



API Reference

# AWS Support App in Slack



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# AWS Support App in Slack: API Reference

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# Welcome

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

- Create, search, update, and resolve your support cases
- Request service quota increases for your account
- Invite AWS Support agents to your channel so that you can chat directly about your support cases

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

- [Support App in Slack](#)
- [Joining a live chat session with Support](#)
- [Requesting service quota increases](#)
- [Support App commands in Slack](#)

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

## Note

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

This document was last published on April 3, 2026.

# Actions

The following actions are supported:

- [CreateSlackChannelConfiguration](#)
- [DeleteAccountAlias](#)
- [DeleteSlackChannelConfiguration](#)
- [DeleteSlackWorkspaceConfiguration](#)
- [GetAccountAlias](#)
- [ListSlackChannelConfigurations](#)
- [ListSlackWorkspaceConfigurations](#)
- [PutAccountAlias](#)
- [RegisterSlackWorkspaceForOrganization](#)
- [UpdateSlackChannelConfiguration](#)

# CreateSlackChannelConfiguration

Creates a Slack channel configuration for your AWS account.

## Note

- You can add up to 5 Slack workspaces for your account.
- You can add up to 20 Slack channels for your account.

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

## Note

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

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### channelId

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

Type: String

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

Pattern: `\S+`

Required: Yes

### channelName

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

Type: String

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

Pattern: `.+`

Required: No

### channelRoleArn

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

Type: String

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

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

Required: Yes

### [notifyOnAddCorrespondenceToCase](#)

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

Type: Boolean

Required: No

### [notifyOnCaseSeverity](#)

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

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

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

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

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

#### **Note**

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

Type: String

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

Required: Yes

### [notifyOnCreateOrReopenCase](#)

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

Type: Boolean

Required: No

## notifyOnResolveCase

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

Type: Boolean

Required: No

## teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFGG.

Type: String

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

Pattern: \S+

Required: Yes

## Response Syntax

```
HTTP/1.1 200
```

## Response Elements

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

## Errors

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

### **AccessDeniedException**

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

HTTP Status Code: 403

### **ConflictException**

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

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

- Add a Slack channel configuration that already exists in your AWS account.
- Delete a Slack channel configuration for a live chat channel.
- Delete a Slack workspace from your AWS account that has an active live chat channel.
- Call the `RegisterSlackWorkspaceForOrganization` API from an AWS account that doesn't belong to an organization.
- Call the `RegisterSlackWorkspaceForOrganization` API from a member account, but the management account hasn't registered that workspace yet for the organization.

HTTP Status Code: 409

### **InternalServerErrorException**

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

HTTP Status Code: 500

### **ServiceQuotaExceededException**

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

HTTP Status Code: 402

### **ValidationException**

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

HTTP Status Code: 400

## **See Also**

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)

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

# DeleteAccountAlias

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

## Request Syntax

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request does not have a request body.

## Response Syntax

```
HTTP/1.1 200
```

## Response Elements

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

## Errors

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

### AccessDeniedException

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

HTTP Status Code: 403

### InternalServerError

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

HTTP Status Code: 500

## ResourceNotFoundException

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

HTTP Status Code: 404

## See Also

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

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

# DeleteSlackChannelConfiguration

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

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### channelId

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

Type: String

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

Pattern: \S+

Required: Yes

### teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFGG.

Type: String

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

Pattern: \S+

Required: Yes

## Response Syntax

```
HTTP/1.1 200
```

## Response Elements

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

## Errors

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

### AccessDeniedException

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

HTTP Status Code: 403

### ConflictException

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

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

HTTP Status Code: 409

### InternalServerError

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

HTTP Status Code: 500

### **ResourceNotFoundException**

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

HTTP Status Code: 404

### **ValidationException**

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

HTTP Status Code: 400

## **See Also**

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

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

# DeleteSlackWorkspaceConfiguration

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

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### teamId

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

Type: String

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

Pattern: \S+

Required: Yes

## Response Syntax

```
HTTP/1.1 200
```

## Response Elements

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

## Errors

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

### AccessDeniedException

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

HTTP Status Code: 403

### ConflictException

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

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

HTTP Status Code: 409

### InternalServerError

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

HTTP Status Code: 500

### ResourceNotFoundException

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

HTTP Status Code: 404

### ValidationException

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

HTTP Status Code: 400

## See Also

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

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

# GetAccountAlias

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

## Request Syntax

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request does not have a request body.

