# Table of Contents

Welcome ................................................................. 1  
Actions ........................................................................... 2  

CreateUser ................................................................. 3  
  Request Syntax .......................................................... 3  
  URI Request Parameters ........................................... 3  
  Request Body ............................................................ 3  
  Response Syntax ........................................................ 5  
  Response Elements .................................................... 5  
  Errors ......................................................................... 5  
  See Also ...................................................................... 6  

DeleteUser ...................................................................... 7  
  Request Syntax .......................................................... 7  
  URI Request Parameters ........................................... 7  
  Request Body ............................................................ 7  
  Response Syntax ........................................................ 7  
  Response Elements .................................................... 7  
  Errors ......................................................................... 7  
  See Also ...................................................................... 8  

DescribeUser ............................................................. 9  
  Request Syntax .......................................................... 9  
  URI Request Parameters ........................................... 9  
  Request Body ............................................................ 9  
  Response Syntax ........................................................ 9  
  Response Elements .................................................... 9  
  Errors ......................................................................... 9  
  See Also ...................................................................... 10  

DescribeUserHierarchyGroup ........................................ 11  
  Request Syntax .......................................................... 11  
  URI Request Parameters ........................................... 11  
  Request Body ............................................................ 11  
  Response Syntax ........................................................ 11  
  Response Elements .................................................... 12  
  Errors ......................................................................... 12  
  See Also ...................................................................... 12  

DescribeUserHierarchyStructure ................................... 14  
  Request Syntax .......................................................... 14  
  URI Request Parameters ........................................... 14  
  Request Body ............................................................ 14  
  Response Syntax ........................................................ 14  
  Response Elements .................................................... 15  
  Errors ......................................................................... 15  
  See Also ...................................................................... 15  

GetContactAttributes .................................................. 17  
  Request Syntax .......................................................... 17  
  URI Request Parameters ........................................... 17  
  Request Body ............................................................ 17  
  Response Syntax ........................................................ 17  
  Response Elements .................................................... 17  
  Errors ......................................................................... 17  
  See Also ...................................................................... 18  

GetCurrentMetricData .................................................. 19  
  Request Syntax .......................................................... 19  
  URI Request Parameters ........................................... 19  
  Request Body ............................................................ 19  

API Version 2017-08-08
Request Body ................................................................................................................... 48
Response Syntax ............................................................................................................. 49
Response Elements ......................................................................................................... 49
Errors ............................................................................................................................. 50
See Also ......................................................................................................................... 50

UpdateUserHierarchy ...................................................................................................... 57
Request Syntax ................................................................................................................ 57
URI Request Parameters ................................................................................................. 57
Request Body .................................................................................................................. 57
Response Syntax ............................................................................................................. 57
Response Elements ......................................................................................................... 57
Errors ............................................................................................................................. 57
See Also ......................................................................................................................... 57

UpdateUserIdentityInfo .................................................................................................. 59
Request Syntax ................................................................................................................ 59
URI Request Parameters ................................................................................................. 59
Request Body .................................................................................................................. 59
Response Syntax ............................................................................................................. 59
Response Elements ......................................................................................................... 59
Errors ............................................................................................................................. 59
See Also ......................................................................................................................... 60

UpdateUserPhoneConfig ................................................................................................. 61
Request Syntax ................................................................................................................ 61
URI Request Parameters ................................................................................................. 61
Request Body .................................................................................................................. 61
Response Syntax ............................................................................................................. 61
Response Elements ......................................................................................................... 61
Errors ............................................................................................................................. 61
See Also ......................................................................................................................... 62

UpdateUserRoutingProfile .............................................................................................. 63
Request Syntax ................................................................................................................ 63
URI Request Parameters ................................................................................................. 63
Request Body .................................................................................................................. 63
Response Syntax ............................................................................................................. 63
Response Elements ......................................................................................................... 63
Errors ............................................................................................................................. 63
See Also ......................................................................................................................... 64

UpdateUserSecurityProfiles ........................................................................................... 65
Request Syntax ................................................................................................................ 65
URI Request Parameters ................................................................................................. 65
Request Body .................................................................................................................. 65

See Also ......................................................................................................................... 60

Errors ............................................................................................................................. 50
Response Elements ......................................................................................................... 49
Response Syntax ............................................................................................................. 48
Request Body .................................................................................................................. 48

API Version 2017-08-08
v
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Syntax</td>
<td>65</td>
</tr>
<tr>
<td>Response Elements</td>
<td>65</td>
</tr>
<tr>
<td>Errors</td>
<td>65</td>
</tr>
<tr>
<td>See Also</td>
<td>66</td>
</tr>
<tr>
<td>Data Types</td>
<td>67</td>
</tr>
<tr>
<td>Credentials</td>
<td>68</td>
</tr>
<tr>
<td>Contents</td>
<td>68</td>
</tr>
<tr>
<td>See Also</td>
<td>68</td>
</tr>
<tr>
<td>CurrentMetric</td>
<td>69</td>
</tr>
<tr>
<td>Contents</td>
<td>69</td>
</tr>
<tr>
<td>See Also</td>
<td>69</td>
</tr>
<tr>
<td>CurrentMetricResult</td>
<td>70</td>
</tr>
<tr>
<td>Contents</td>
<td>70</td>
</tr>
<tr>
<td>See Also</td>
<td>70</td>
</tr>
<tr>
<td>CurrentMetricData</td>
<td>70</td>
</tr>
<tr>
<td>Contents</td>
<td>70</td>
</tr>
<tr>
<td>See Also</td>
<td>70</td>
</tr>
<tr>
<td>Dimensions</td>
<td>72</td>
</tr>
<tr>
<td>Contents</td>
<td>72</td>
</tr>
<tr>
<td>See Also</td>
<td>72</td>
</tr>
<tr>
<td>Filters</td>
<td>73</td>
</tr>
<tr>
<td>Contents</td>
<td>73</td>
</tr>
<tr>
<td>See Also</td>
<td>73</td>
</tr>
<tr>
<td>HierarchyGroup</td>
<td>74</td>
</tr>
<tr>
<td>Contents</td>
<td>74</td>
</tr>
<tr>
<td>See Also</td>
<td>74</td>
</tr>
<tr>
<td>HierarchyGroupSummary</td>
<td>75</td>
</tr>
<tr>
<td>Contents</td>
<td>75</td>
</tr>
<tr>
<td>See Also</td>
<td>75</td>
</tr>
<tr>
<td>HierarchyLevel</td>
<td>76</td>
</tr>
<tr>
<td>Contents</td>
<td>76</td>
</tr>
<tr>
<td>See Also</td>
<td>76</td>
</tr>
<tr>
<td>HierarchyPath</td>
<td>77</td>
</tr>
<tr>
<td>Contents</td>
<td>77</td>
</tr>
<tr>
<td>See Also</td>
<td>77</td>
</tr>
<tr>
<td>HierarchyStructure</td>
<td>78</td>
</tr>
<tr>
<td>Contents</td>
<td>78</td>
</tr>
<tr>
<td>See Also</td>
<td>78</td>
</tr>
<tr>
<td>HistoricalMetric</td>
<td>79</td>
</tr>
<tr>
<td>Contents</td>
<td>79</td>
</tr>
<tr>
<td>See Also</td>
<td>79</td>
</tr>
<tr>
<td>HistoricalMetricData</td>
<td>81</td>
</tr>
<tr>
<td>Contents</td>
<td>81</td>
</tr>
<tr>
<td>See Also</td>
<td>81</td>
</tr>
<tr>
<td>HistoricalMetricResult</td>
<td>82</td>
</tr>
<tr>
<td>Contents</td>
<td>82</td>
</tr>
<tr>
<td>See Also</td>
<td>82</td>
</tr>
<tr>
<td>QueueReference</td>
<td>83</td>
</tr>
<tr>
<td>Contents</td>
<td>83</td>
</tr>
<tr>
<td>See Also</td>
<td>83</td>
</tr>
<tr>
<td>RoutingProfileSummary</td>
<td>84</td>
</tr>
<tr>
<td>Contents</td>
<td>84</td>
</tr>
<tr>
<td>See Also</td>
<td>84</td>
</tr>
<tr>
<td>SecurityProfileSummary</td>
<td>85</td>
</tr>
<tr>
<td>Contents</td>
<td>85</td>
</tr>
<tr>
<td>See Also</td>
<td>85</td>
</tr>
<tr>
<td>Threshold</td>
<td>86</td>
</tr>
</tbody>
</table>

