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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 solution that lets you set up and manage a customer contact center and provide reliable customer engagement at any scale.

This document was last published on August 17, 2018.
Actions

The following actions are supported:

- CreateUser (p. 3)
- DeleteUser (p. 7)
- DescribeUser (p. 9)
- DescribeUserHierarchyGroup (p. 12)
- DescribeUserHierarchyStructure (p. 15)
- GetFederationToken (p. 18)
- ListRoutingProfiles (p. 20)
- ListSecurityProfiles (p. 23)
- ListUserHierarchyGroups (p. 26)
- ListUsers (p. 29)
- StartOutboundVoiceContact (p. 32)
- StopContact (p. 36)
- UpdateUserHierarchy (p. 39)
- UpdateUserIdentityInfo (p. 41)
- UpdateUserPhoneConfig (p. 43)
- UpdateUserRoutingProfile (p. 45)
- UpdateUserSecurityProfiles (p. 47)
CreateUser

Creates a new user account in your 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 for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. For example, the instance ID is the set of characters at the end of the instance ARN, after instance/, such as 10a4c4eb-f57e-4dd4-b602-bf39176ced07.

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 unique identifier for the user account in the directory service directory used for identity management. If Amazon Connect is unable to access the existing directory, you can use the DirectoryUserId to authenticate users. If you include the parameter, it is assumed that Amazon Connect cannot access the directory. If the parameter is not included, the UserIdentityInfo is used to authenticate users from your existing 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 InvalidRequestException is returned.

Type: String
Required: No

**HierarchyGroupId (p. 3)**

The unique identifier for the hierarchy group to assign to the user created.

Type: String
Required: No

**IdentityInfo (p. 3)**

Information about the user, including email address, first name, and last name.

Type: UserIdentityInfo (p. 61) object
Required: No

**Password (p. 3)**

The password for the user account to create. This is required if you are using Amazon Connect for identity management. If you are using SAML for identity management and include this parameter, an InvalidRequestException is returned.

Type: String
Pattern: `/^(?=.*[a-z])(?=.*[A-Z])(?=.*\d)[a-zA-Z\d\S]{8,}$/`
Required: No

**PhoneConfig (p. 3)**

Specifies the phone settings for the user, including AfterContactWorkTimeLimit, AutoAccept, DeskPhoneNumber, and PhoneType.

Type: UserPhoneConfig (p. 62) object
Required: Yes

**RoutingProfileId (p. 3)**

The unique identifier for the routing profile to assign to the user created.

Type: String
Required: Yes

**SecurityProfileIds (p. 3)**

The unique identifier of the security profile to assign to the user created.

Type: Array of strings
Array Members: Minimum number of 1 item. Maximum number of 10 items.
Required: Yes

**Username (p. 3)**

The user name in Amazon Connect for the account to create.

Type: String

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

Required: Yes

Response Syntax

HTTP/1.1 200
Content-type: application/json

```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 created.

Type: String

UserId (p. 5)

The unique identifier for the user account in Amazon Connect

Type: String

Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

DuplicateResourceException

A resource with that 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 parameters provided to the operation 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 reached.

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 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 Amazon Connect.

Request Syntax

DELETE /users/InstanceId/UserId HTTP/1.1

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 7)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

UserId (p. 7)

The unique identifier of the user to delete.

Request Body

The request does not have a request body.

Response Syntax

HTTP/1.1 200

Response Elements

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

Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

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

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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
DescribeUser

Returns a User object that contains information about the user account specified by the UserId.

Request Syntax

GET /users/InstanceId/UserId HTTP/1.1

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 9)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

UserId (p. 9)

Unique identifier for the user account to return.

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)**

A `User` object that contains information about the user account and configuration settings.

Type: `User (p. 59)` object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

**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

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

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
See Also

- AWS SDK for PHP V3
- AWS SDK for Python
- AWS SDK for Ruby V2
DescribeUserHierarchyGroup

Returns a `HierarchyGroup` object that includes information about a hierarchy group in your instance.

**Request Syntax**

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

**URI Request Parameters**

The request requires the following URI parameters.

- **HierarchyGroupId (p. 12)**
  
  The identifier for the hierarchy group to return.

- **InstanceId (p. 12)**
  
  The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

  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

{
    "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": {

```

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Response Elements

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. 12)

Returns a HierarchyGroup object.

Type: HierarchyGroup (p. 51) object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

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

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429
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
DescribeUserHierarchyStructure

Returns a HierarchyGroupStructure object, which contains data about the levels in the agent hierarchy.

Request Syntax

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

URI Request Parameters

The request requires the following URI parameters.

