVER_ARRIVED'
- 'THIRD_PARTY_DISCONNECT'
- 'CUSTOMER_DISCONNECT'
- 'AGENT_DISCONNECT'
- 'BARGED'
- 'CONTACT_FLOW_DISCONNECT'
- 'OTHER'
- 'OUTBOUND_DESTINATION_ENDPOINT_ERROR'
- 'OUTBOUND_RESOURCE_ERROR'
- 'OUTBOUND_ATTEMPT_FAILED'
- 'EXPIRED'
- 'AGENT_NETWORK_DISCONNECT'
- 'CUSTOMER_CONNECTION_NOT_ESTABLISHED'
- 'API'
- 'IDLE_DISCONNECT'
- 'SYSTEM_ERROR'
- 'AGENT_COMPLETED'
- 'TRANSFERRED'
- 'DISCARDED'

- ComparisonValue - "$.ContactLens.PostCall.DisconnectReason"
- Negate - False

Absolute Talk Time

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"

- Operands - An integer.
- ComparisonValue - '$.ContactLens.PostCall.TalkTime.TotalTimeSecs'
- FilterClause -

```
{ // required!!
        LogicOperator: 'AND', // has to be 'AND'
        Filters: [ // only allows one of the object
          {
            Type: 'ParticipantRole',
            Data: 'AGENT', // 'AGENT' or 'CUSTOMER'
          },
        ],
      },
```

- Negate - False

Maximum (Highest) Loudness Score

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands - an integer (decibels).
- ComparisonValue - '$.ContactLens.PostCall.Loudness.HighestLoudnessScore'
- FilterClause -

```
{
        LogicOperator: 'AND', // has to be AND
        Filters: [ // only one object
          {
            Type: 'ParticipantRole',
            Data: 'CUSTOMER', // or 'AGENT'
          },
        ],
      },
```

- Negate - False

After Contact Work Duration

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands - A positive integer or zero.
- ComparisonValue - '$.ContactLens.PostCall.Agent.AfterContactWorkDurationSecs'
- Negate - False

Routing profile

Parameters

- Operator - "CONTAINS_ANY"
- Operands - Routing profile ARNs:
- ComparisonValue - "$.ContactLens.PostCall.Agent.RoutingProfile"
- Negate - False

PotentialDisconnectIssue

Parameters

- Operator - "CONTAINS_ANY" | "EQUALS"
- Operands - A validated enum of possible values.
- ComparisonValue - '$.ContactLens.PostCall.PotentialDisconnectIssue'
- Negate - False.

Custom User-Defined Segment Attribute

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A list of segment attribute values. The values must be a value in the pre-defined attribute resource.
- ComparisonValue - "$.ContactLens.ContactEvaluation.SegmentAttributes.UserDefined.[KEY]"

The KEY must be an instance pre-defined attribute resource.

- Negate - False or True

Connect AI Agent

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A list of strings. Strings are either a list of different UUIDs by themselves or a list of strings prefixed with the same UUID, with different possible version numbers uuid:2 and uuid:3. For example:
  - Different UUIDs by themselves: ['30682191-2312-4c27-9fc1-752e7a399d52', '2b81c7d5-85bc-459f-b605-0f5280a4301e']
  - Prefixed with the same UUID with different possible version numbers: ['30682191-2312-4c27-9fc1-752e7a399d52:1', '30682191-2312-4c27-9fc1-752e7a399d52:2']
- ComparisonValue - '$.ContactLens.PostCall.AiAgent.IdWithVersion'
- FilterClause -

```
[
          { // REQUIRED filter
            Type: 'AiAgentUseCase',
            Data: {
              Value: 'SelfService', // or 'AgentAssistance'
            },
          },
          { // OPTIONAL filter
            Type: 'AiAgentEscalatedToHuman',
            Data: 'TRUE', // or 'FALSE'
          },
        ],
      },
```

- Negate - False

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 natural language - Semantic match

Parameters

- Operator - "EQUALS"
- Operands – A list with a single string
- ComparisonValue – ""$.ContactLens.PostCall.SemanticMatch.Phrase"
- FilterClause –

```
{
     Operator: "EQUALS",
     Operands: [
          "Customer called to change their address and agent proceeded with the
 address change during the call."
     ],
     ComparisonValue: "$.ContactLens.PostCall.SemanticMatch.Phrase",
     Negate: true or false
},
```

- 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 - "EQUALS"
- Operands – No value.
- ComparisonValue – "$.ContactLens.PostCall.Queue.QueueId"
- Negate - False

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

PostCall total hold 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.Agent.CustomerHoldDurationSecs"
- Negate - false

PostCall longest hold 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.Agent.LongestHoldDurationSecs"
- Negate - false

PostCall number of holds 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.Agent.NumberOfHolds"
- Negate - false

PostCall agent interaction duration condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.
- "$.ContactLens.PostCall.Agent.AgentInteractionDurationSecs"
- 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

