
Amazon Connect Outbound Campaigns

API Reference

API Version 2021-01-30



Amazon Connect Outbound Campaigns: API Reference

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Welcome

With this API, you can create high-volume outbound campaigns. For example, you may want to use this functionality for appointment reminders, telemarketing, subscription renewals, or debt collection.

All outbound campaigns functionality in Amazon Connect is accessible using the API. You can create, delete, list, and manage outbound campaigns.

For information about this feature in the Amazon Connect console, see [Enable outbound campaigns](#) and [Create a high-volume outbound campaign](#).

This document was last published on October 4, 2022.

Actions

The following actions are supported:

- [CreateCampaign](#) (p. 3)
- [DeleteCampaign](#) (p. 7)
- [DeleteConnectInstanceConfig](#) (p. 9)
- [DeleteInstanceOnboardingJob](#) (p. 11)
- [DescribeCampaign](#) (p. 13)
- [GetCampaignState](#) (p. 15)
- [GetCampaignStateBatch](#) (p. 17)
- [GetConnectInstanceConfig](#) (p. 20)
- [GetInstanceOnboardingJobStatus](#) (p. 22)
- [ListCampaigns](#) (p. 24)
- [ListTagsForResource](#) (p. 27)
- [PauseCampaign](#) (p. 29)
- [PutDialRequestBatch](#) (p. 31)
- [ResumeCampaign](#) (p. 34)
- [StartCampaign](#) (p. 36)
- [StartInstanceOnboardingJob](#) (p. 38)
- [StopCampaign](#) (p. 41)
- [TagResource](#) (p. 43)
- [UntagResource](#) (p. 45)
- [UpdateCampaignDialerConfig](#) (p. 47)
- [UpdateCampaignName](#) (p. 49)
- [UpdateCampaignOutboundCallConfig](#) (p. 51)

CreateCampaign

Creates an outbound campaign.

Request Syntax

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

{
  "connectInstanceId": "string",
  "dialerConfig": {
    "predictiveDialerConfig": {
      "bandwidthAllocation": number
    },
    "progressiveDialerConfig": {
      "bandwidthAllocation": number
    }
  },
  "name": "string",
  "outboundCallConfig": {
    "answerMachineDetectionConfig": {
      "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 (p. 3)

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

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

Required: Yes

dialerConfig (p. 3)

Dialer configuration for an outbound campaign.

Type: [DialerConfig](#) (p. 60) object

Required: Yes

name (p. 3)

The name of the campaign.

Type: String

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

Required: Yes

outboundCallConfig (p. 3)

Outbound call configuration for an outbound campaign.

Type: [OutboundCallConfig \(p. 68\)](#) object

Required: Yes

tags (p. 3)

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 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 (p. 4)

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

id (p. 4)

The identifier of the campaign.

Type: String

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

tags (p. 4)

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 0. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota for your Amazon Connect has been exceeded. Contact AWS Support.

HTTP Status Code: 402

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

DeleteCampaign

Deletes an outbound campaign.

Request Syntax

```
DELETE /campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id (p. 7)

The identifier of the campaign..

Length Constraints: Minimum length of 0. 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

DeleteConnectInstanceConfig

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 (p. 9)

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidStateException

An attempt was made to modify a campaign state and the new campaign state is not valid. Check campaign state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

DeleteInstanceOnboardingJob

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 (p. 11)

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidStateException

An attempt was made to modify a campaign state and the new campaign state is not valid. Check campaign state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

DescribeCampaign

Describes an outbound campaign.

Request Syntax

```
GET /campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id (p. 13)

The identifier of the campaign.

Length Constraints: Minimum length of 0. 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

{
  "campaign": {
    "arn": "string",
    "connectInstanceId": "string",
    "dialerConfig": {
      "predictiveDialerConfig": {
        "bandwidthAllocation": number
      },
      "progressiveDialerConfig": {
        "bandwidthAllocation": number
      }
    },
    "id": "string",
    "name": "string",
    "outboundCallConfig": {
      "answerMachineDetectionConfig": {
        "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 \(p. 13\)](#)

The campaign.