## Response Syntax

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

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

## Response Elements

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

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

### accountAlias

An alias or short name for an AWS account.

Type: String

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

Pattern: `[\w\ - ]+`

## Errors

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

### InternalServerError

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

HTTP Status Code: 500

## See Also

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

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

# ListSlackChannelConfigurations

Lists the Slack channel configurations for an AWS account.

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### nextToken

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

Type: String

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

Pattern: `\S+`

Required: No

## Response Syntax

```
HTTP/1.1 200
```

```
Content-type: application/json

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

## Response Elements

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

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

### nextToken

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

Type: String

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

Pattern: \S+

### slackChannelConfigurations

The configurations for a Slack channel.

Type: Array of [SlackChannelConfiguration](#) objects

## Errors

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

## AccessDeniedException

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

HTTP Status Code: 403

## InternalServerError

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

HTTP Status Code: 500

## See Also

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

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

# ListSlackWorkspaceConfigurations

Lists the Slack workspace configurations for an AWS account.

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### nextToken

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

Type: String

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

Pattern: `\S+`

Required: No

## Response Syntax

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

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

## Response Elements

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

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

### nextToken

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

Type: String

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

Pattern: \S+

### slackWorkspaceConfigurations

The configurations for a Slack workspace.

Type: Array of [SlackWorkspaceConfiguration](#) objects

## Errors

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

### **AccessDeniedException**

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

HTTP Status Code: 403

## InternalServerErrorException

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

HTTP Status Code: 500

## See Also

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

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

# PutAccountAlias

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

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### [accountAlias](#)

An alias or short name for an AWS account.

Type: String

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

Pattern: `[\w\ - ]+`

Required: Yes

## Response Syntax