API Version 2017-08-08
Welcome

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

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

There are limits to the number of Amazon Connect resources that you can create and limits to the number of requests that you can make per second. For more information, see Amazon Connect Service Limits in the Amazon Connect Administrator Guide.

This document was last published on July 3, 2019.
Actions

The following actions are supported:

- CreateUser (p. 3)
- DeleteUser (p. 7)
- DescribeUser (p. 9)
- DescribeUserHierarchyGroup (p. 11)
- DescribeUserHierarchyStructure (p. 14)
- GetContactAttributes (p. 17)
- GetCurrentMetricData (p. 19)
- GetFederationToken (p. 25)
- GetMetricData (p. 27)
- ListRoutingProfiles (p. 36)
- ListSecurityProfiles (p. 39)
- ListUserHierarchyGroups (p. 42)
- ListUsers (p. 45)
- StartOutboundVoiceContact (p. 48)
- StopContact (p. 52)
- UpdateContactAttributes (p. 54)
- UpdateUserHierarchy (p. 57)
- UpdateUserIdentityInfo (p. 59)
- UpdateUserPhoneConfig (p. 61)
- UpdateUserRoutingProfile (p. 63)
- UpdateUserSecurityProfiles (p. 65)
CreateUser

Creates a user account for the specified Amazon Connect instance.

**Request Syntax**

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

{
    "DirectoryUserId": "string",
    "HierarchyGroupId": "string",
    "IdentityInfo": {
        "Email": "string",
        "FirstName": "string",
        "LastName": "string"
    },
    "Password": "string",
    "PhoneConfig": {
        "AfterContactWorkTimeLimit": number,
        "AutoAccept": boolean,
        "DeskPhoneNumber": "string",
        "PhoneType": "string"
    },
    "RoutingProfileId": "string",
    "SecurityProfileIds": [ "string" ],
    "Username": "string"
}
```

**URI Request Parameters**

The request requires the following URI parameters.

**InstanceId (p. 3)**

The identifier of the Amazon Connect instance.

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

**Request Body**

The request accepts the following data in JSON format.

**DirectoryUserId (p. 3)**

The identifier of the user account in the directory used for identity management. If Amazon Connect cannot access the directory, you can specify this identifier to authenticate users. If you include the identifier, we assume that Amazon Connect cannot access the directory. Otherwise, the identity information is used to authenticate users from your directory.

This parameter is required if you are using an existing directory for identity management in Amazon Connect when Amazon Connect cannot access your directory to authenticate users. If you are using SAML for identity management and include this parameter, an error is returned.

Type: String

Required: No
HierarchyGroupId (p. 3)

The identifier of the hierarchy group for the user.

Type: String

Required: No

IdentityInfo (p. 3)

The information about the identity of the user.

Type: UserIdentityInfo (p. 89) object

Required: No

Password (p. 3)

The password for the user account. A password is required if you are using Amazon Connect for
identity management. Otherwise, it is an error to include a password.

Type: String

Pattern: /^(?=.*[a-z])(?=.*[A-Z])(?=.*\d)[a-zA-Z\d\S]{8,64}$/

Required: No

PhoneConfig (p. 3)

The phone settings for the user.

Type: UserPhoneConfig (p. 90) object

Required: Yes

RoutingProfileId (p. 3)

The identifier of the routing profile for the user.

Type: String

Required: Yes

SecurityProfileIds (p. 3)

The identifier of the security profile for the user.

Type: Array of strings

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

Required: Yes

Username (p. 3)

The user name for the account. For instances not using SAML for identity management, the user
name can include up to 20 characters. If you are using SAML for identity management, the user
name can include up to 64 characters from [a-zA-Z0-9_-\.\@]+.

Type: String


Pattern: [a-zA-Z0-9_-\.\@]+

Required: Yes
Response Syntax

HTTP/1.1 200
Content-type: application/json
{
   "UserArn": "string",
   "UserId": "string"
}

Response Elements

If the action is successful, the service sends back an HTTP 200 response.
The following data is returned in JSON format by the service.

UserArn (p. 5)
The Amazon Resource Name (ARN) of the user account.
Type: String

UserId (p. 5)
The identifier of the user account.
Type: String

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

DuplicateResourceException
A resource with the specified name already exists.
HTTP Status Code: 409

InternalServiceException
Request processing failed due to an error or failure with the service.
HTTP Status Code: 500

InvalidParameterException
One or more of the specified parameters are not valid.
HTTP Status Code: 400

InvalidRequestException
The request is not valid.
HTTP Status Code: 400

LimitExceededException
The allowed limit for the resource has been exceeded.
HTTP Status Code: 429
ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
DeleteUser

Deletes a user account from the specified Amazon Connect instance.

Request Syntax

```plaintext
DELETE /users/InstanceId/UserId HTTP/1.1
```

URI Request Parameters

The request requires the following URI parameters.

**InstanceId** *(p. 7)*

The identifier of the Amazon Connect instance.

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

**UserId** *(p. 7)*

The identifier of the user.

Request Body

The request does not have a request body.

Response Syntax

```plaintext
HTTP/1.1 200
```

Response Elements

If the action is successful, the service sends back 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. 94).*

**InternalServiceException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

API Version 2017-08-08
HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
DescribeUser

Describes the specified user account.

Request Syntax

GET /users/InstanceId/UserId HTTP/1.1

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 9)

The identifier of the Amazon Connect instance.

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

UserId (p. 9)

The identifier of the user account.

Request Body

The request does not have a request body.

Response Syntax

HTTP/1.1 200
Content-type: application/json

{
  "User": {
    "Arn": "string",
    "DirectoryUserId": "string",
    "HierarchyGroupId": "string",
    "Id": "string",
    "IdentityInfo": {
      "Email": "string",
      "FirstName": "string",
      "LastName": "string"
    },
    "PhoneConfig": {
      "AfterContactWorkTimeLimit": number,
      "AutoAccept": boolean,
      "DeskPhoneNumber": "string",
      "PhoneType": "string"
    },
    "RoutingProfileId": "string",
    "SecurityProfileIds": [ "string" ],
    "Username": "string"
  }
}

Response Elements

If the action is successful, the service sends back an HTTP 200 response.
The following data is returned in JSON format by the service.

**User (p. 9)**

Information about the user account and configuration settings.

Type: *User (p. 87)* object

**Errors**

For information about the errors that are common to all actions, see *Common Errors (p. 94)*.

**InternalServiceException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

HTTP Status Code: 400

**ResourceNotFoundException**

The specified resource was not found.

HTTP Status Code: 404

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

**See Also**

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
DescribeUserHierarchyGroup

Describes the specified hierarchy group.

**Request Syntax**