Agent Hierarchy

Parameters

- Operator - "CONTAINS_ANY"
- Operands - Agent hierarchy ARNs.
- ComparisonValue - "$.ContactLens.PostChat.Agent.HierarchyGroup.ARN"
- Negate - False

Initiation Method

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A validated enum set of possible values.Possible values are as follows:
  - 'INBOUND'
  - 'OUTBOUND'
  - 'TRANSFER'
  - 'QUEUE_TRANSFER'
  - 'CALLBACK'
  - 'API'
  - 'DISCONNECT'
- ComparisonValue - '$.ContactLens.PostChat.InitiationMethod'
- Negate - False

DisconnectReason

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A validated enum set of possible values. Possible values are as follows:
  - 'TELECOM_BUSY'
  - 'TELECOM_NUMBER_INVALID'
  - 'TELECOM_POTENTIAL_BLOCKING'
  - 'TELECOM_UNANSWERED'
  - 'TELECOM_TIMEOUT'
  - 'TELECOM_ORIGINATOR_CANCEL'
  - 'TELECOM_PROBLEM'
  - 'CUSTOMER_NEVER_ARRIVED'
  - 'THIRD_PARTY_DISCONNECT'
  - 'CUSTOMER_DISCONNECT'
  - 'AGENT_DISCONNECT'
  - 'BARGED'
  - 'CONTACT_FLOW_DISCONNECT'
  - 'OTHER'
  - 'OUTBOUND_DESTINATION_ENDPOINT_ERROR'
  - 'OUTBOUND_RESOURCE_ERROR'
  - 'OUTBOUND_ATTEMPT_FAILED'
  - 'EXPIRED'
  - 'AGENT_NETWORK_DISCONNECT'
  - 'CUSTOMER_CONNECTION_NOT_ESTABLISHED'
  - 'API'
  - 'IDLE_DISCONNECT'
  - 'SYSTEM_ERROR'
  - 'AGENT_COMPLETED'
  - 'TRANSFERRED'
  - 'DISCARDED'

- ComparisonValue - "$.ContactLens.PostChat.DisconnectReason"
- Negate - False

After Contact Work Duration

Parameters

- Operator - "NumberGreaterOrEqualTo" | "NumberLessOrEqualTo"
- Operands - A positive integer or zero.
- ComparisonValue - '$.ContactLens.PostChat.Agent.AfterContactWorkDurationSecs'
- Negate - False

Routing Profile

Parameters

- Operator - "CONTAINS_ANY"
- Operands - Routing profile ARNs.
- ComparisonValue - "$.ContactLens.PostChat.Agent.RoutingProfile"
- Negate - False

PotentialDisconnectIssue

Parameters

- Operator - "CONTAINS_ANY" where it is matched by a possible operand or "EQUALS" where the operand has to have no value.
- Operands - A validated enum of possible values or no value.
- ComparisonValue - '$.ContactLens.PostChat.PotentialDisconnectIssue'
- Negate - False

Custom User-Defined Segment Attribute

Parameters

- Operator - "CONTAINS_ANY"

- Operands - A list of segment attribute values. The values must be a value in the pre-defined attribute resource.
- ComparisonValue - "$.ContactLens.ContactEvaluation.SegmentAttributes.UserDefined.[KEY]"

  The KEY must be an instance pre-defined attribute resource.
- Negate - False

Connect AI Agent

Parameters

- Operator - "CONTAINS_ANY"
- Operands - A list of strings. Strings are either a list of different UUIDs by themselves or a list of strings prefixed with the same UUID, with different possible version numbers uuid:2 and uuid:3. For example:
  - Different UUIDs by themselves: ['30682191-2312-4c27-9fc1-752e7a399d52', '2b81c7d5-85bc-459f-b605-0f5280a4301e']
  - Prefixed with the same UUID with different possible version numbers: ['30682191-2312-4c27-9fc1-752e7a399d52:1', '30682191-2312-4c27-9fc1-752e7a399d52:2']
- ComparisonValue - '$.ContactLens.PostChat.AiAgent.IdWithVersion'
- FilterClause -

```
{
        LogicOperator: 'AND', // has to be 'AND'
        Filters: [
          { // REQUIRED filter
            Type: 'AiAgentUseCase',
            Data: {
              Value: 'SelfService', // or 'AgentAssistance'
            },
          },
          { // OPTIONAL filter
            Type: 'AiAgentEscalatedToHuman',
            Data: 'TRUE', // or 'FALSE'
          },
        ],
      },
```

- Negate - False

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 natural language - Semantic match

Parameters

- Operator - "EQUALS"
- Operands – A list with a single string
- ComparisonValue – ""$.ContactLens.PostChat.SemanticMatch.Phrase"
- FilterClause –

```
{
     Operator: "EQUALS",
     Operands: [
          "Customer called to change their address and agent proceeded with the
 address change during the call."
     ],
     ComparisonValue: "$.ContactLens.PostChat.SemanticMatch.Phrase",
     Negate: true or false
},
```

- 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 - "EQUALS"
- Operands – No value
- ComparisonValue – "$.ContactLens.PostChat.Queue.QueueId"
- Negate - False

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

PostChat agent interaction duration condition

Parameters

- Operator - "NumberLessOrEqualTo" | "NumberGreaterOrEqualTo"
- Operands – An array of number, array length can only be 1. Value is an integer with minimum value 1.
- "$.ContactLens.PostChat.Agent.AgentInteractionDurationSecs"
- 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.*.

