Amazon Connect Service

API Reference

API Version 2017-08-08
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Welcome

The Amazon Connect API Reference provides descriptions, syntax, and usage examples for each of the Amazon Connect actions, data types, parameters, and errors. 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.

This document was last published on May 10, 2018.
Actions

The following actions are supported:

- StartOutboundVoiceContact (p. 3)
- StopContact (p. 8)
StartOutboundVoiceContact

The StartOutboundVoiceContact operation initiates a contact flow to place an outbound call to a customer.

There is a throttling limit placed on usage of the API that includes a RateLimit of 2 per second, and a BurstLimit of 5 per second.

If you are using an IAM account, it must have permissions to the connect:StartOutboundVoiceContact action.

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. 3)

Specify 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. Attribute keys can include only alphanumeric, dash, and underscore characters.

For example, to play a greeting when the customer answers the call, you can pass the customer name in attributes similar to the following:

```
Attributes:[{ "customerName" : "John Stiles" }, ]
```

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. 3)

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.

Type: String
Length Constraints: Maximum length of 500.
Required: No

ContactFlowId (p. 3)

The identifier for the contact flow to execute for the outbound call. This is a GUID value only. Amazon Resource Name (ARN) values are not supported. Only contact flows of type “Contact flow” are supported when using the StartOutboundVoiceContact operation. The type for a contact flow is displayed in the Type column when you view the contact flows in your instance.

To find the ContactFlowId, open the contact flow to use in the Amazon Connect contact flow designer. The ID for the contact flow is displayed in the address bar as part of the URL. For example, an address displayed when you open a contact flow is similar to the following:

https://myconnectinstance.awsapps.com/connect/contact-flows/edit?id=arn:aws:connect:us-east-1:361814831152:instance/2fb42df9-78a2-4b99-b484-f5cf580dc300c/contact-flow/b0b8f2dd-ed1b-4c44-af36-ce189a178181

At the end of the URL, you see:

contact-flow/b0b8f2dd-ed1b-4c44-af36-ce189a178181

The ContactFlowID for this contact flow is:

0b8f2dd-ed1b-4c44-af36-ce189a178181

Make sure to include only the GUID after the "contact-flow/" in your requests.
Type: String
Length Constraints: Maximum length of 500.
Required: Yes

DestinationPhoneNumber (p. 3)

The phone number, in E.164 format, of the customer to call with the outbound contact.
Type: String
Required: Yes

InstanceId (p. 3)

The identifier for your Amazon Connect instance. To find the InstanceId value for your Amazon Connect instance, open the Amazon Connect console. Select the instance alias of the instance and view the instance ID in the Overview section. For example, the instance ID is the set of characters at the end of the instance ARN, after "instance/", such as 10a4c4eb-f57e-4d4c-b602-bf39176ced07.

Type: String
Required: Yes

QueueId (p. 3)

The queue to which to add the call. If you specify a queue, the phone displayed for caller ID is the phone number defined for the queue. If you do not specify a queue, the queue used is the queue defined in the contact flow specified by ContactFlowId.
To find the QueueId, open the queue to use in the Amazon Connect queue editor. The ID for the queue is displayed in the address bar as part of the URL. For example, the QueueId value is the set of characters at the end of the URL, after "queue/", such as aeg40574-2d01-51c3-73d6-bf8624d2168c.

Type: String
Required: No

SourcePhoneNumber (p. 3)

The phone number, in E.164 format, associated with your Amazon Connect instance to use to place the outbound call.

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. 5)

The unique identifier of this contact within your 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. 14).

DestinationNotAllowedException

Outbound calls to the destination number are not allowed for your instance. You can request that the country be included in the allowed countries for your instance by submitting a Service Limit Increase.

HTTP Status Code: 403

InternalServiceException

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

HTTP Status Code: 500
InvalidParameterException

One or more of the parameters provided to the operation are not valid.

HTTP Status Code: 400

InvalidRequestException

The request is not valid.

HTTP Status Code: 400

LimitExceededException

The limit exceeded the maximum allowed active calls in a queue.

HTTP Status Code: 429

OutboundContactNotPermittedException

The contact is not permitted because outbound calling is not enabled for the instance.

HTTP Status Code: 403

ResourceNotFoundException

The specified resource was not found.

HTTP Status Code: 404

Example

Example policy that grants permissions for this operation to a specific Amazon Connect instance:

```json
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "connect:StartOutboundVoiceContact"
      ],
      "Resource": "arn:aws:connect:us-west-2:854005473701:instance/97940ff5-2ce5-424b-a570-8d954e6862bd/contact/**"
    }
  ]
}
```

See Also

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

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

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

Ends the contact initiated by the StartOutboundVoiceContact operation.

If you are using an IAM account, it must have permissions to the connect:StopContact operation.

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. 8)

The unique identifier of the contact to end. This is the ContactId value returned from the StartOutboundVoiceContact operation.

Type: String

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

Required: Yes

InstanceId (p. 8)

The identifier of the Amazon Connect instance in which the contact is active.

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. 14).
**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 parameters provided to the operation 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

### Example

**Example policy that grants permissions to this operation:**

```json
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": ["connect:StopContact"],
      "Resource": "arn:aws:connect:us-west-2:854005473701:instance/97940ff5-2ce5-424b-a570-8d954e6862bd/contact/*"
    }
  ]
}
```

### See Also

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

- AWS Command Line Interface
- AWS SDK for .NET
- AWS SDK for C++
- AWS SDK for Go
- 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 has no separate data types.
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