```plaintext
GET /user-hierarchy-groups/InstanceId/HierarchyGroupId HTTP/1.1
```

**URI Request Parameters**

The request requires the following URI parameters.

- **HierarchyGroupId** (p. 11)
  - The identifier of the hierarchy group.
- **InstanceId** (p. 11)
  - The identifier of the Amazon Connect instance.

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

**Request Body**

The request does not have a request body.

**Response Syntax**

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

{
  "HierarchyGroup": {
    "Arn": "string",
    "HierarchyPath": {
      "LevelFive": {
        "Arn": "string",
        "Id": "string",
        "Name": "string"
      },
      "LevelFour": {
        "Arn": "string",
        "Id": "string",
        "Name": "string"
      },
      "LevelOne": {
        "Arn": "string",
        "Id": "string",
        "Name": "string"
      },
      "LevelThree": {
        "Arn": "string",
        "Id": "string",
        "Name": "string"
      },
      "LevelTwo": {
        "Arn": "string",
```
Response Elements

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

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

**HierarchyGroup (p. 11)**

Information about the hierarchy group.

Type: HierarchyGroup (p. 74) object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

**InternalServiceException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

HTTP Status Code: 400

**ResourceNotFoundException**

The specified resource was not found.

HTTP Status Code: 404

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
DescribeUserHierarchyStructure

Describes the hierarchy structure of the specified Amazon Connect instance.

**Request Syntax**

```
GET /user-hierarchy-structure/InstanceId HTTP/1.1
```

**URI Request Parameters**

The request requires the following URI parameters.

**InstanceId (p. 14)**

The identifier of the Amazon Connect instance.

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

**Request Body**

The request does not have a request body.

**Response Syntax**

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

{

  "HierarchyStructure": {
    "LevelFive": {
      "Arn": "string",
      "Id": "string",
      "Name": "string"
    },
    "LevelFour": {
      "Arn": "string",
      "Id": "string",
      "Name": "string"
    },
    "LevelOne": {
      "Arn": "string",
      "Id": "string",
      "Name": "string"
    },
    "LevelThree": {
      "Arn": "string",
      "Id": "string",
      "Name": "string"
    },
    "LevelTwo": {
      "Arn": "string",
      "Id": "string",
      "Name": "string"
    }
  }
}
```
Response Elements

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

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

HierarchyStructure (p. 14)

Information about the hierarchy structure.

Type: HierarchyStructure (p. 78) object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
• AWS SDK for Python
• AWS SDK for Ruby V2
GetContactAttributes

Retrieves the contact attributes for the specified contact.

Request Syntax

GET /contact/attributes/InstanceId/InitialContactId HTTP/1.1

URI Request Parameters

The request requires the following URI parameters.

InitialContactId (p. 17)

The identifier of the initial contact.

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

InstanceId (p. 17)

The identifier of the Amazon Connect instance.

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

Request Body

The request does not have a request body.

Response Syntax

HTTP/1.1 200
Content-type: application/json

{  
  "Attributes": {  
    "string": "string"  
  }  
}

Response Elements

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

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

Attributes (p. 17)

Information about the attributes.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.
Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

For more information about using this API in one of 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
GetCurrentMetricData

Gets the real-time metric data from the specified Amazon Connect instance.

For more information, see Real-time Metrics Reports in the Amazon Connect Administrator Guide.

Request Syntax

```
POST /metrics/current/InstanceId HTTP/1.1
Content-type: application/json

{
  "CurrentMetrics": [
    
    "Name": "string",
    "Unit": "string"
  ],
  "Filters": {
    "Channels": [ "string" ],
    "Queues": [ "string" ]
  },
  "Groupings": [ "string" ],
  "MaxResults": number,
  "NextToken": "string"
}
```

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 19)

The identifier of the Amazon Connect instance.

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

Request Body

The request accepts the following data in JSON format.

CurrentMetrics (p. 19)

The metrics to retrieve. Specify the name and unit for each metric. The following metrics are available:

- AGENTS_AFTER_CONTACT_WORK
  - Unit: COUNT
- AGENTS_AVAILABLE
  - Unit: COUNT
- AGENTS_ERROR
  - Unit: COUNT
- AGENTS_NON_PRODUCTIVE
  - Unit: COUNT
AGENTS_ON_CALL
  Unit: COUNT
AGENTS_ONLINE
  Unit: COUNT
AGENTS_STAFFED
  Unit: COUNT
CONTACTS_IN_QUEUE
  Unit: COUNT
CONTACTS_SCHEDULED
  Unit: COUNT
OLDEST_CONTACT_AGE
  Unit: SECONDS

Type: Array of CurrentMetric (p. 69) objects
Required: Yes

Filters (p. 19)
The queues, up to 100, or channels, to use to filter the metrics returned. Metric data is retrieved only for the resources associated with the queues or channels included in the filter. You can include both queue IDs and queue ARNs in the same request. The only supported channel is VOICE.

Type: Filters (p. 73) object
Required: Yes

Groupings (p. 19)
The grouping applied to the metrics returned. For example, when grouped by QUEUE, the metrics returned apply to each queue rather than aggregated for all queues. If you group by CHANNEL, you should include a Channels filter. The only supported channel is VOICE.

If no Grouping is included in the request, a summary of metrics is returned.

Type: Array of strings
Array Members: Maximum number of 2 items.
Valid Values: QUEUE | CHANNEL
Required: No

MaxResults (p. 19)
The maximum number of results to return per page.

Type: Integer
Valid Range: Minimum value of 1. Maximum value of 100.
Required: No

NextToken (p. 19)
The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the token must use the same request parameters as the request that generated the token.
Response Syntax

HTTP/1.1 200
Content-type: application/json

{
   "DataSnapshotTime": number,
   "MetricResults": [
   {
      "Collections": [
      {
         "Metric": {
            "Name": "string",
            "Unit": "string"
         },
         "Value": number
      }
   ],
   "Dimensions": {
   "Channel": "string",
   "Queue": {
   "Arn": "string",
   "Id": "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.

DataSnapshotTime (p. 21)

The time at which the metrics were retrieved and cached for pagination.

Type: Timestamp

MetricResults (p. 21)

Information about the real-time metrics.

Type: Array of CurrentMetricResult (p. 71) objects

NextToken (p. 21)

If there are additional results, this is the token for the next set of results.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the token must use the same request parameters as the request that generated the token.

Type: String
Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

Example

The following example retrieves the specified real-time metrics.

Sample Request

```json
{
    "InstanceId" : "12345678-1234-5678-aabb-123456abcdef",
    "Filters" : {
        "Queues" : ["11111111-2222-fcfc-abab-333333333333",
        "Channels" : ["VOICE"]
    },
    "Groupings" : ["CHANNEL", "QUEUE"],
    "CurrentMetrics" : [
        {
            "Name" : "AGENTS_ONLINE",
            "Unit" : "COUNT"
        },
        {
            "Name" : "AGENTS_AVAILABLE",
            "Unit" : "COUNT"
        }
    ]
}
```
Sample Response