Type: [Campaign \(p. 56\)](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

GetCampaignState

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 (p. 15)

The identifier of the campaign.

Length Constraints: Minimum length of 0. 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

{
  "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 (p. 15)

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](#) (p. 75).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

See Also

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

- [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](#)

GetCampaignStateBatch

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 (p. 17)

The identifiers of the campaigns.

Type: Array of strings

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

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

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 (p. 17)

Failed requests.

Type: Array of [FailedCampaignStateResponse \(p. 63\)](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

successfulRequests (p. 17)

Successful requests.

Type: Array of [SuccessfulCampaignStateResponse \(p. 71\)](#) 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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- [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](#)

GetConnectInstanceConfig

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 \(p. 20\)](#)

The identifier of the Amazon Connect instance. You can find the `instanceld` in the ARN of the instance.

Length Constraints: Minimum length of 0. 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

{
  "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 \(p. 20\)](#)

Configuration information about the Amazon Connect instance.

Type: [InstanceConfig \(p. 65\)](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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- [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](#)

GetInstanceOnboardingJobStatus

Gets the status of the workflow to onboard to outbound campaigns.

Request Syntax

```
GET /connect-instance/connectInstanceId/onboarding HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

connectInstanceId (p. 22)

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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 (p. 22)

The status of the onboarding workflow.

Type: [InstanceOnboardingJobStatus](#) (p. 67) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 75).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

ListCampaigns

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 (p. 24)

Filters the list of campaigns.

Type: [CampaignFilters \(p. 58\)](#) object

Required: No

maxResults (p. 24)

The maximum number of results to return per page.

Type: Integer

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

Required: No

nextToken (p. 24)

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 (p. 25)

Summary information about the outbound campaigns.

Type: Array of [CampaignSummary](#) (p. 59) objects

nextToken (p. 25)

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](#) (p. 75).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

ListTagsForResource

Lists tags for a resource.

Request Syntax

```
GET /tags/arn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

[arn \(p. 27\)](#)

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `^arn:.*`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

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

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

[tags \(p. 27\)](#)

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 0. Maximum length of 256.

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

PauseCampaign

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 (p. 29)

The identifier of the campaign.

Length Constraints: Minimum length of 0. 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

See Also

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

- [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](#)

PutDialRequestBatch

Note

Only the Amazon Pinpoint service principle is allowed to assume a role in your account and call this API.

Takes in a list of [DialRequests](#) to be dialed as part of an outbound campaign.

Request Syntax

```
PUT /campaigns/id/dial-requests HTTP/1.1
Content-type: application/json

{
  "dialRequests": [
    {
      "attributes": {
        "string": "string"
      },
      "clientToken": "string",
      "expirationTime": number,
      "phoneNumber": "string"
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

[id \(p. 31\)](#)

The identifier of the campaign.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

[dialRequests \(p. 31\)](#)

Dial requests.

Type: Array of [DialRequest \(p. 61\)](#) 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 (p. 31)

Failed dial requests.

Type: Array of [FailedRequest \(p. 64\)](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

successfulRequests (p. 31)

Successful dial requests.

Type: Array of [SuccessfulRequest \(p. 72\)](#) 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

ResumeCampaign

Resumes an outbound campaign.

Request Syntax

```
POST /campaigns/id/resume HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id (p. 34)

The identifier of the campaign.

Length Constraints: Minimum length of 0. 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

See Also

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

- [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](#)

StartCampaign

Note

Only the Amazon Pinpoint service principle is allowed to assume a role in your account and call this API.

Starts an outbound campaign.

