
Amazon Connect Service

API Reference

API Version 2017-08-08



Amazon Connect Service: API Reference

Copyright © 2018 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	10
Errors	10
See Also	10
DescribeUserHierarchyGroup	12
Request Syntax	12
URI Request Parameters	12
Request Body	12
Response Syntax	12
Response Elements	13
Errors	13
See Also	14
DescribeUserHierarchyStructure	15
Request Syntax	15
URI Request Parameters	15
Request Body	15
Response Syntax	15
Response Elements	16
Errors	16
See Also	16
GetCurrentMetricData	18
Request Syntax	18
URI Request Parameters	18
Request Body	18
Response Syntax	20
Response Elements	20
Errors	21
Example	22
See Also	22
GetFederationToken	23
Request Syntax	23
URI Request Parameters	23

Request Body	23
Response Syntax	23
Response Elements	23
Errors	24
See Also	24
GetMetricData	25
Request Syntax	25
URI Request Parameters	25
Request Body	25
Response Syntax	29
Response Elements	30
Errors	30
Example	31
See Also	31
ListRoutingProfiles	32
Request Syntax	32
URI Request Parameters	32
Request Body	32
Response Syntax	32
Response Elements	33
Errors	33
See Also	33
ListSecurityProfiles	35
Request Syntax	35
URI Request Parameters	35
Request Body	35
Response Syntax	35
Response Elements	36
Errors	36
See Also	36
ListUserHierarchyGroups	38
Request Syntax	38
URI Request Parameters	38
Request Body	38
Response Syntax	38
Response Elements	39
Errors	39
See Also	39
ListUsers	41
Request Syntax	41
URI Request Parameters	41
Request Body	41
Response Syntax	41
Response Elements	41
Errors	42
See Also	42
StartOutboundVoiceContact	44
Request Syntax	44
URI Request Parameters	44
Request Body	44
Response Syntax	46
Response Elements	46
Errors	46
Example	47
See Also	47
StopContact	48
Request Syntax	48

URI Request Parameters	48
Request Body	48
Response Syntax	48
Response Elements	48
Errors	49
Example	49
See Also	49
UpdateContactAttributes	51
Request Syntax	51
URI Request Parameters	51
Request Body	51
Response Syntax	52
Response Elements	52
Errors	52
See Also	53
UpdateUserHierarchy	54
Request Syntax	54
URI Request Parameters	54
Request Body	54
Response Syntax	54
Response Elements	54
Errors	54
See Also	55
UpdateUserIdentityInfo	56
Request Syntax	56
URI Request Parameters	56
Request Body	56
Response Syntax	56
Response Elements	56
Errors	57
See Also	57
UpdateUserPhoneConfig	58
Request Syntax	58
URI Request Parameters	58
Request Body	58
Response Syntax	58
Response Elements	59
Errors	59
See Also	59
UpdateUserRoutingProfile	60
Request Syntax	60
URI Request Parameters	60
Request Body	60
Response Syntax	60
Response Elements	60
Errors	60
See Also	61
UpdateUserSecurityProfiles	62
Request Syntax	62
URI Request Parameters	62
Request Body	62
Response Syntax	62
Response Elements	62
Errors	63
See Also	63
Data Types	64
Credentials	65

Contents	65
See Also	65
CurrentMetric	66
Contents	66
See Also	66
CurrentMetricData	67
Contents	67
See Also	67
CurrentMetricResult	68
Contents	68
See Also	68
Dimensions	69
Contents	69
See Also	69
Filters	70
Contents	70
See Also	70
HierarchyGroup	71
Contents	71
See Also	71
HierarchyGroupSummary	72
Contents	72
See Also	72
HierarchyLevel	73
Contents	73
See Also	73
HierarchyPath	74
Contents	74
See Also	74
HierarchyStructure	76
Contents	76
See Also	76
HistoricalMetric	77
Contents	77
See Also	77
HistoricalMetricData	79
Contents	79
See Also	79
HistoricalMetricResult	80
Contents	80
See Also	80
QueueReference	81
Contents	81
See Also	81
RoutingProfileSummary	82
Contents	82
See Also	82
SecurityProfileSummary	83
Contents	83
See Also	83
Threshold	84
Contents	84
See Also	84
User	85
Contents	85
See Also	86
UserIdentityInfo	87

Contents	87
See Also	87
UserPhoneConfig	88
Contents	88
See Also	88
UserSummary	89
Contents	89
See Also	89
Common Parameters	90
Common Errors	92

Welcome

The Amazon Connect API Reference provides descriptions, syntax, and usage examples for each of the Amazon Connect actions, data types, parameters, and errors. Amazon Connect is a cloud-based contact center solution that makes it easy to set up and manage a customer contact center and provide reliable customer engagement at any scale.

Throttling limits for the Amazon Connect API operations:

For the `GetMetricData` and `GetCurrentMetricData` operations, a `RateLimit` of 5 per second, and a `BurstLimit` of 8 per second.