```
{
    "DataSnapshotTime": 1549059604.884,
    "MetricResults": [
        {
            "Collections": [
                {
                    "Metric": {
                        "Name": "AGENTS_ONLINE",
                        "Unit": "COUNT"
                    },
                    "Value": 1
                },
                {
                    "Metric": {
                        "Name": "AGENTS_AVAILABLE",
                        "Unit": "COUNT"
                    },
                    "Value": 1
                },
                {
                    "Metric": {
                        "Name": "OLDEST_CONTACT_AGE",
                        "Unit": "SECONDS"
                    },
                    "Value": 0
                },
                {
                    "Metric": {
                        "Name": "AGENTS_ERROR",
                        "Unit": "COUNT"
                    },
                    "Value": 0
                }
            ],
            "Dimensions": {
                "Channel": "VOICE",
                "Queue": {
                    "Id": "11111111-2222-fcfc-abab-333333333333"
                }
            }
        }
    ]
}
```

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
GetFederationToken

Retrieves a token for federation.

Request Syntax

GET /user/federate/InstanceId HTTP/1.1

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 25)

The identifier of the Amazon Connect instance.

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

Request Body

The request does not have a request body.

Response Syntax

HTTP/1.1 200
Content-type: application/json

{
   "Credentials": {
      "AccessToken": "string",
      "AccessTokenExpiration": number,
      "RefreshToken": "string",
      "RefreshTokenExpiration": number
   }
}

Response Elements

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

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

Credentials (p. 25)

The credentials to use for federation.

Type: Credentials (p. 68) object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).
DuplicateResourceException

A resource with the specified name already exists.

HTTP Status Code: 409

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

UserNotFoundException

No user with the specified credentials was found in the Amazon Connect instance.

HTTP Status Code: 404

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
GetMetricData

Gets historical metric data from the specified Amazon Connect instance.

For more information, see Historical Metrics Reports in the Amazon Connect Administrator Guide.

Request Syntax

```
POST /metrics/historical/InstanceId HTTP/1.1
Content-type: application/json

{
    "EndTime": number,
    "Filters": {
        "Channels": [ "string" ],
        "Queues": [ "string" ]
    },
    "Groupings": [ "string" ],
    "HistoricalMetrics": [
        {
            "Name": "string",
            "Statistic": "string",
            "Threshold": {
                "Comparison": "string",
                "ThresholdValue": number
            },
            "Unit": "string"
        }
    ],
    "MaxResults": number,
    "NextToken": "string",
    "StartTime": number
}
```

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 27)

The identifier of the Amazon Connect instance.

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

Request Body

The request accepts the following data in JSON format.

EndTime (p. 27)

The timestamp, in UNIX Epoch time format, at which to end the reporting interval for the retrieval of historical metrics data. The time must be specified using an interval of 5 minutes, such as 11:00, 11:05, 11:10, and must be later than the start time timestamp.

The time range between the start and end time must be less than 24 hours.

Type: Timestamp
Required: Yes

**Filters (p. 27)**

The queues, up to 100, or channels, to use to filter the metrics returned. Metric data is retrieved only for the resources associated with the queues or channels included in the filter. You can include both queue IDs and queue ARNs in the same request. The only supported channel is VOICE.

Type: Filters (p. 73) object

Required: Yes

**Groupings (p. 27)**

The grouping applied to the metrics returned. For example, when results are grouped by queue, the metrics returned are grouped by queue. The values returned apply to the metrics for each queue rather than aggregated for all queues.

The only supported grouping is QUEUE.

If no grouping is specified, a summary of metrics for all queues is returned.

Type: Array of strings

Array Members: Maximum number of 2 items.

Valid Values: QUEUE | CHANNEL

Required: No

**HistoricalMetrics (p. 27)**

The metrics to retrieve. Specify the name, unit, and statistic for each metric. The following historical metrics are available:

**ABANDON_TIME**

Unit: SECONDS

Statistic: AVG

**AFTER_CONTACT_WORK_TIME**

Unit: SECONDS

Statistic: AVG

**APICONTACTS_HANDLED**

Unit: COUNT

Statistic: SUM

**CALLBACKCONTACTS_HANDLED**

Unit: COUNT

Statistic: SUM

**CONTACTS_ABANDONED**

Unit: COUNT

Statistic: SUM

**CONTACTS_AGENT_HUNG_UP_FIRST**

Unit: COUNT
Statistic: SUM
CONTACTS_CONSULTED
  Unit: COUNT
Statistic: SUM
CONTACTS_HANDLED
  Unit: COUNT
Statistic: SUM
CONTACTS_HANDLED_INCOMING
  Unit: COUNT
Statistic: SUM
CONTACTS_HANDLED_OUTBOUND
  Unit: COUNT
Statistic: SUM
CONTACTS_HOLD_ABANDONS
  Unit: COUNT
Statistic: SUM
CONTACTS_MISSED
  Unit: COUNT
Statistic: SUM
CONTACTS_QUEUED
  Unit: COUNT
Statistic: SUM
CONTACTS_TRANSFERRED_IN
  Unit: COUNT
Statistic: SUM
CONTACTS_TRANSFERRED_IN_FROM_QUEUE
  Unit: COUNT
Statistic: SUM
CONTACTS_TRANSFERRED_OUT
  Unit: COUNT
Statistic: SUM
CONTACTS_TRANSFERRED_OUT_FROM_QUEUE
  Unit: COUNT
HANDLE_TIME
  Unit: SECONDS
Statistic: AVG
HOLD_TIME
Unit: SECONDS
Statistic: AVG
INTERACTION_AND_HOLD_TIME
Unit: SECONDS
Statistic: AVG
INTERACTION_TIME
Unit: SECONDS
Statistic: AVG
OCCUPANCY
Unit: PERCENT
Statistic: AVG
QUEUE_ANSWER_TIME
Unit: SECONDS
Statistic: AVG
QUEUED_TIME
Unit: SECONDS
Statistic: MAX
SERVICE_LEVEL
Unit: PERCENT
Statistic: AVG

Threshold: Only "Less than" comparisons are supported, with the following service level thresholds: 15, 20, 25, 30, 45, 60, 90, 120, 180, 240, 300, 600

Type: Array of HistoricalMetric (p. 79) objects

Required: Yes

MaxResults (p. 27)

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 100.

Required: No

NextToken (p. 27)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Type: String

Required: No
StartTime (p. 27)

The timestamp, in UNIX Epoch time format, at which to start the reporting interval for the retrieval of historical metrics data. The time must be specified using a multiple of 5 minutes, such as 10:05, 10:10, 10:15.

The start time cannot be earlier than 24 hours before the time of the request. Historical metrics are available only for 24 hours.

Type: Timestamp

Required: Yes

Response Syntax

HTTP/1.1 200
Content-type: application/json