AssigneeId 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
}
```

Case template condition

Parameters

- Operator - “CONTAINS_ANY”
- Operands – A list of template ids.
- ComparisonValue – "$.Case.TemplateId"
- Negate - true/false

```
{
"Operator": "CONTAINS_ANY",
"Operands": ["templateId"],
"ComparisonValue": "$.Case.TemplateId",
"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
}
```

Case template condition

Parameters

- Operator - “CONTAINS_ANY”
- Operands – A list of template ids.
- ComparisonValue – "$.Case.TemplateId"
- Negate - true/false

```
{
"Operator": "CONTAINS_ANY",
"Operands": ["templateId"],
"ComparisonValue": "$.Case.TemplateId",
"Negate": false
}
```

OnSlaBreach

Cases SLA name condition

Parameters

- Operator - “CONTAINS_ANY”
- Operands – A list of SLA names.
- ComparisonValue – "$.RelatedItem.SlaConfiguration.Name"
- Negate - false

```
{
"Operator": "CONTAINS_ANY",
"Operands": ["highPrioritySla"],
"ComparisonValue": "$.RelatedItem.SlaConfiguration.Name",
"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
}
```

Testing language Amazon Connect

This section describes the Amazon Connect Testing language and how to use it. The Testing language is a JSON-based representation of testing observation, events and, actions.

Use the Testing language to do the following:

- Create test cases for simulating your flows.
- Write test cases instead of using the test designer.

Amazon Connect Testing language concepts

The following terms are used in the Testing language.

Observations

Observations represent each complete interaction that includes one observed event expected from the system and many actions to validate or simulate system behaviors.

Events

Events represent expected behaviors that would come from the system, such as a prompt, a bot message, or a Lambda call.

Actions

Actions represent what the testing framework should do in response to an event, such as sending DTMF, responding with text, asserting attribute values, or ending the test.

Actors

Actors represent roles to be played in the testing framework. When observing events, actors can be the system or agent, such as a play prompt coming from the system or an agent accepting the call. When simulating actions, actors can be the customer, system, or agent, such as simulating a customer input DTMF or utterance, or simulating a system response from a Lambda function.

Example test

The following example demonstrates a JSON string representing the content of a test case configuration. It illustrates a simple test case that mocks the hours of operation when the test is initiated and then validates that a welcome prompt is played. Additionally, it simulates a contact's DTMF input to be placed in a queue and connected to an agent. The test will then verify if the queue placement is correct before concluding the test case. Overall, this test case configuration consists of three interactions with three simulated actions. Following is an example of the JSON representation for this test case.

```
{
    "Version": "2025-06-21",
    "Metadata": {},
    "Observations": [
        {
            "Identifier": "TriggerHoursCheck",
            "Event": {
                "Identifier": "Unique identifer"
                "Type": "TestInitiated",
                "Actor": "System",
                "Properties": {}
            },
            "Usage": {
                "Type": "EXACTLY"
            },
            "Actions": [
                {
                    "Identifier": "ActionId",
                    "Type": "OverrideSystemBehavior",
                    "Parameters": {
                        "ActionType": "OverrideSystemBehavior",
                        "Behavior": {
                            "Type": "FlowAction",
                            "Properties": {
                                "ActionType": "CheckHoursOfOperation",
                                "ActionParameters": {
                                    "HoursOfOperationId": "arn:aws:connect:us-
west-2:123456789012:instance/abc123/flow/BasicHours"
                                },
                                "Strategy": {
                                    "Type": "SubstituteResource",
```

```
                                    "SubstituteArn": "arn:aws:connect:us-
west-2:123456789012:instance/abc123/flow/AlwaysOnHours"
                                }
                            }
                        }
                    },
                    "Transitions": {
                        "NextAction": ""
                    }
                }
            ],
            "Transitions": {
                "NextObservations": [
                    "Welcome Message"
                ]
            }
        },
        {
            "Identifier": "Welcome Message",
            "Event": {
                "Identifier": "Unique identifer"
                "Type": "MessageReceived",
                "Actor": "System",
                "Properties": {
                    "Text": "Press 1 to be connected to an agent"
                },
                "MatchingCriteria": "Similarity"
            },
            "Usage": {
                "Type": "EXACTLY"
            },
            "Actions": [
                {
                    "Identifier": "Send dtmf input",
                    "Type": "SendInstruction",
                    "Actor": "Customer",
                    "Parameters": {
                        "ActionType": "SendInstruction",
                        "Actor" : "Customer",
                        "Instruction": {
                            "Type": "DtmfInput",
                            "Properties": {
                                "Value": 1
                            }
```

