
Amazon Connect Service

API Reference

API Version 2017-08-08



Amazon Connect Service: API Reference

Copyright © 2019 Amazon Web Services, Inc. and/or its affiliates. All rights reserved.

Amazon's trademarks and trade dress may not be used in connection with any product or service that is not Amazon's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits Amazon. All other trademarks not owned by Amazon are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Amazon.

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	10
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	18
See Also	18
GetCurrentMetricData	19
Request Syntax	19
URI Request Parameters	19
Request Body	19

Response Syntax	21
Response Elements	21
Errors	22
Example	22
See Also	23
GetFederationToken	25
Request Syntax	25
URI Request Parameters	25
Request Body	25
Response Syntax	25
Response Elements	25
Errors	25
See Also	26
GetMetricData	27
Request Syntax	27
URI Request Parameters	27
Request Body	27
Response Syntax	31
Response Elements	31
Errors	32
Example	32
See Also	34
ListRoutingProfiles	36
Request Syntax	36
URI Request Parameters	36
Request Body	36
Response Syntax	36
Response Elements	36
Errors	37
See Also	37
ListSecurityProfiles	39
Request Syntax	39
URI Request Parameters	39
Request Body	39
Response Syntax	39
Response Elements	39
Errors	40
See Also	40
ListUserHierarchyGroups	42
Request Syntax	42
URI Request Parameters	42
Request Body	42
Response Syntax	42
Response Elements	42
Errors	43
See Also	43
ListUsers	45
Request Syntax	45
URI Request Parameters	45
Request Body	45
Response Syntax	45
Response Elements	45
Errors	46
See Also	46
StartOutboundVoiceContact	48
Request Syntax	48
URI Request Parameters	48

Request Body	48
Response Syntax	49
Response Elements	49
Errors	50
See Also	50
StopContact	52
Request Syntax	52
URI Request Parameters	52
Request Body	52
Response Syntax	52
Response Elements	52
Errors	52
See Also	53
UpdateContactAttributes	54
Request Syntax	54
URI Request Parameters	54
Request Body	54
Response Syntax	55
Response Elements	55
Errors	55
See Also	55
UpdateUserHierarchy	57
Request Syntax	57
URI Request Parameters	57
Request Body	57
Response Syntax	57
Response Elements	57
Errors	57
See Also	58
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	62
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

Response Syntax	65
Response Elements	65
Errors	65
See Also	66
Data Types	67
Credentials	68
Contents	68
See Also	68
CurrentMetric	69
Contents	69
See Also	69
CurrentMetricData	70
Contents	70
See Also	70
CurrentMetricResult	71
Contents	71
See Also	71
Dimensions	72
Contents	72
See Also	72
Filters	73
Contents	73
See Also	73
HierarchyGroup	74
Contents	74
See Also	74
HierarchyGroupSummary	75
Contents	75
See Also	75
HierarchyLevel	76
Contents	76
See Also	76
HierarchyPath	77
Contents	77
See Also	77
HierarchyStructure	78
Contents	78
See Also	78
HistoricalMetric	79
Contents	79
See Also	79
HistoricalMetricData	81
Contents	81
See Also	81
HistoricalMetricResult	82
Contents	82
See Also	82
QueueReference	83
Contents	83
See Also	83
RoutingProfileSummary	84
Contents	84
See Also	84
SecurityProfileSummary	85
Contents	85
See Also	85
Threshold	86

Contents	86
See Also	86
User	87
Contents	87
See Also	88
UserIdentityInfo	89
Contents	89
See Also	89
UserPhoneConfig	90
Contents	90
See Also	90
UserSummary	91
Contents	91
See Also	91
Common Parameters	92
Common Errors	94

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 June 19, 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

Length Constraints: Minimum length of 1. Maximum length of 20.

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

```
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

```
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 \(p. 94\)](#).

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

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 \(p. 94\)](#).

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

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

```
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

```
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",
```

```
        "Id": "string",  
        "Name": "string"  
    },  
    },  
    "Id": "string",  
    "LevelId": "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.

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 \(p. 94\)](#).

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

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](#)

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).

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

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 \(p. 94\)](#).

InternalServerErrorException

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.

Type: String

Required: No

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

```
{
  "InstanceId" : "12345678-1234-5678-aabb-123456abcdef",
  "Filters" : {
    "Queues" : [
      "11111111-2222-fcfc-abab-333333333333",
      "arn:aws:connect:us-east-1:123456789012:instance/12345678-1234-5678-aabb-123456abcdef/queue/11111111-2222-fcfc-abab-333333333333"
    ],
    "Channels" : ["VOICE"]
  },
  "Groupings" : [
    "CHANNEL",
    "QUEUE"
  ],
  "CurrentMetrics" : [
    {
      "Name" : "AGENTS_ONLINE",
      "Unit" : "COUNT"
    },
    {
      "Name" : "AGENTS_AVAILABLE",
      "Unit" : "COUNT"
    }
  ]
}
```

```
{
  {
    "Name" : "OLDEST_CONTACT_AGE",
    "Unit" : "SECONDS"
  },
  {
    "Name": "AGENTS_ERROR",
    "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": {
          "Arn": "arn:aws:connect:us-east-1:123456789012:instance/12345678-1234-5678-
aabb-123456abcdef/queue/11111111-2222-fcfc-abab-333333333333",
          "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](#)
- [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`

`API_CONTACTS_HANDLED`

Unit: `COUNT`

Statistic: `SUM`

`CALLBACK_CONTACTS_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

Statistic: SUM
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

{
  "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 \(p. 94\)](#).

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

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

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