```json
{
   "MetricResults": [
      {
         "Collections": [
            {
               "Metric": {
                  "Name": "string",
                  "Statistic": "string",
                  "Threshold": {
                     "Comparison": "string",
                     "ThresholdValue": number
                  },
                  "Unit": "string"
               },
               "Value": number
            }
         ],
         "Dimensions": {
            "Channel": "string",
            "Queue": {
               "Arn": "string",
               "Id": "string"
            }
         }
      },
      "NextToken": "string"
   }
}
```

Response Elements

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

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

MetricResults (p. 31)

Information about the historical metrics.

If no grouping is specified, a summary of metric data is returned.

Type: Array of HistoricalMetricResult (p. 82) objects
**NextToken (p. 31)**

If there are additional results, this is the token for the next set of results.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the token must use the same request parameters as the request that generated the token.

Type: String

**Errors**

For information about the errors that are common to all actions, see Common Errors (p. 94).

**InternalServiceException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

HTTP Status Code: 400

**ResourceNotFoundException**

The specified resource was not found.

HTTP Status Code: 404

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

**Example**

The following example retrieves the specified historical metrics.

**Sample Request**

```json
{
  "InstanceId" : "12345678-1234-5678-aabb-123456abcdef",
  "StartTime": 1548979200,
  "EndTime": 1549051200,
  "Filters" : {
      "Queues" : [
        "11111111-2222-fcfc-abab-333333333333",
      ],
      "Channels" : ["VOICE"]
  },
  "Groupings" : [
```

API Version 2017-08-08

32
"QUEUE",
"CHANNEL"
],
"HistoricalMetrics" : [
  {
    "Name" : "AFTER_CONTACT_WORK_TIME",
    "Unit" : "SECONDS",
    "Statistic" : "AVG"
  },
  {
    "Name" : "CONTACTS_QUEUED",
    "Unit" : "COUNT",
    "Statistic" : "SUM"
  },
  {
    "Name" : "CONTACTS_HANDLED",
    "Unit" : "COUNT",
    "Statistic" : "SUM"
  },
  {
    "Name" : "HANDLE_TIME",
    "Unit" : "SECONDS",
    "Statistic" : "AVG"
  },
  {
    "Name" : "CONTACTS_TRANSFERRED_OUT",
    "Unit" : "COUNT",
    "Statistic" : "SUM"
  },
  {
    "Name" : "CONTACTS_MISSED",
    "Unit" : "COUNT",
    "Statistic" : "SUM"
  },
  {
    "Name" : "OCCUPANCY",
    "Unit" : "PERCENT",
    "Statistic" : "AVG"
  },
  {
    "Name" : "QUEUED_TIME",
    "Unit" : "SECONDS",
    "Statistic" : "MAX"
  },
  {
    "Name" : "HOLD_TIME",
    "Unit" : "SECONDS",
    "Statistic" : "AVG"
  },
  {
    "Name" : "SERVICE_LEVEL",
    "Threshold" : {
      "Comparison" : "LT",
      "ThresholdValue" : 60.0
    },
    "Unit" : "PERCENT",
    "Statistic" : "AVG"
  },
  {
    "Name" : "SERVICE_LEVEL",
    "Threshold" : {
      "Comparison" : "LT",
      "ThresholdValue" : 120.0
    },
    "Unit" : "PERCENT",
    "Statistic" : "AVG"
}
Sample Response

```json
{
    "MetricResults": [
        {
            "Collections": [
                {
                    "Metric": {
                        "Name": "OCCUPANCY",
                        "Statistic": "AVG",
                        "Threshold": null,
                        "Unit": "PERCENT"
                    },
                    "Value": 0
                },
                {
                    "Metric": {
                        "Name": "CONTACTS_MISSED",
                        "Statistic": "SUM",
                        "Threshold": null,
                        "Unit": "COUNT"
                    },
                    "Value": 0
                }
            ],
            "Dimensions": {
                "Channel": "VOICE",
                "Queue": {
                    "Id": "11111111-2222-fcfc-abab-333333333333"
                }
            }
        }
    ]
}
```

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
See Also

- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
ListRoutingProfiles

Provides summary information about the routing profiles for the specified Amazon Connect instance.

**Request Syntax**

```
GET /routing-profiles-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken HTTP/1.1
```

**URI Request Parameters**

The request requires the following URI parameters.

- **InstanceId (p. 36)**
  - The identifier of the Amazon Connect instance.

- **MaxResults (p. 36)**
  - The maximum number of routing profiles to return.
  - Valid Range: Minimum value of 1. Maximum value of 1000.

- **NextToken (p. 36)**
  - The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

**Request Body**

The request does not have a request body.

**Response Syntax**

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

{
    "NextToken": "string",
    "RoutingProfileSummaryList": [
        {
            "Arn": "string",
            "Id": "string",
            "Name": "string"
        }
    ]
}
```

**Response Elements**

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

The following data is returned in JSON format by the service.
NextToken (p. 36)

If there are additional results, this is the token for the next set of results.

Type: String

RoutingProfileSummaryList (p. 36)

Information about the routing profiles.

Type: Array of RoutingProfileSummary (p. 84) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
• AWS SDK for Ruby V2
ListSecurityProfiles

Provides summary information about the security profiles for the specified Amazon Connect instance.

Request Syntax

GET /security-profiles-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken
HTTP/1.1

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 39)

The identifier of the Amazon Connect instance.
Length Constraints: Minimum length of 1. Maximum length of 100.

MaxResults (p. 39)

The maximum number of security profiles to return.
Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken (p. 39)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

HTTP/1.1 200
Content-type: application/json

{
   "NextToken": "string",
   "SecurityProfileSummaryList": [
      {
         "Arn": "string",
         "Id": "string",
         "Name": "string"
      }
   ]
}

Response Elements

If the action is successful, the service sends back an HTTP 200 response.
The following data is returned in JSON format by the service.
NextToken (p. 39)

If there are additional results, this is the token for the next set of results.

Type: String

SecurityProfileSummaryList (p. 39)

Information about the security profiles.

Type: Array of SecurityProfileSummary (p. 85) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
• AWS SDK for Ruby V2
ListUserHierarchyGroups

Provides summary information about the hierarchy groups for the specified Amazon Connect instance.

Request Syntax

```
GET /user-hierarchy-groups-summary/InstanceId\&maxResults=MaxResults\&nextToken=NextToken
HTTP/1.1
```

URI Request Parameters

The request requires the following URI parameters.

**InstanceId (p. 42)**

The identifier of the Amazon Connect instance.

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

**MaxResults (p. 42)**

The maximum number of hierarchy groups to return.

Valid Range: Minimum value of 1. Maximum value of 1000.