```
                        }
                    },
                    "Transitions": {
                        "NextAction": ""
                    }
                }
            ],
            "Transitions": {
                "NextObservations": [
                    "Trigger Queue Announcement"
                ]
            }
        },
        {
            "Identifier": "Trigger Queue Announcement",
            "Event": {
                "Type": "MessageReceived",
                "Actor": "System",
                "Properties": {
                    "Text": "Thank you for calling. Your call is very important to us
and will be answered in the order it was received."
                },
                "MatchingCriteria": "Similarity"
            },
            "Usage": {
                "Type": "EXACTLY"
            },
            "Actions": [
                {
                    "Identifier": "assertqueue",
                    "Type": "Assert",
                    "Parameters": {
                        "Namespace": "$.Queue.Name",
                        "Operator": "Equals",
                        "Operand": "Basic Queue"
                    },
                    "Transitions": {
                        "NextAction": "endthetest"
                    }
                },
                {
                    "Identifier": "endthetest",
                    "Type": "TestControl",
                    "Parameters": {
```

```
                        "ActionType": "TestControl"
                        "Command": {
                            "Type": "EndTest"
                        }
                    },
                    "Transitions": {
                        "NextAction": ""
                    }
                }
            ],
            "Transitions": {
                "NextObservations": []
            }
        }
    ]
}
```

Observations in the Amazon Connect Testing language

Observations represent each complete interaction that includes one observed event expected from the system and many actions to validate or simulate system behaviors.

Parameters

- Version - The API version for the testing language, such as 2025-06-21.
- Metadata - Optional object containing UI-specific or non-functional data
- Observations - An array of observation objects that define the test flow

Observation object

Each observation consists of an event to observe and actions to execute when that event occurs.

- Identifier - Unique identifier for the observation
- Event - Defines the expected event from the system to observe
- Actions - Array of actions to execute when the event is observed
- Usage - Defines how many times this observation should be matched
  - Type: "EXACTLY"

- Times: Integer value for the count, when applicable
- Transitions - Optional object defining flow control to next observations
  - NextActions: Array of observation IDs to transition to

```
{
  "Version": "2025-06-21",
  "Metadata": { ... }, // Metadata to be used for data which is used for UI or any non-
runtime impacting data as required.
  "Observations": [
    {
      "Identifier": "Unique identifer",
      "Event": { ... },
      "Actions": [
            {
                "Id": "ActionId",
                "Type": "ActionType", // Action type could be of any type mentioned in
 recap (ObserveEvent, SendInstruction, Assertion, OverrideSystemBehavior, EndTest)
                "Parameters": {...},
                "Transitions" : {...}
            },
            ...
        ],
      "Usage": { "Type": "ANY" },
      "Transitions" : {
        "NextObservations": ["string-id", "string-id", "string-id"]
      }
    },
    // Additional observations...
  ]
}
```

Events in the Amazon Connect Testing language

Events represent expected behaviors from the system that the test framework observes.

Contents

- Test initiated
- Test completed
- Message received

- Flow action started

Test initiated

Triggered when the test execution begins. This is typically used to set up initial conditions such as override system behaviors before the actual flow execution starts.

Parameters

- Identifier - Unique identifier for the event. (API need to specify this identifier in order for the UI to render properly)
- Type - Must always be `TestInitiated`.
- Actor - Must always be `System`. This indicates that the event originates from the testing system.
- Properties - Empty object. No additional properties are required.

```
{
    "Identifier": "unique identifier",
    "Type": "TestInitiated",
    "Actor": "System",
    "Properties": {}
}
```

Test completed

Triggered when the test execution ends. This event is observed when the test is terminated.

Parameters

- Type - Must always be `TestCompleted`.
- Actor - Must always be `System`. This indicates that the event originates from the testing system.
- Properties - Empty object. No additional properties are required.