Request Syntax

```
POST /campaigns/id/start HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id (p. 36)

The identifier of the campaign.

Length Constraints: Minimum length of 0. 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

See Also

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

- [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](#)

StartInstanceOnboardingJob

Starts the workflow to onboard an Amazon Connect instance to outbound campaigns.

Request Syntax

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

{
  "encryptionConfig": {
    "enabled": boolean,
    "encryptionType": "string",
    "keyArn": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

[connectInstanceId \(p. 38\)](#)

The identifier of the Amazon Connect instance. You can find the `instanceld` in the ARN of the instance.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

[encryptionConfig \(p. 38\)](#)

Encryption configuration for an Amazon Connect instance.

Type: [EncryptionConfig \(p. 62\)](#) 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](#) (p. 38)

The status of the onboarding workflow.

Type: [InstanceOnboardingJobStatus](#) (p. 67) object

Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 75).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

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

StopCampaign

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 (p. 41)

The identifier of the campaign.

Length Constraints: Minimum length of 0. 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

See Also

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

- [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](#)

TagResource

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 (p. 43)

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `^arn:.*`

Required: Yes

Request Body

The request accepts the following data in JSON format.

tags (p. 43)

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 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

UntagResource

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 (p. 45)

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `^arn:.*`

Required: Yes

tagKeys (p. 45)

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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

UpdateCampaignDialerConfig

Updates [DialerConfig](#) for an outbound campaign.

Request Syntax

```
POST /campaigns/id/dialer-config HTTP/1.1
Content-type: application/json

{
  "dialerConfig": {
    "predictiveDialerConfig": {
      "bandwidthAllocation": number
    },
    "progressiveDialerConfig": {
      "bandwidthAllocation": number
    }
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

[id \(p. 47\)](#)

The identifier of the campaign.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

[dialerConfig \(p. 47\)](#)

Dialer configuration for an outbound campaign.

Type: [DialerConfig \(p. 60\)](#) 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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

UpdateCampaignName

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 \(p. 49\)](#)

The identifier of the campaign.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

[name \(p. 49\)](#)

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 \(p. 75\)](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

UpdateCampaignOutboundCallConfig

Updates [OutboundCallConfig](#) for an outbound campaign.