**NextToken (p. 42)**

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

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

{
    "NextToken": "string",
    "UserHierarchyGroupSummaryList": [
    {
        "Arn": "string",
        "Id": "string",
        "Name": "string"
    }
    ]
}
```

Response Elements

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

The following data is returned in JSON format by the service.
**NextToken (p. 42)**

If there are additional results, this is the token for the next set of results.

Type: String

**UserHierarchyGroupSummaryList (p. 42)**

Information about the hierarchy groups.

Type: Array of `HierarchyGroupSummary (p. 75)` objects

---

**Errors**

For information about the errors that are common to all actions, see Common Errors (p. 94).

**InternalServiceException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

HTTP Status Code: 400

**ResourceNotFoundException**

The specified resource was not found.

HTTP Status Code: 404

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

---

**See Also**

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
ListUsers

Provides summary information about the users for the specified Amazon Connect instance.

Request Syntax

GET /users-summary/InstanceId?maxResults=MaxResults&nextToken=NextToken HTTP/1.1

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 45)

The identifier of the Amazon Connect instance.

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

MaxResults (p. 45)

The maximum number of users to return.

Valid Range: Minimum value of 1. Maximum value of 1000.

NextToken (p. 45)

The token for the next set of results. Use the value returned in the previous response in the next request to retrieve the next set of results.

Request Body

The request does not have a request body.

Response Syntax

HTTP/1.1 200
Content-type: application/json

{
    "NextToken": "string",
    "UserSummaryList": [
        {
            "Arn": "string",
            "Id": "string",
            "Username": "string"
        }
    ]
}

Response Elements

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

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

For information about the errors that are common to all actions, see Common Errors (p. 94).

**InternalServiceException**
- Request processing failed due to an error or failure with the service.
  - HTTP Status Code: 500

**InvalidParameterException**
- One or more of the specified parameters are not valid.
  - HTTP Status Code: 400

**InvalidRequestException**
- The request is not valid.
  - HTTP Status Code: 400

**ResourceNotFoundException**
- The specified resource was not found.
  - HTTP Status Code: 404

**ThrottlingException**
- The throttling limit has been exceeded.
  - HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
• AWS SDK for Ruby V2
StartOutboundVoiceContact

Initiates a contact flow to place an outbound call to a customer.

There is a 60 second dialing timeout for this operation. If the call is not connected after 60 seconds, it fails.

Request Syntax

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

{
   "Attributes": {
      "string": "string"
   },
   "ClientToken": "string",
   "ContactFlowId": "string",
   "DestinationPhoneNumber": "string",
   "InstanceId": "string",
   "QueueId": "string",
   "SourcePhoneNumber": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

**Attributes (p. 48)**

A custom key-value pair using an attribute map. The attributes are standard Amazon Connect attributes, and can be accessed in contact flows just like any other contact attributes.

There can be up to 32,768 UTF-8 bytes across all key-value pairs per contact. Attribute keys can include only alphanumeric, dash, and underscore characters.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: No

**ClientToken (p. 48)**

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. The token is valid for 7 days after creation. If a contact is already started, the contact ID is returned. If the contact is disconnected, a new contact is started.

Type: String

Length Constraints: Maximum length of 500.
Required: No

**ContactFlowId (p. 48)**

The identifier of the contact flow for the outbound call.

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

**DestinationPhoneNumber (p. 48)**

The phone number of the customer, in E.164 format.

Type: String

Required: Yes

**InstanceId (p. 48)**

The identifier of the Amazon Connect instance.

Type: String

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

Required: Yes

**QueueId (p. 48)**

The queue for the call. If you specify a queue, the phone displayed for caller ID is the phone number specified in the queue. If you do not specify a queue, the queue defined in the contact flow is used. If you do not specify a queue, you must specify a source phone number.

Type: String

Required: No

**SourcePhoneNumber (p. 48)**

The phone number associated with the Amazon Connect instance, in E.164 format. If you do not specify a source phone number, you must specify a queue.

Type: String

Required: No

---

**Response Syntax**

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

{"ContactId": "string"}
```

---

**Response Elements**

If the action is successful, the service sends back an HTTP 200 response.
The following data is returned in JSON format by the service.

**ContactId** (p. 49)

The identifier of this contact within the Amazon Connect instance.

Type: String

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

### Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

**DestinationNotAllowedException**

Outbound calls to the destination number are not allowed.

HTTP Status Code: 403

**InternalServerErrorException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

HTTP Status Code: 400

**LimitExceededException**

The allowed limit for the resource has been exceeded.

HTTP Status Code: 429

**OutboundContactNotAllowedException**

The contact is not permitted.

HTTP Status Code: 403

**ResourceNotFoundException**

The specified resource was not found.

HTTP Status Code: 404

### See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
• AWS SDK for C++
• AWS SDK for Go
• AWS SDK for Go - Pilot
• AWS SDK for Java
• AWS SDK for JavaScript
• AWS SDK for PHP V3
• AWS SDK for Python
• AWS SDK for Ruby V2
StopContact

Ends the specified contact.

Request Syntax

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

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

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

**ContactId** *(p. 52)*

The ID of the contact.

Type: String

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

Required: Yes

**InstanceId** *(p. 52)*

The identifier of the Amazon Connect instance.

Type: String

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

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

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

Errors

For information about the errors that are common to all actions, see Common Errors *(p. 94).*
ContactNotFoundException

The contact with the specified ID is not active or does not exist.

HTTP Status Code: 410

InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
UpdateContactAttributes

Creates or updates the contact attributes associated with the specified contact.

You can add or update attributes for both ongoing and completed contacts. For example, you can update the customer's name or the reason the customer called while the call is active, or add notes about steps that the agent took during the call that are displayed to the next agent that takes the call. You can also update attributes for a contact using data from your CRM application and save the data with the contact in Amazon Connect. You could also flag calls for additional analysis, such as legal review or identifying abusive callers.

Contact attributes are available in Amazon Connect for 24 months, and are then deleted.

Important: You cannot use the operation to update attributes for contacts that occurred prior to the release of the API, September 12, 2018. You can update attributes only for contacts that started after the release of the API. If you attempt to update attributes for a contact that occurred prior to the release of the API, a 400 error is returned. This applies also to queued callbacks that were initiated prior to the release of the API but are still active in your instance.

Request Syntax

POST /contact/attributes HTTP/1.1
Content-type: application/json

{
   "Attributes": {
      "string": "string"
   },
   "InitialContactId": "string",
   "InstanceId": "string"
}

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

Attributes (p. 54)

The Amazon Connect attributes. These attributes can be accessed in contact flows just like any other contact attributes.

You can have up to 32,768 UTF-8 bytes across all attributes for a contact. Attribute keys can include only alphanumeric, dash, and underscore characters.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 32767.

Value Length Constraints: Minimum length of 0. Maximum length of 32767.

Required: Yes
InitialContactId (p. 54)

The identifier of the contact. This is the identifier of the contact associated with the first interaction with the contact center.

Type: String
Length Constraints: Minimum length of 1. Maximum length of 256.
Required: Yes

InstanceId (p. 54)

The identifier of the Amazon Connect instance.

Type: String
Length Constraints: Minimum length of 1. Maximum length of 100.
Required: Yes

Response Syntax

HTTP/1.1 200

Response Elements

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

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).

InternalServiceException

Request processing failed due to an error or failure with the service.
HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.
HTTP Status Code: 400

InvalidRequestException

The request is not valid.
HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.
HTTP Status Code: 404

See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:
• AWS Command Line Interface
• AWS SDK for .NET
• AWS SDK for C++
• AWS SDK for Go
• AWS SDK for Go - Pilot
• AWS SDK for Java
• AWS SDK for JavaScript
• AWS SDK for PHP V3
• AWS SDK for Python
• AWS SDK for Ruby V2
**UpdateUserHierarchy**

Assigns the specified hierarchy group to the specified user.

**Request Syntax**

```
POST /users/{InstanceId}/{UserId}/hierarchy HTTP/1.1
Content-type: application/json

{
  "HierarchyGroupId": "string"
}
```

**URI Request Parameters**

The request requires the following URI parameters.

- **InstanceId** (p. 57)
  
  The identifier of the Amazon Connect instance.
  
  Length Constraints: Minimum length of 1. Maximum length of 100.

- **UserId** (p. 57)
  
  The identifier of the user account.