InstanceId (p. 15)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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"
        }
    }
}

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Response Elements

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. 15)**

A `HierarchyStructure` object.

Type: `HierarchyStructure (p. 56)` object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

**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

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

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
See Also

- 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
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. 18)**

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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. 18)**

The credentials to use for federation.

Type: Credentials (p. 50) object
**Errors**

For information about the errors that are common to all actions, see Common Errors (p. 66).

**DuplicateResourceException**

A resource with that 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 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

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

Returns an array of RoutingProfileSummary objects that includes information about the routing profiles in your 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. 20)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

MaxResults (p. 20)

The maximum number of routing profiles to return in the response.

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

NextToken (p. 20)

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

```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. 20)**

A string returned in the response. Use the value returned in the response as the value of the NextToken in a subsequent request to retrieve the next set of results.

Type: String

**RoutingProfileSummaryList (p. 20)**

An array of RoutingProfileSummary objects that include the ARN, Id, and Name of the routing profile.

Type: Array of RoutingProfileSummary (p. 57) objects

Errors

For information about the errors that are common to all actions, see [Common Errors (p. 66)].

**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

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

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
ListSecurityProfiles

Returns an array of SecurityProfileSummary objects that contain information about the security profiles in your instance, including the ARN, Id, and Name of the security profile.

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. 23)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

MaxResults (p. 23)

The maximum number of security profiles to return.

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

NextToken (p. 23)

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

```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. 23)

A string returned in the response. Use the value returned in the response as the value of the
NextToken in a subsequent request to retrieve the next set of results.

Type: String

SecurityProfileSummaryList (p. 23)

An array of SecurityProfileSummary objects.

Type: Array of SecurityProfileSummary (p. 58) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

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

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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
ListUserHierarchyGroups

Returns a UserHierarchyGroupSummaryList, which is an array of HierarchyGroupSummary objects that contain information about the hierarchy groups in your 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. 26)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

MaxResults (p. 26)

The maximum number of hierarchy groups to return.

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

NextToken (p. 26)

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"
      }
   ]
}

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Response Elements

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. 26)

A string returned in the response. Use the value returned in the response as the value of the NextToken in a subsequent request to retrieve the next set of results.

Type: String

UserHierarchyGroupSummaryList (p. 26)

An array of HierarchyGroupSummary objects.

Type: Array of HierarchyGroupSummary (p. 52) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

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

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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++
See Also

- 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
ListUsers

Returns a UserSummaryList, which is an array of UserSummary objects.

**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. 29)**

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

**MaxResults (p. 29)**

The maximum number of results to return in the response.

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

**NextToken (p. 29)**

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.

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

**NextToken (p. 29)**

A string returned in the response. Use the value returned in the response as the value of the NextToken in a subsequent request to retrieve the next set of results.

Type: String

**UserSummaryList (p. 29)**

An array of UserSummary objects that contain information about the users in your instance.

Type: Array of UserSummary (p. 63) objects

## Errors

For information about the errors that are common to all actions, see Common Errors (p. 66).

**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

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

## 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
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 permission 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. 32)

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 must include only alphanumeric, dash, and underscore characters.

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

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. 32)

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. 32)**

To find the `ContactFlowId`, open the contact flow you want to use in the Amazon Connect contact flow designer. Under the name of the contact flow, choose Show additional flow information. The ARN for the contact flow is displayed. The ID for the contact flow is included in the ARN. For example, the contact flow ID is the set of characters at the end of the ARN, after contact-flow/ such as `78ea8fd5-2659-4f2b-b528-699760ccfc1b`.

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. It is also displayed above the ARN when you choose "Display additional flow information" for a contact flow open in the designer.

**DestinationPhoneNumber (p. 32)**

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

**Type**: String

**Required**: Yes

**InstanceId (p. 32)**

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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`.

**QueueId (p. 32)**

If included in the request, sets the default queue. If a queue is specified in the contact flow, that queue overrides the queue set by the `QueueId` parameter. If you do not include a `QueueId` in the request, the queue used is the one defined in the contact flow.

If you include a `QueueId` in the request, the phone number displayed as the outbound caller ID number is the Outbound caller ID number specified in the queue settings. If you include a `SourcePhoneNumber` parameter in the request, the caller ID is the number specified for `SourcePhoneNumber`, which overrides the caller ID number set for the queue.

To find the `QueueId`, open the queue you want 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 queue ID is the set of characters at the end of the URL, after `queue/` such as `queue/aeg40574-2d01-51c3-73d6-bf8624d2168c`.