```
{
    "Identifier": "unique identifier",
    "Type": "TestCompleted",
    "Actor": :"System",
```

```
    "Properties": {}
}
```

Message received

Observes when the system plays a prompt or send any voice response to the simulated customer. This event can match messages using different criteria.

Parameters

- Identifier - Unique identifier for the event (API need to specify this identifier in order for the UI to render properly)
- Type - Must always be `MessageReceived`.
- Actor - Must always be `System`. This indicates the event originate from the testing system.
- Properties - Empty object. Object containing the following message details:
  - PromptId (Optional): Specific prompt ID or ARN to match
  - Text (Optional): Text content of the message to match
  - SSML (Optional): SSML content to match
  - Media (Optional): External media source details
    - Uri: Location of the media file
    - SourceType: Source from which media is fetched such as S3
    - MediaType: Type of media such as "audio/mpeg"
  - MatchingCriteria - Defines how to match the message:
    - Similarity: Uses semantic matching to find similar messages
    - Inclusion: Checks if the observed message contains the specified text

```
{
    "Identifier": "unique identifier",
    "Type": "MessageReceived",
    "Actor": "System",
    "Properties": {
        "PromptId": "string", // [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":  "string", // 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": "string", // 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": "string", // Location of the message
            "SourceType": "string",// The source from which the message will be
 fetched. The only supported type is S3
            "MediaType": "string"// The type of the message to be played. The only
 supported type is Audio
        },
        "MatchingCriteria": { Type: Similarity / Inclusion }
    }
}
```

Flow action started

Observes when a specific flow action begins execution. This allows you to detect when particular flow actions are executed during the simulation.

Invoke Lambda function

Observes when a Lambda function invocation action starts.

Parameters

- Identifier - Unique identifier for the event (In preview, API need to specify this identifier in order for the UI to render properly)
- Type - Must always be `FlowActionStarted`.
- Actor - Must always be `System`. This indicates that the event originates from the testing system.
- Properties:
  - ActionType - Must always be `InvokeLambdaFunction`.
  - ActionParameters:
    - LambdaFunctionARN: The ARN of the Lambda function being invoked

```
{
    "Identifier": "unique identifier",
```

```
    "Type": "FlowActionStarted",
    "Actor": "System",
    "Properties": {
        "ActionType" : "InvokeLambdaFunction " // V2 JSON action type
        "ActionParameters" : { // V2 JSON action parameters
            "LambdaFunctionARN": "string"
        }
}
```

Check hours of operation

Observes when the flow checks hours of operation.

Parameters

- Identifier - Unique identifier for the event (API need to specify this identifier in order for the UI to render properly)
- Type - Must always be `FlowActionStarted`.
- Actor - Must always be `System`. This indicates that the event originates from the testing system.
- Properties:
  - ActionType - Must always be `CheckHoursOfOperation`.
  - ActionParameters:
    - HoursOfOperationId: The ID or ARN of the hours of operation resource being checked

```
{
    "Identifier": "unique identifier",
    "Type": "FlowActionStarted",
    "Actor": "System",
    "Properties": {
        "ActionType" : "CheckHoursOfOperation" // V2 JSON action type
        "ActionParameters" : { // V2 JSON action parameters
            "HoursOfOperationId": "string"
        }
}
```

Transfer contact to queue

Observes when a contact is being transferred to a queue.

Parameters

- Identifier - Unique identifier for the event (API need to specify this identifier in order for the UI to render properly)
- Type - Must always be `FlowActionStarted`.
- Actor - Must always be `System`. This indicates that the event originates from the testing system.
- Properties:
  - ActionType - Must always be `TransferContactToQueue`.
  - ActionParameters:
    - QueueId: The ID or ARN of the target queue
    - AgentId (Optional): Specific agent ID if transferring to a particular agent

```
{
    "Identifier": "unique identifier",
    "Type": "FlowActionStarted",
    "Actor": "System",
    "Properties": {
        "ActionType" : "TransferContactToQueue" // V2 JSON action type
        "ActionParameters" : { // V2 JSON action parameters
            "QueueId": "string",
            "AgentId" : "string"
        }
}
```

Connect participant with Lex bot

Observes when a participant is being connected to a Lex bot.

Parameters

- Identifier - Unique identifier for the event (API need to specify this identifier in order for the UI to render properly)
- Type - Must always be `FlowActionStarted`.
- Actor - Must always be `System`. This indicates that the event originates from the testing system.
- Properties:
  - ActionType - Must always be `ConnectParticipantWithLexBot`.

- ActionParameters:
  - LexV2Bot: Object containing bot details
    - AliasArn: The ARN of the Lex V2 bot alias

```
{
    "Identifier": "unique identifier",
    "Type": "FlowActionStarted",
    "Actor": "System",
    "Properties": {
        "ActionType": "ConnectParticipantWithLexBot"
        "ActionParameters": {
            "LexV2Bot": {
                "AliasArn": "string"
            }
        }
    }
}
```

Actions in the Amazon Connect Testing language

Actions represent what the testing framework executes in response to observed events.

Assertion

Validates that a specific attribute or value in the flow matches expected criteria.

Parameters

- Identifier: Unique identifier for the action
- Type: Must be `Assert`
- Parameters:
  - Namespace: JSON path to the attribute value to check
  - Operator: Comparison operator to use (see Supported operators)
  - Operand: Expected value to compare against
- Transitions
  - NextAction: The unique identifier for the next action

Supported operators

- Equals: Exact match
- TextStartsWith: Text begins with the operand
- TextEndsWith: Text ends with the operand
- TextContains: Text contains the operand
- NumberGreaterThan: Numeric value is greater than operand
- NumberGreaterOrEqualTo: Numeric value is greater than or equal to operand
- NumberLessThan: Numeric value is less than operand
- NumberLessOrEqualTo: Numeric value is less than or equal to operand
- Exists: Checks if the attribute exists (operand not required)