Request Syntax

```
POST /campaigns/id/outbound-call-config HTTP/1.1
Content-type: application/json

{
  "answerMachineDetectionConfig": {
    "enableAnswerMachineDetection": boolean
  },
  "connectContactFlowId": "string",
  "connectSourcePhoneNumber": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

[id \(p. 51\)](#)

The identifier of the campaign.

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

[answerMachineDetectionConfig \(p. 51\)](#)

Information about answering machine detection.

Type: [AnswerMachineDetectionConfig \(p. 55\)](#) object

Required: No

[connectContactFlowId \(p. 51\)](#)

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 \(p. 51\)](#)

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 \(p. 75\)](#).

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

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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

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

Data Types

The AmazonConnectCampaignService 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:

- [AnswerMachineDetectionConfig](#) (p. 55)
- [Campaign](#) (p. 56)
- [CampaignFilters](#) (p. 58)
- [CampaignSummary](#) (p. 59)
- [DialerConfig](#) (p. 60)
- [DialRequest](#) (p. 61)
- [EncryptionConfig](#) (p. 62)
- [FailedCampaignStateResponse](#) (p. 63)
- [FailedRequest](#) (p. 64)
- [InstanceConfig](#) (p. 65)
- [InstanceIdFilter](#) (p. 66)
- [InstanceOnboardingJobStatus](#) (p. 67)
- [OutboundCallConfig](#) (p. 68)
- [PredictiveDialerConfig](#) (p. 69)
- [ProgressiveDialerConfig](#) (p. 70)
- [SuccessfulCampaignStateResponse](#) (p. 71)
- [SuccessfulRequest](#) (p. 72)

AnswerMachineDetectionConfig

Contains information about answering machine detection.

Contents

enableAnswerMachineDetection

Whether answering machine detection 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 Go](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

Campaign

Contains information about an outbound campaign.

Contents

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Required: Yes

connectInstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

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

Required: Yes

dialerConfig

Contains information about the dialer configuration.

Type: [DialerConfig \(p. 60\)](#) object

Required: Yes

id

The identifier of the campaign.

Type: String

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

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 \(p. 68\)](#) object

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

CampaignFilters

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 \(p. 66\)](#) object

Required: No

See Also

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

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

CampaignSummary

Contains summary information about an outbound campaign.

Contents

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Required: Yes

connectInstanceid

The identifier of the Amazon Connect instance. You can find the instanceid in the ARN of the instance.

Type: String

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

Required: Yes

id

The identifier of the campaign.

Type: String

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

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

DialerConfig

Contains dialer configuration for an outbound campaign.

Contents

predictiveDialerConfig

The configuration of the predictive dialer.

Type: [PredictiveDialerConfig \(p. 69\)](#) object

Required: No

progressiveDialerConfig

The configuration of the progressive dialer.

Type: [ProgressiveDialerConfig \(p. 70\)](#) object

Required: No

See Also

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

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

DialRequest

Contains information about a dial request.

Contents

attributes

Attributes for a dial 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.

Required: Yes

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 64.

Required: Yes

expirationTime

When the campaign expires.

Type: Timestamp

Required: Yes

phoneNumber

The phone number to dial.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 20.

Required: Yes

See Also

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

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

EncryptionConfig

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

FailedCampaignStateResponse

Contains information about a failed campaign.

Contents

campaignId

The identifier of the campaign.

Type: String

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

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

FailedRequest

Failure details for a [DialRequest](#).

Contents

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 64.

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

Required: No

See Also

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

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

InstanceConfig

Contains configuration information about the Amazon Connect instance.

Contents

connectInstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

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

Required: Yes

encryptionConfig

Encryption information.

Type: [EncryptionConfig \(p. 62\)](#) 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 Go](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceIdFilter

Contains the filter to apply when retrieving outbound campaigns.

Contents

operator

The operator to use in the filter.

Type: String

Valid Values: `Eq`

Required: Yes

value

The value to use in the filter.

Type: String

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

Required: Yes

See Also

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

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

InstanceOnboardingJobStatus

Contains information about the status of the workflow to onboard to outbound campaigns.

Contents

connectInstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

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

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

status

The status of the workflow to onboard to outbound campaigns.

Type: String

Valid Values: `IN_PROGRESS` | `SUCCEEDED` | `FAILED`

Required: Yes

See Also

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

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

OutboundCallConfig

Contains outbound call configuration for an outbound campaign.

Contents

answerMachineDetectionConfig

Whether answering machine detection has been enabled.

Type: [AnswerMachineDetectionConfig \(p. 55\)](#) object

Required: No

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

connectQueueId

The identifier of the queue associated with the outbound call.

Type: String

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

Required: Yes

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

PredictiveDialerConfig

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

See Also

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

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

ProgressiveDialerConfig

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

See Also

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

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

SuccessfulCampaignStateResponse

The state response when the campaign is successful.

Contents

campaignId

The identifier of the campaign.

Type: String

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

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

SuccessfulRequest

Success details for a [DialRequest](#).

Contents

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 64.

Required: No

id

The identifier of the campaign.

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 Go](#)
- [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 [Signature Version 4 Signing Process](#) in the *Amazon Web Services General Reference*.

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 [Task 2: Create a String to Sign for Signature Version 4](#) in the *Amazon Web Services General Reference*.

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'THHMMSS'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 [Handling Dates in Signature Version 4](#) in the *Amazon Web Services General Reference*.

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 Security Token Service, go to [AWS Services That Work with IAM](#) in the *IAM User Guide*.

Condition: If you're using temporary security credentials from the AWS Security Token Service, 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 [Task 1: Create a Canonical Request For Signature Version 4](#) in the *Amazon Web Services General Reference*.

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

InvalidParameterCombination

Parameters that must not be used together were used together.

HTTP Status Code: 400

InvalidParameterValue

An invalid or out-of-range value was supplied for the input parameter.

HTTP Status Code: 400

InvalidQueryParameter

The AWS query string is malformed or does not adhere to AWS standards.

HTTP Status Code: 400

MalformedQueryString

The query string contains a syntax error.

HTTP Status Code: 404

MissingAction

The request is missing an action or a required parameter.

HTTP Status Code: 400

MissingAuthenticationToken

The request must contain either a valid (registered) AWS access key ID or X.509 certificate.

HTTP Status Code: 403

MissingParameter

A required parameter for the specified action is not supplied.

HTTP Status Code: 400

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