**Type**: String
Required: No

**SourcePhoneNumber (p. 32)**

The phone number, in E.164 format, associated with your Amazon Connect instance to use for the outbound call. If specified, this is also the number used for the caller ID number displayed to the recipient.

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. 34)**

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. 66).

**DestinationNotAllowedException**

Outbound calls to the destination number are not allowed.

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 allowed limit for the resource has been reached.

HTTP Status Code: 429

**OutboundContactNotPermittedException**

The contact is not permitted.

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
- 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, the IAM account must have Allow permissions to the connect:StopContact action.

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. 36)**

The unique identifier of the contact to end.

Type: String

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

Required: Yes

**InstanceId (p. 36)**

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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

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. 66).

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
UpdateUserHierarchy

Assigns the specified hierarchy group to the 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. 39)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

UserId (p. 39)

The identifier of the user account to assign the hierarchy group to.

Request Body

The request accepts the following data in JSON format.

HierarchyGroupId (p. 39)

The identifier for the hierarchy group to assign to the user.

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. 66).
**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

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

### 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
UpdateUserIdentityInfo

Updates the identity information for the specified user in a UserIdentityInfo object, including email, first name, and last name.

Request Syntax

POST /users/InstanceId/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. 41)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

UserId (p. 41)

The identifier for the user account to update identity information for.

Request Body

The request accepts the following data in JSON format.

IdentityInfo (p. 41)

A UserIdentityInfo object.

Type: UserIdentityInfo (p. 61) 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. 66).

**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

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

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
UpdateUserPhoneConfig

Updates the phone configuration settings in the UserPhoneConfig object for the specified user.

Request Syntax

```json
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. 43)**

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

**UserId (p. 43)**

The identifier for the user account to change phone settings for.

Request Body

The request accepts the following data in JSON format.

**PhoneConfig (p. 43)**

A UserPhoneConfig object that contains settings for AfterContactWorkTimeLimit, AutoAccept, DeskPhoneNumber, and PhoneType to assign to the user.

Type: UserPhoneConfig (p. 62) 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. 66).

**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

**NotFoundException**

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 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 a 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. 45)**

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

**UserId (p. 45)**

The identifier for the user account to assign the routing profile to.

**Request Body**

The request accepts the following data in JSON format.

**RoutingProfileId (p. 45)**

The identifier of the routing profile to assign to 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. 66).
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

ThrottlingException

The throttling limit has been exceeded.

HTTP Status Code: 429

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
UpdateUserSecurityProfiles

Updates the security profiles assigned to the user.

**Request Syntax**

```
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. 47)**

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Choose the alias of the instance in the Instance alias column. The instance ID is displayed in the Overview section of your instance settings. 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.

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

**UserId (p. 47)**

The identifier of the user account to assign the security profiles.

**Request Body**

The request accepts the following data in JSON format.

**SecurityProfileIds (p. 47)**

The identifiers for the security profiles to assign to 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. 66).

**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

**ThrottlingException**

The throttling limit has been exceeded.

HTTP Status Code: 429

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 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. 50)
- HierarchyGroup (p. 51)
- HierarchyGroupSummary (p. 52)
- HierarchyLevel (p. 53)
- HierarchyPath (p. 54)
- HierarchyStructure (p. 56)
- RoutingProfileSummary (p. 57)
- SecurityProfileSummary (p. 58)
- User (p. 59)
- UserIdentityInfo (p. 61)
- UserPhoneConfig (p. 62)
- UserSummary (p. 63)
Credentials

The 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 for the expiration time of the user session. The token is generated when the user logs in, and when the token expires, the user is logged out. The user must log in again to get a new token.

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 Java
- AWS SDK for Ruby V2
HierarchyGroup

A `HierarchyGroup` object that contains information about a hierarchy group in your Amazon Connect instance.

**Contents**

**Arn**

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

Type: String

Required: No

**HierarchyPath**

A `HierarchyPath` object that contains information about the levels in the hierarchy group.

Type: `HierarchyPath` object

Required: No

**Id**

The identifier for the hierarchy group.

Type: String

Required: No

**LevelId**

The identifier for the level in the hierarchy group.

Type: String

Required: No

**Name**

The name of the hierarchy group in your instance.

Type: String

Required: No

**See Also**

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Java
- AWS SDK for Ruby V2
HierarchyGroupSummary

A `HierarchyGroupSummary` object that contains information about the hierarchy group, including ARN, Id, and Name.

Contents

**Arn**

The ARN for 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 Java
- AWS SDK for Ruby V2
HierarchyLevel

A `HierarchyLevel` object that contains information about the levels in a hierarchy group, including ARN, Id, and Name.