```
{
   "Identifier" : "ActionId",
   "Type" : "Assert",
   "Parameters" : {
       "Namespace" : "string", // Data path to fetch
       "Operator": "string", // Comparasion operator
       "Operand" : "string" // Expected Value to compare
   }
    "Transitions": { "NextAction": "string" }
}
```

Send Instruction

Simulates customer input during the test execution. This action allows you to send DTMF tones or voice input as if a customer were interacting with the flow.

DTMF input

Simulates a customer pressing keys on their phone keypad.

Parameters

- Identifier: Unique identifier for the action
- Type: Must be `SendInstruction`
- Parameters:

- ActionType: Must be `SendInstruction`
- Actor: `Customer` indicates this simulates customer behavior
- Instruction: Object defining the instruction type
  - Type: Must be `DtmfInput`
  - Properties:
    - Value: String or number representing the DTMF input (e.g., "1", "#", "*")
- Transitions:
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "SendInstruction",
    "Parameters": {
        "ActionType": "SendInstruction",
        "Actor" : "Customer",
        "Instruction": {
            "Type": "DtmfInput",
            "Properties": {
                "Value": "string"
            }
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

Text and Utterance Input

Simulates customer voice or text input. This is used for Lex bot or AI agent interactions.

Parameters

- Identifier: Unique identifier for the action
- Type: Must be `SendInstruction`
- Parameters:
  - ActionType: Must be `SendInstruction`
  - Actor: `Customer` indicates this simulates customer behavior
  - Instruction: Object defining the instruction

    - Type: Must be `TextUtterance`
    - Properties:
        - Text (Optional): Plain text input to send
        - SSML (Optional): SSML-formatted input to send
        - LanguageCode: Language code for the input (e.g., "en-US")
- Transitions:
    - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "SendInstruction",
    "Parameters": {
        "ActionType": "SendInstruction",
        "Actor" : "Customer",
        "Instruction": {
            "Type": "TextUtterance",
            "Properties": {
                "Text":  "string", // 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": "string", // 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.,
                "LanguageCode": "en-US"
            }
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

Disconnect

Simulates customer ending the call.

Parameters

- Identifier: Unique identifier for the action
- Type: Must be `SendInstruction`

- Parameters:
  - ActionType: Must be `SendInstruction`
  - Actor: `Customer` indicates this simulates customer behavior
  - Instruction: Object defining the instruction
    - ActionType: Must be `SendInstruction`
    - Type: Must be `Disconnect`
- Transitions:
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "SendInstruction",
    "Parameters": {
        "ActionType": "SendInstruction",
        "Actor" : "Customer",
        "Instruction": {
            "Type": "Disconnect",
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

Override system behavior

Modifies how specific flow actions behave during test execution. This allows you to mock external dependencies, substitute resources, or simulate specific scenarios without modifying the actual flow.

InvokeLambdaFunction

Override Lambda function behavior by substituting with a different function or mocking the response.

Substitute resource strategy

Redirects Lambda invocations to a different function ARN.

Parameters

- Identifier: Unique identifier for the action
- Type: Must be `OverrideSystemBehavior`
- Parameters:
  - ActionType: Must be `OverrideSystemBehavior`
  - Behavior: Object defining the behavior to override
    - Type: Must be `FlowAction`
    - Properties:
      - ActionType: Must be `InvokeLambdaFunction`
      - ActionParameters:
        - LambdaFunctionARN: The ARN of the Lambda function to override
      - Strategy: Object defining the override strategy
        - Type: Must be `SubstituteResource`
        - SubstituteArn: ARN of the replacement Lambda function to use
- Transitions:
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType" : "InvokeLambdaFunction",
                "ActionParameters": {
                    "LambdaFunctionARN" : "string"
                },
                "Strategy": {
                    "Type": "SubstituteResource",
                    "SubstituteArn": "string"
                }
            }
        }
```

```
    },
    "Transitions": { "NextAction": "string" }
}
```

Mock response strategy - Success

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType" : "InvokeLambdaFunction",
                "ActionParameters": {
                    "LambdaFunctionARN" : "string"

                },
                "Strategy": {
                    "Type": "MockResponse",
                    "Response": {
                        "Type" : "ExecutionResult",
                        "ExecutionResult" : {
                            "DelaySeconds" : Number,
                            "LoadedData" : "serialized JSON"
                        }
                    }
                }
            }
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

Mock response strategy - Error

Simulates a Lambda function error without actual invocation.