**Request Body**

The request accepts the following data in JSON format.

- **HierarchyGroupId** (p. 57)
  
  The identifier of the hierarchy group.
  
  Type: String
  
  Required: No

**Response Syntax**

```
HTTP/1.1 200
```

**Response Elements**

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

**Errors**

For information about the errors that are common to all actions, see Common Errors (p. 94).

---

API Version 2017-08-08

57
**InternalServiceException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

HTTP Status Code: 400

**ResourceNotFoundException**

The specified resource was not found.

HTTP Status Code: 404

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

---

**See Also**

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
UpdateUserIdentityInfo

Updates the identity information for the specified user.

Request Syntax

POST /users/{InstanceId}/Users/{UserId}/identity-info HTTP/1.1
Content-type: application/json

{
    "IdentityInfo": {
        "Email": "string",
        "FirstName": "string",
        "LastName": "string"
    }
}

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 59)

The identifier of the Amazon Connect instance.
Length Constraints: Minimum length of 1. Maximum length of 100.

UserId (p. 59)

The identifier of the user account.

Request Body

The request accepts the following data in JSON format.

IdentityInfo (p. 59)

The identity information for the user.
Type: UserIdentityInfo (p. 89) 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. 94).
InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
UpdateUserPhoneConfig

Updates the phone configuration settings for the specified user.

Request Syntax

POST /users/InstanceId/UserId/phone-config HTTP/1.1
Content-type: application/json

{
   "PhoneConfig": {
      "AfterContactWorkTimeLimit": number,
      "AutoAccept": boolean,
      "DeskPhoneNumber": "string",
      "PhoneType": "string"
   }
}

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 61)

The identifier of the Amazon Connect instance.

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

UserId (p. 61)

The identifier of the user account.

Request Body

The request accepts the following data in JSON format.

PhoneConfig (p. 61)

Information about phone configuration settings for the user.

Type: UserPhoneConfig (p. 90) 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. 94).

**InternalServiceException**

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

**InvalidParameterException**

One or more of the specified parameters are not valid.

HTTP Status Code: 400

**InvalidRequestException**

The request is not valid.

HTTP Status Code: 400

**ResourceNotFoundException**

The specified resource was not found.

HTTP Status Code: 404

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
UpdateUserRoutingProfile

Assigns the specified routing profile to the specified user.

Request Syntax

POST /users/InstanceId/UserId/routing-profile HTTP/1.1
Content-type: application/json

{
   "RoutingProfileId": "string"
}

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 63)

The identifier of the Amazon Connect instance.

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

UserId (p. 63)

The identifier of the user account.

Request Body

The request accepts the following data in JSON format.

RoutingProfileId (p. 63)

The identifier of the routing profile for the user.

Type: String

Required: Yes

Response Syntax

HTTP/1.1 200

Response Elements

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

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).
InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
UpdateUserSecurityProfiles

Assigns the specified security profiles to the specified user.

Request Syntax

```plaintext
POST /users/InstanceId/UserId/security-profiles HTTP/1.1
Content-type: application/json
{
    "SecurityProfileIds": [ "string" ]
}
```

URI Request Parameters

The request requires the following URI parameters.

**InstanceId (p. 65)**

The identifier of the Amazon Connect instance.

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

**UserId (p. 65)**

The identifier of the user account.

Request Body

The request accepts the following data in JSON format.

**SecurityProfileIds (p. 65)**

The identifiers of the security profiles for the user.

Type: Array of strings

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

Required: Yes

Response Syntax

```
HTTP/1.1 200
```

Response Elements

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

Errors

For information about the errors that are common to all actions, see Common Errors (p. 94).
InternalServiceException

Request processing failed due to an error or failure with the service.

HTTP Status Code: 500

InvalidParameterException

One or more of the specified parameters are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for JavaScript
- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
Data Types

The Amazon Connect Service 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:

- Credentials (p. 68)
- CurrentMetric (p. 69)
- CurrentMetricData (p. 70)
- CurrentMetricResult (p. 71)
- Dimensions (p. 72)
- Filters (p. 73)
- HierarchyGroup (p. 74)
- HierarchyGroupSummary (p. 75)
- HierarchyLevel (p. 76)
- HierarchyPath (p. 77)
- HierarchyStructure (p. 78)
- HistoricalMetric (p. 79)
- HistoricalMetricData (p. 81)
- HistoricalMetricResult (p. 82)
- QueueReference (p. 83)
- RoutingProfileSummary (p. 84)
- SecurityProfileSummary (p. 85)
- Threshold (p. 86)
- User (p. 87)
- UserIdentityInfo (p. 89)
- UserPhoneConfig (p. 90)
- UserSummary (p. 91)
Credentials

Contains credentials to use for federation.

Contents

**AccessToken**

An access token generated for a federated user to access Amazon Connect.

Type: String

Required: No

**AccessTokenExpiration**

A token generated with an expiration time for the session a user is logged in to Amazon Connect.

Type: Timestamp

Required: No

**RefreshToken**

Renews a token generated for a user to access the Amazon Connect instance.

Type: String

Required: No

**RefreshTokenExpiration**

Renews the expiration timer for a generated token.

Type: Timestamp

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
CurrentMetric

Contains information about a real-time metric.

Contents

Name

The name of the metric.

Type: String

Valid Values: AGENTS_ONLINE | AGENTS_AVAILABLE | AGENTS_ON_CALL | AGENTS_NON_PRODUCTIVE | AGENTS_AFTER_CONTACT_WORK | AGENTS_ERROR | AGENTS_STAFFED | CONTACTS_IN_QUEUE | OLDEST_CONTACT_AGE | CONTACTS_SCHEDULED

Required: No

Unit

The unit for the metric.

Type: String

Valid Values: SECONDS | COUNT | PERCENT

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
CurrentMetricData

Contains the data for a real-time metric.

Contents

Metric

Information about the metric.

Type: CurrentMetric (p. 69) object

Required: No

Value

The value of the metric.

Type: Double

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
CurrentMetricResult

Contains information about a set of real-time metrics.

Contents

Collections

The set of metrics.

Type: Array of CurrentMetricData (p. 70) objects

Required: No

Dimensions

The dimensions for the metrics.

Type: Dimensions (p. 72) object

Required: No

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
Dimensions

Contains information about the dimensions for a set of metrics.

Contents

Channel

The channel used for grouping and filters.

Type: String

Valid Values: VOICE

Required: No

Queue

Information about the queue for which metrics are returned.

Type: QueueReference (p. 83) object

Required: No

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
Filters

Contains the filter to apply when retrieving metrics.

Contents

Channels

The channel to use to filter the metrics.

Type: Array of strings

Array Members: Maximum number of 1 item.

Valid Values: VOICE

Required: No

Queues

The queues to use to filter the metrics. You can specify up to 100 queues per request.

Type: Array of strings

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

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
HierarchyGroup

Contains information about a hierarchy group.

Contents

**Arn**

The Amazon Resource Name (ARN) of the hierarchy group.

Type: String

Required: No

**HierarchyPath**

Information about the levels in the hierarchy group.

Type: HierarchyPath (p. 77) object

Required: No

**Id**

The identifier of the hierarchy group.

Type: String

Required: No

**LevelId**

The identifier of the level in the hierarchy group.

Type: String

Required: No

**Name**

The name of the hierarchy group.