```
"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"
  }
]
```



```
    },
    {
      "Name" : "SERVICE_LEVEL",
      "Threshold" : {
        "Comparison" : "LT",
        "ThresholdValue" : 30.0
      },
      "Unit" : "PERCENT",
      "Statistic" : "AVG"
    }
  ]
}
```

Sample Response

```
{
  "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": {
          "Arn": "arn:aws:connect:us-west-2:123456789012:instance/12345678-1234-5678-
aabb-123456abcdef/queue/11111111-2222-fcfc-abab-333333333333",
          "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](#)

- [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.

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

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 \(p. 94\)](#).

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

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.

[NextToken \(p. 45\)](#)

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

Type: String

[UserSummaryList \(p. 45\)](#)

Information about the users.

Type: Array of [UserSummary \(p. 91\)](#) objects

Errors

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

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

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

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

OutboundContactNotPermittedException

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

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

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 \(p. 94\)](#).

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

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 \(p. 94\)](#).

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

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/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 \(p. 94\)](#).

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

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 \(p. 94\)](#).

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

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 \(p. 94\)](#).

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

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

```
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 \(p. 94\)](#).

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

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 | CONTACTS_CONSULTED | CONTACTS_AGENT_HUNG_UP_FIRST | CONTACTS_HANDLED_INCOMING | CONTACTS_HANDLED_OUTBOUND | CONTACTS_HOLD_ABANDONS | CONTACTS_TRANSFERRED_IN | CONTACTS_TRANSFERRED_OUT | CONTACTS_TRANSFERRED_IN_FROM_QUEUE | CONTACTS_TRANSFERRED_OUT_FROM_QUEUE | CONTACTS_MISSED | CALLBACK_CONTACTS_HANDLED | API_CONTACTS_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 a 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](#) (p. 89) object

Required: No

PhoneConfig

Information about the phone configuration for the user.

Type: [UserPhoneConfig](#) (p. 90) 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

Length Constraints: Minimum length of 1. Maximum length of 20.

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

Length Constraints: Minimum length of 1. Maximum length of 20.

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'THHMMSS'Z'). For example, the following date time is a valid X-Amz-Date value: `20120325T120000Z`.

Condition: X-Amz-Date is optional for all requests; it can be used to override the date used for signing requests. If the Date header is specified in the ISO 8601 basic format, X-Amz-Date is

not required. When X-Amz-Date is used, it always overrides the value of the Date header. For more information, see [Handling Dates in Signature Version 4](#) in the *Amazon Web Services General Reference*.

Type: string

Required: Conditional

X-Amz-Security-Token

The temporary security token that was obtained through a call to AWS Security Token Service (AWS STS). For a list of services that support temporary security credentials from AWS Security Token Service, go to [AWS Services That Work with IAM](#) in the *IAM User Guide*.

Condition: If you're using temporary security credentials from the AWS Security Token Service, you must include the security token.

Type: string

Required: Conditional

X-Amz-Signature

Specifies the hex-encoded signature that was calculated from the string to sign and the derived signing key.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

X-Amz-SignedHeaders

Specifies all the HTTP headers that were included as part of the canonical request. For more information about specifying signed headers, see [Task 1: Create a Canonical Request For Signature Version 4](#) in the *Amazon Web Services General Reference*.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

Common Errors

This section lists the errors common to the API actions of all AWS services. For errors specific to an API action for this service, see the topic for that API action.

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 400

IncompleteSignature

The request signature does not conform to AWS standards.

HTTP Status Code: 400

InternalFailure

The request processing has failed because of an unknown error, exception or failure.

HTTP Status Code: 500

InvalidAction

The action or operation requested is invalid. Verify that the action is typed correctly.

HTTP Status Code: 400

InvalidClientTokenId

The X.509 certificate or AWS access key ID provided does not exist in our records.

HTTP Status Code: 403

InvalidParameterCombination

Parameters that must not be used together were used together.

HTTP Status Code: 400

InvalidParameterValue

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

HTTP Status Code: 400

InvalidQueryParameter

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

HTTP Status Code: 400

MalformedQueryString

The query string contains a syntax error.

HTTP Status Code: 404

MissingAction

The request is missing an action or a required parameter.

HTTP Status Code: 400

MissingAuthenticationToken

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

HTTP Status Code: 403

MissingParameter

A required parameter for the specified action is not supplied.

HTTP Status Code: 400

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