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
```

```
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType" : "InvokeLambdaFunction",
                "ActionParameters": {
                    "LambdaFunctionARN" : "lambda-arn-to-mock"
                },
                "Strategy": {
                    "Type": "MockResponse",
                    "Response": {
                        "Type" : "Error",
                        "Error" : {
                            "DelaySeconds" :  Number,
                            "Value" : "TimeLimitExceeded|NoMatchingError"
                        }
                    }
                }
            }
        },
        "Transitions": { "NextAction": "string" }
}
```

CheckHoursOfOperation

Override hours of operation checks to test different time-based scenarios.

Substitute resource strategy

Redirects hours of operation checks to a different hours of operation configuration.

Parameters

- Identifier - Unique identifier for the action
- Type - Must be `OverrideSystemBehavior`
- Parameters:
  - ActionType: Must be `OverrideSystemBehavior`
  - Behavior: Object defining the behavior to override
    - Type: Must be `FlowAction`
    - Properties

        - ActionType: Must be `CheckHoursOfOperation`
        - ActionParameters:
            - HoursOfOperationId: The ID/ARN of the hours of operation to override
        - Strategy:
            - Type: Must be `SubstituteResource`
            - SubstituteArn: ARN of the replacement hours of operation resource
- Transitions:
    - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType" : "CheckHoursOfOperation",
                "ActionParameters": {
                    "HoursOfOperationId" : "string"
                },
                "Strategy": {
                    "Type": "SubstituteResource",
                    "SubstituteArn": "string"
                }
            }
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

Mock response strategy - Success

Returns a predefined hours of operation check result.

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
```

```
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType": "CheckHoursOfOperation",
                "ActionParameters": {
                    "HoursOfOperationId": "string"
                },
                "Strategy": {
                    "Type": "MockResponse",
                    "Response": {
                        "Type": "ExecutionResult",
                        "ExecutionResult": {
                            "Value": "InHours|OutOfHours"
                        }
                    }
                }
            }
        },
        "Transitions": {
            "NextAction": "string"
        }
    }
}
```

Mock response strategy - Error

Simulates an error during hours of operation check.

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType": "CheckHoursOfOperation",
                "ActionParameters": {
                    "HoursOfOperationId": "arn:aws:connect:us-
west-2:489887583805:instance/0b6b36d4-add8-4fc2-bb5b-72b8e4042838/operating-
hours/90d61ae9-79b5-4940-91e5-3e38f8383958"
                },
                "Strategy": {
```

```
                    "Type": "MockResponse",
                    "Response": {
                        "Type": "Error",
                        "Error": {
                            "Value": "NoMatchingError"
                        }
                    }
                }
            }
        }
    },
    "Transitions": {
        "NextAction": "string"
    }
}
```

ConnectParticipantWithLexBot

Override Lex bot behaviors to use a different bot for testing or mock responses.

Substitute resource strategy

Parameters

- Identifier - Unique identifier for the action
- Type - Must be `OverrideSystemBehavior`
- Parameters
  - ActionType - Must be `OverrideSystemBehavior`
  - Behavior:
    - Type: Must be `FlowAction`
    - Properties:
      - ActionType - Must be `ConnectParticipantWithLexBot`
      - ActionParameters:
        - LexV2Bot: Object containing the bot to override
          - AliasArn: ARN of the Lex bot alias to override
      - Strategy:
        - Type: Must be `SubstituteResource`
        - SubstituteArn: ARN of the replacement Lex bot alias

- Transitions:
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType" : "ConnectParticipantWithLexBot",
                "ActionParameters" : {
                    "LexV2Bot": {
                       "AliasArn": "string"
                    }
                },
                "Strategy": {
                    "Type": "SubstituteResource",
                    "SubstituteArn": "string"
                }
             }
         }
    },
    "Transitions": { "NextAction": "string" }
}
```

Mock response strategy - Success

Returns a predefined successful response without invoking the actual Lex bot.

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType": "ConnectParticipantWithLexBot",
                "ActionParameters": {
                    "LexV2Bot": {
```

```
                        "AliasArn": "string"
                    }
                },
                "Strategy": {
                    "Type": "MockResponse",
                    "Response": {
                        "Type": "ExecutionResult",
                        "ExecutionResult": {
                            "DelaySeconds": Number,
                            "LoadedData": "serialized JSON"
                        }
                    }
                }
            }
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

Mock response strategy - Error

Simulates a Lex bot with error without actual invocation.

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType": "InvokeLambdaFunction",
                "ActionParameters": {
                    "LambdaFunctionARN": "lambda-arn-to-mock"
                },
                "Strategy": {
                    "Type": "MockResponse",
                    "Response": {
                        "Type": "Error",
                        "Error": {
                            "DelaySeconds": Number,
                            "Value": "TimeLimitExceeded|NoMatchingError"
                        }
                    }
```

```
                }
            }
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

TransferContactToQueue

Override queue transfer behavior to substitute queues or simulate transfer failures.