Type: String

Required: No

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
HierarchyGroupSummary

Contains summary information about a hierarchy group.

Contents

Arn

The Amazon Resource Name (ARN) of the hierarchy group.

Type: String

Required: No

Id

The identifier of the hierarchy group.

Type: String

Required: No

Name

The name of the hierarchy group.

Type: String

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
HierarchyLevel

Contains information about a hierarchy level.

Contents

Arn

The Amazon Resource Name (ARN) of the hierarchy level.

Type: String

Required: No

Id

The identifier of the hierarchy level.

Type: String

Required: No

Name

The name of the hierarchy level.

Type: String

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
HierarchyPath

Contains information about the levels of a hierarchy group.

Contents

LevelFive

Information about level five.

Type: HierarchyGroupSummary (p. 75) object

Required: No

LevelFour

Information about level four.

Type: HierarchyGroupSummary (p. 75) object

Required: No

LevelOne

Information about level one.

Type: HierarchyGroupSummary (p. 75) object

Required: No

LevelThree

Information about level three.

Type: HierarchyGroupSummary (p. 75) object

Required: No

LevelTwo

Information about level two.

Type: HierarchyGroupSummary (p. 75) object

Required: No

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
HierarchyStructure

Contains information about a hierarchy structure.

Contents

LevelFive

Information about level five.
Type: HierarchyLevel (p. 76) object
Required: No

LevelFour

Information about level four.
Type: HierarchyLevel (p. 76) object
Required: No

LevelOne

Information about level one.
Type: HierarchyLevel (p. 76) object
Required: No

LevelThree

Information about level three.
Type: HierarchyLevel (p. 76) object
Required: No

LevelTwo

Information about level two.
Type: HierarchyLevel (p. 76) object
Required: No

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
HistoricalMetric

Contains information about a historical metric.

**Contents**

**Name**

The name of the metric.

Type: String

Valid Values: CONTACTS_QUEUED | CONTACTS_HANDLED | CONTACTS_ABANDONED
| CONTACTSCONSULTED | CONTACTSAGENT_HUNG_UP_FIRST | CONTACTSHANDLED_INCOMING | CONTACTSHANDLED_OUTBOUND |
| CONTACTSHOLD_ABANDONS | CONTACTS_TRANSFERRED_IN | CONTACTS_TRANSFERRED_OUT |
| CONTACTS_TRANSFERRED_IN_FROM_QUEUE | CONTACTS_TRANSFERRED_OUT_FROM_QUEUE |
| CONTACTSMISSED | CALLBACKCONTACTS_HANDLED | APICONTACTS_HANDLED |
| OCCUPANCY | HANDLE_TIME | AFTER_CONTACT_WORK_TIME | QUEUED_TIME |
| ABANDON_TIME | QUEUE_ANSWER_TIME | HOLD_TIME | INTERACTION_TIME |
| INTERACTION_AND_HOLD_TIME | SERVICE_LEVEL |

Required: No

**Statistic**

The statistic for the metric.

Type: String

Valid Values: SUM | MAX | AVG

Required: No

**Threshold**

The threshold for the metric, used with service level metrics.

Type: Threshold (p. 86) object

Required: No

**Unit**

The unit for the metric.

Type: String

Valid Values: SECONDS | COUNT | PERCENT

Required: No

**See Also**

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
• AWS SDK for Java
• AWS SDK for Ruby V2
HistoricalMetricData

Contains the data for a historical metric.

**Contents**

**Metric**

Information about the metric.

Type: HistoricalMetric (p. 79) object

Required: No

**Value**

The value of the metric.

Type: Double

Required: No

**See Also**

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
HistoricalMetricResult

Contains information about the historical metrics retrieved.

Contents

Collections

The set of metrics.

Type: Array of HistoricalMetricData (p. 81) objects

Required: No

Dimensions

The dimension for the metrics.

Type: Dimensions (p. 72) object

Required: No

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
QueueReference

Contains information about a queue resource for which metrics are returned.

Contents

Arn
The Amazon Resource Name (ARN) of the queue.
Type: String
Required: No

Id
The identifier of the queue.
Type: String
Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
RoutingProfileSummary

Contains summary information about a routing profile.

Contents

Arn

The Amazon Resource Name (ARN) of the routing profile.
Type: String
Required: No

Id

The identifier of the routing profile.
Type: String
Required: No

Name

The name of the routing profile.
Type: String
Length Constraints: Minimum length of 1. Maximum length of 100.
Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
SecurityProfileSummary

Contains information about a security profile.

Contents

Arn

The Amazon Resource Name (ARN) of the security profile.

Type: String

Required: No

Id

The identifier of the security profile.

Type: String

Required: No

Name

The name of the security profile.

Type: String

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
Threshold

Contains information about the threshold for service level metrics.

Contents

Comparison

The type of comparison. Only "less than" (LT) comparisons are supported.

Type: String

Valid Values: LT

Required: No

ThresholdValue

The threshold value to compare.

Type: Double

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
User

Contains information about a user account for an Amazon Connect instance.

Contents

**Arn**

The Amazon Resource Name (ARN) of the user account.

- Type: String
- Required: No

**DirectoryUserId**

The identifier of the user account in the directory used for identity management.

- Type: String
- Required: No

**HierarchyGroupId**

The identifier of the hierarchy group for the user.

- Type: String
- Required: No

**Id**

The identifier of the user account.

- Type: String
- Required: No

**IdentityInfo**

Information about the user identity.

- Type: `UserIdentityInfo` object
- Required: No

**PhoneConfig**

Information about the phone configuration for the user.

- Type: `UserPhoneConfig` object
- Required: No

**RoutingProfileId**

The identifier of the routing profile for the user.

- Type: String
- Required: No

**SecurityProfileIds**

The identifiers of the security profiles for the user.
Type: Array of strings

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

Required: No

**Username**

The user name assigned to the user account.

Type: String


Pattern: \[a-zA-Z0-9\-_\\"\-\.]+\]

Required: No

**See Also**

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
UserIdentityInfo

Contains information about the identity of a user.

Contents

Email

The email address. If you are using SAML for identity management and include this parameter, an error is returned.

Type: String

Required: No

FirstName

The first name. This is required if you are using Amazon Connect or SAML for identity management.

Type: String

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

Required: No

LastName

The last name. This is required if you are using Amazon Connect or SAML for identity management.

Type: String

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

Required: No

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
UserPhoneConfig

Contains information about the phone configuration settings for a user.

Contents

AfterContactWorkTimeLimit

The After Call Work (ACW) timeout setting, in seconds.

Type: Integer

Valid Range: Minimum value of 0.

Required: No

AutoAccept

The Auto accept setting.

Type: Boolean

Required: No

DeskPhoneNumber

The phone number for the user's desk phone.

Type: String

Required: No

PhoneType

The phone type.

Type: String

Valid Values: SOFT_PHONE | DESK_PHONE

Required: Yes

See Also

For 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 Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
UserSummary

Contains summary information about a user.

Contents

Arn

The Amazon Resource Name (ARN) of the user account.
Type: String
Required: No

Id

The identifier of the user account.
Type: String
Required: No

Username

The Amazon Connect user name of the user account.
Type: String
Pattern: [a-zA-Z0-9\-_\./]+
Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Go - Pilot
- AWS SDK for Java
- AWS SDK for Ruby V2
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'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 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

**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