Contents

Arn

The ARN for the hierarchy group level.

Type: String

Required: No

Id

The identifier for the hierarchy group level.

Type: String

Required: No

Name

The name of the hierarchy group 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 Java
- AWS SDK for Ruby V2
HierarchyPath

A HierarchyPath object that contains information about the levels of the hierarchy group.

Contents

LevelFive

A HierarchyGroupSummary object that contains information about the level of the hierarchy group, including ARN, Id, and Name.

Type: HierarchyGroupSummary (p. 52) object

Required: No

LevelFour

A HierarchyGroupSummary object that contains information about the level of the hierarchy group, including ARN, Id, and Name.

Type: HierarchyGroupSummary (p. 52) object

Required: No

LevelOne

A HierarchyGroupSummary object that contains information about the level of the hierarchy group, including ARN, Id, and Name.

Type: HierarchyGroupSummary (p. 52) object

Required: No

LevelThree

A HierarchyGroupSummary object that contains information about the level of the hierarchy group, including ARN, Id, and Name.

Type: HierarchyGroupSummary (p. 52) object

Required: No

LevelTwo

A HierarchyGroupSummary object that contains information about the level of the hierarchy group, including ARN, Id, and Name.

Type: HierarchyGroupSummary (p. 52) object

Required: No

See Also

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

- AWS SDK for C++
- AWS SDK for Go
- AWS SDK for Java
- AWS SDK for Ruby V2
HierarchyStructure

A HierarchyStructure object that contains information about the hierarchy group structure.

Contents

LevelFive

A HierarchyLevel object that contains information about the hierarchy group level.

Type: HierarchyLevel (p. 53) object

Required: No

LevelFour

A HierarchyLevel object that contains information about the hierarchy group level.

Type: HierarchyLevel (p. 53) object

Required: No

LevelOne

A HierarchyLevel object that contains information about the hierarchy group level.

Type: HierarchyLevel (p. 53) object

Required: No

LevelThree

A HierarchyLevel object that contains information about the hierarchy group level.

Type: HierarchyLevel (p. 53) object

Required: No

LevelTwo

A HierarchyLevel object that contains information about the hierarchy group level.

Type: HierarchyLevel (p. 53) object

Required: No

See Also

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

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

A RoutingProfileSummary object that contains information about a routing profile, including ARN, Id, and Name.

Contents

Arn
The 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 Java
- AWS SDK for Ruby V2
SecurityProfileSummary

A SecurityProfileSummary object that contains information about a security profile, including ARN, Id, Name.

Contents

Arn

The 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 Java
- AWS SDK for Ruby V2
User

A User object that contains information about a user account in your Amazon Connect instance, including configuration settings.

Contents

Arn

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

DirectoryUserId

The directory Id for the user account in the existing directory used for identity management.
Type: String
Required: No

HierarchyGroupId

The identifier for the hierarchy group assigned to the user.
Type: String
Required: No

Id

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

IdentityInfo

A UserIdentityInfo object.
Type: UserIdentityInfo (p. 61) object
Required: No

PhoneConfig

A UserPhoneConfig object.
Type: UserPhoneConfig (p. 62) object
Required: No

RoutingProfileId

The identifier of the routing profile assigned to the user.
Type: String
Required: No
SecurityProfileIds

The identifiers for the security profile assigned to 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 Java
- AWS SDK for Ruby V2
UserIdentityInfo

A UserIdentityInfo object that contains information about the user's identity, including email address, first name, and last name.

Contents

Email

The email address added to the user account. If you are using SAML for identity management and include this parameter, an InvalidRequestException is returned.

Type: String
Required: No

FirstName

The first name used in the user account. 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 used in the user account. 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 Java
- AWS SDK for Ruby V2
UserPhoneConfig

A UserPhoneConfig object that contains information about the user phone configuration settings.

Contents

AfterContactWorkTimeLimit

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

Type: Integer
Valid Range: Minimum value of 0.
Required: No

AutoAccept

The Auto accept setting for the user, Yes or No.

Type: Boolean
Required: No

DeskPhoneNumber

The phone number for the user's desk phone.

Type: String
Required: No

PhoneType

The phone type selected for the user, either Soft phone or Desk phone.

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 Java
- AWS SDK for Ruby V2
UserSummary

A `UserSummary` object that contains information about a user, including ARN, Id, and user name.

Contents

Arn

The ARN for the user account.
Type: String
Required: No

Id

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

Username

The Amazon Connect user name for 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 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