Substitute resource strategy

Redirects queue transfers to a different queue.

Parameters

- Identifier - Unique identifier for the action
- Type - Must be `OverrideSystemBehavior`
- Parameters
  - ActionType - Must be `OverrideSystemBehavior`
  - Behavior
    - Type: `FlowAction`
    - Properties
      - ActionType - Must be `TransferContactToQueue`
      - ActionParameters:
        - QueueId: ID/ARN of the queue to override
      - Strategy:
        - Type: Must be `SubstituteResource`
        - SubstituteArn: ARN of the replacement queue
- Transitions:
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
```

```
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType" : "TransferContactToQueue",
                "ActionParameters" : {
                    "QueueId": "string"
                },
                "Strategy": {
                    "Type": "SubstituteResource",
                    "SubstituteArn": "string"
                }
             }
         }
    },
    "Transitions": { "NextAction": "string" }
}
```

Mock response strategy - Error

Simulates queue transfer failures for testing error paths.

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType": "TransferContactToQueue",
                "ActionParameters": {
                    "QueueId": "string"
                },
                "Strategy": {
                    "Type": "MockResponse",
                    "Response": {
                        "Type": "Error",
                        "Error": {
                            "Value": "QueueAtCapacity|NoMatchingError"
                        }
                    }
                }
```

```
            }
        }
    },
    "Transitions": {
        "NextAction": "string"
    }
}
```

DequeueAndTransferToQueue

Override behavior when dequeuing a contact and transferring to another queue.

Substitute resource strategy

Parameters

- Identifier - Unique identifier for the action
- Type - Must be `OverrideSystemBehavior`
- Parameters
  - ActionType - Must be `OverrideSystemBehavior`
  - Behavior:
    - Type: `FlowAction`
    - Properties:
      - ActionType - Must be `DequeueAndTransferToQueue`
      - ActionParameters:
        - QueueId: ID/ARN of the queue to override
      - Strategy:
        - Type: Must be `SubstituteResource`
        - SubstituteArn: ARN of the replacement queue
- Transitions
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
```

```
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType" : "DequeueAndTransferToQueue",
                "ActionParameters" : {
                    "QueueId": "string"
                },
                "Strategy": {
                    "Type": "SubstituteResource",
                    "SubstituteArn": "string"
                }
             }
         }
    },
    "Transitions": { "NextAction": "string" }
}
```

Mock response strategy - Error

Simulates dequeue and transfer failures.

```
{
    "Identifier": "ActionId",
    "Type": "OverrideSystemBehavior",
    "Parameters": {
        "ActionType": "OverrideSystemBehavior",
        "Behavior": {
            "Type": "FlowAction",
            "Properties": {
                "ActionType": "DequeueAndTransferToQueue",
                "ActionParameters": {
                    "QueueId": "string"
                },
                "Strategy": {
                    "Type": "MockResponse",
                    "Response": {
                        "Type": "Error",
                        "Error": {
                            "Value": "QueueAtCapacity|NoMatchingError"
                        }
                    }
                }
            }
```

```
        }
    },
    "Transitions": {
        "NextAction": "string"
    }
}
```

Test Control Actions

Special actions that control test execution flow and debugging.

End Test

Explicitly terminates the test execution. Use this when you want to end the test at a specific point rather than waiting for natural completion.

Parameters

- Identifier - Unique identifier for the action
- Type - Must be `TestControl`
- Parameters:
  - Action Type: Must be `TestControl`
  - Command: Object defining the control command
    - Type: Must be `EndTest`
- Transitions
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "TestControl",
    "Parameters": {
        "ActionType": "TestControl"
        "Command": {
           "Type": "EndTest"
        }
    },
    "Transitions": { "NextAction": "string" }
}
```

Log Data

Captures and logs specific attribute values during test execution for debugging and validation purposes. The logged data appears in the test execution results.

Parameters

- Identifier - Unique identifier for the action
- Type - Must be `TestControl`
- Parameters:
  - Action Type: Must be `TestControl`
  - Command: Object defining the control command
    - Type: Must be `LogData`
    - Properties:
      - Expressions: Object containing key-value pairs where:
        - Key: A descriptive label for the logged value
        - Value: JSON path to extract the attributes (e.g., "$.Queue.Name")
- Transitions
  - NextAction: The unique identifier for the next action

```
{
    "Identifier": "ActionId",
    "Type": "TestControl",
    "Parameters": {
        "ActionType": "TestControl",
        "Command": {
            "Type": "LogData",
            "Properties": {
                "Expressions": {
                    "string":"string", //"myContactId": "$.ContactId"
                ...
                }
            }
        }
    },
    "Transitions": { "NextAction": "string" }
}
```