```
HTTP/1.1 200
```

## Response Elements

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

## Errors

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

### **AccessDeniedException**

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

HTTP Status Code: 403

### **InternalServerError**

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

HTTP Status Code: 500

### **ValidationException**

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

HTTP Status Code: 400

## See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)

- [AWS SDK for Ruby V3](#)

# RegisterSlackWorkspaceForOrganization

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

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

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

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

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

- Create an AWS Identity and Access Management (IAM) role with the required permission. For more information, see [Managing access to the Support App](#).
- Configure a Slack channel to use the Support App for support cases for that account. For more information, see [Configuring a Slack channel](#).

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### teamId

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

Type: String

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

Pattern: \S+

Required: Yes

## Response Syntax

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

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

## Response Elements

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

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

### accountType

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

Type: String

Valid Values: management | member

### teamId

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

Type: String

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

Pattern: \S+

### teamName

The name of the Slack workspace.

Type: String

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

Pattern: .+

## Errors

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

### **AccessDeniedException**

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

HTTP Status Code: 403

### **ConflictException**

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

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

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

HTTP Status Code: 409

### **InternalServerErrorException**

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

HTTP Status Code: 500

### **ResourceNotFoundException**

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

HTTP Status Code: 404

### **ValidationException**

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

HTTP Status Code: 400

## **See Also**

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

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



# UpdateSlackChannelConfiguration

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

## Request Syntax

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

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

## URI Request Parameters

The request does not use any URI parameters.

## Request Body

The request accepts the following data in JSON format.

### channelId

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

Type: String

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

Pattern: `\S+`

Required: Yes

### channelName

The Slack channel name that you want to update.

Type: String

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

Pattern: .+

Required: No

### channelRoleArn

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

Type: String

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

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

Required: No

### notifyOnAddCorrespondenceToCase

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

Type: Boolean

Required: No

### notifyOnCaseSeverity

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

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

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

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

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

**Note**

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

Type: String

Valid Values: none | all | high

Required: No

**notifyOnCreateOrReopenCase**

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

Type: Boolean

Required: No

**notifyOnResolveCase**

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

Type: Boolean

Required: No

**teamId**

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

Type: String

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

Pattern: \S+

Required: Yes

## Response Syntax

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

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

## Response Elements

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

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

### channelId

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

Type: String

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

Pattern: \S+

### channelName

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

Type: String

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

Pattern: .+

### channelRoleArn

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

Type: String

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

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

### [notifyOnAddCorrespondenceToCase](#)

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

Type: Boolean

### [notifyOnCaseSeverity](#)

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

Type: String

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

### [notifyOnCreateOrReopenCase](#)

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

Type: Boolean

### [notifyOnResolveCase](#)

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

Type: Boolean

### [teamId](#)

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFGH.

Type: String

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

Pattern: `\S+`

## Errors

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

### **AccessDeniedException**

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

HTTP Status Code: 403

### **ConflictException**

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

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

HTTP Status Code: 409

### **InternalServerErrorException**

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

HTTP Status Code: 500

### **ResourceNotFoundException**

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

HTTP Status Code: 404

### **ValidationException**

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

HTTP Status Code: 400

## **See Also**


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

- [AWS Command Line Interface V2](#)

- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java 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 AWS Support App API contains several data types that various actions use. This section describes each data type in detail.

 **Note**

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

The following data types are supported:

- [SlackChannelConfiguration](#)
- [SlackWorkspaceConfiguration](#)

# SlackChannelConfiguration

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

## Contents

### channelId

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

Type: String

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

Pattern: \S+

Required: Yes

### teamId

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFGH.

Type: String

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

Pattern: \S+

Required: Yes

### channelName

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

Type: String

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

Pattern: .+

Required: No

### channelRoleArn

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

Type: String

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

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

Required: No

### **notifyOnAddCorrespondenceToCase**

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

Type: Boolean

Required: No

### **notifyOnCaseSeverity**

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

Type: String

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

Required: No

### **notifyOnCreateOrReopenCase**

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

Type: Boolean

Required: No

### **notifyOnResolveCase**

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

Type: Boolean

Required: No

## **See Also**

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

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

# SlackWorkspaceConfiguration

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

## Contents

### **teamId**

The team ID in Slack. This ID uniquely identifies a Slack workspace, such as T012ABCDEFGG.

Type: String

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

Pattern: \S+

Required: Yes

### **allowOrganizationMemberAccount**

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

Type: Boolean

Required: No

### **teamName**

The name of the Slack workspace.

Type: String

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

Pattern: .+

Required: No

## See Also

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

- [AWS SDK for C++](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

# Common Parameters

The following list contains the parameters that all actions use for signing Signature Version 4 requests with a query string. Any action-specific parameters are listed in the topic for that action. For more information about Signature Version 4, see [Signing AWS API requests](#) in the *IAM User Guide*.

## 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 Error Types

This section lists common error types that this AWS service may return. Not all services return all error types listed here. For errors specific to an API action for this service, see the topic for that API action.

## **AccessDeniedException**

You don't have permission to perform this action. Verify that your IAM policy includes the required permissions.

HTTP Status Code: 403

## **ExpiredTokenException**

The security token included in the request has expired. Request a new security token and try again.

HTTP Status Code: 403

## **IncompleteSignature**

The request signature doesn't conform to AWS standards. Verify that you're using valid AWS credentials and that your request is properly formatted. If you're using an SDK, ensure it's up to date.

HTTP Status Code: 403

## **InternalFailure**

The request can't be processed right now because of an internal server issue. Try again later. If the problem persists, contact AWS Support.

HTTP Status Code: 500

## **MalformedHttpRequestException**

The request body can't be processed. This typically happens when the request body can't be decompressed using the specified content encoding algorithm. Verify that the content encoding header matches the compression format used.

HTTP Status Code: 400

**NotAuthorized**

You don't have permissions to perform this action. Verify that your IAM policy includes the required permissions.

HTTP Status Code: 401

**OptInRequired**

Your AWS account needs a subscription for this service. Verify that you've enabled the service in your account.

HTTP Status Code: 403

**RequestAbortedException**

The request was aborted before a response could be returned. This typically happens when the client closes the connection.

HTTP Status Code: 400

**RequestEntityTooLargeException**

The request entity is too large. Reduce the size of the request body and try again.

HTTP Status Code: 413

**RequestTimeoutException**

The request timed out. The server didn't receive the complete request within the expected time frame. Try again.

HTTP Status Code: 408

**ServiceUnavailable**

The service is temporarily unavailable. Try again later.

HTTP Status Code: 503

**ThrottlingException**

Your request rate is too high. The AWS SDKs automatically retry requests that receive this exception. Reduce the frequency of requests.

HTTP Status Code: 400

## **UnknownOperationException**

The action or operation isn't recognized. Verify that the action name is spelled correctly and that it's supported by the API version you're using.

HTTP Status Code: 404

## **UnrecognizedClientException**

The X.509 certificate or AWS access key ID you provided doesn't exist in our records. Verify that you're using valid credentials and that they haven't expired.

HTTP Status Code: 403

## **ValidationError**

The input doesn't meet the required format or constraints. Check that all required parameters are included and that values are valid.

HTTP Status Code: 400