For all other operations, a `RateLimit` of 2 per second, and a `BurstLimit` of 5 per second.

You can request an increase to the throttling limits by submitting a [Amazon Connect service limits increase form](#). You must be signed in to your AWS account to access the form.

This document was last published on November 19, 2018.

Actions

The following actions are supported:

- [CreateUser](#) (p. 3)
- [DeleteUser](#) (p. 7)
- [DescribeUser](#) (p. 9)
- [DescribeUserHierarchyGroup](#) (p. 12)
- [DescribeUserHierarchyStructure](#) (p. 15)
- [GetCurrentMetricData](#) (p. 18)
- [GetFederationToken](#) (p. 23)
- [GetMetricData](#) (p. 25)
- [ListRoutingProfiles](#) (p. 32)
- [ListSecurityProfiles](#) (p. 35)
- [ListUserHierarchyGroups](#) (p. 38)
- [ListUsers](#) (p. 41)
- [StartOutboundVoiceContact](#) (p. 44)
- [StopContact](#) (p. 48)
- [UpdateContactAttributes](#) (p. 51)
- [UpdateUserHierarchy](#) (p. 54)
- [UpdateUserIdentityInfo](#) (p. 56)
- [UpdateUserPhoneConfig](#) (p. 58)
- [UpdateUserRoutingProfile](#) (p. 60)
- [UpdateUserSecurityProfiles](#) (p. 62)

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. Select 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 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 \(p. 87\)](#) 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]{8,64}$/`

Required: No

PhoneConfig (p. 3)

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

Type: [UserPhoneConfig \(p. 88\)](#) 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

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 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 \(p. 92\)](#).

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. Select 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 \(p. 92\)](#).

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. Select 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 \(p. 85\)](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 92\)](#).

InternalServerError

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](#)

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. Select 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": {
```

```
    "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. 12)

Returns a `HierarchyGroup` object.

Type: [HierarchyGroup \(p. 71\)](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 92\)](#).

InternalServerErrorException

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. Select 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"  
  }  
}
```

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 \(p. 76\)](#) object

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 92\)](#).

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](#)

GetCurrentMetricData

The `GetCurrentMetricData` operation retrieves current metric data from your Amazon Connect instance.

If you are using an IAM account, it must have permission to the `connect:GetCurrentMetricData` action.

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. 18)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 accepts the following data in JSON format.

CurrentMetrics (p. 18)

A list of `CurrentMetric` objects for the metrics to retrieve. Each `CurrentMetric` includes a name of a metric to retrieve and the unit to use for it. You must list each metric to retrieve data for in the request.

The following metrics are available:

AGENTS_AVAILABLE

Unit: COUNT

AGENTS_ONLINE

Unit: COUNT

AGENTS_ON_CALL

Unit: COUNT

AGENTS_STAFFED

Unit: COUNT

AGENTS_AFTER_CONTACT_WORK

Unit: COUNT

AGENTS_NON_PRODUCTIVE

Unit: COUNT

AGENTS_ERROR

Unit: COUNT

CONTACTS_IN_QUEUE

Unit: COUNT

OLDEST_CONTACT_AGE

Unit: SECONDS

CONTACTS_SCHEDULED

Unit: COUNT

Type: Array of [CurrentMetric \(p. 66\)](#) objects

Required: Yes

Filters (p. 18)

A `Filters` object that contains a list of queue IDs or queue ARNs, up to 100, or list of Channels to use to filter the metrics returned in the response. Metric data is retrieved only for the resources associated with the queue IDs, ARNs, or Channels included in the filter. You can include both IDs and ARNs in the same request. To retrieve metrics for all queues, add the queue ID or ARN for each queue in your instance. Only VOICE is supported for Channels.

To find the ARN for a queue, open the queue you want to use in the Amazon Connect Queue editor. The ARN for the queue is displayed in the address bar as part of the URL. For example, the queue ARN is the set of characters at the end of the URL, after 'id=' such as `arn:aws:connect:us-east-1:270923740243:instance/78fb859d-1b7d-44b1-8aa3-12f0835c5855/queue/1d1a4575-9618-40ab-bbeb-81e45795fe61`. The queue ID is also included in the URL, and is the string after 'queue/'.

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

Required: Yes

Groupings (p. 18)

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 `CurrentMetrics` is returned.

Type: Array of strings

Array Members: Maximum number of 2 items.

Valid Values: `QUEUE` | `CHANNEL`

Required: No

MaxResults (p. 18)

`MaxResults` indicates the maximum number of results to return per page in the response, between 1 and 100.

Type: Integer

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

Required: No

NextToken (p. 18)

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 `NextToken` 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. 20)

The time at which `CurrentMetricData` was retrieved and cached for pagination.

Type: Timestamp

MetricResults (p. 20)

A list of `CurrentMetricResult` objects organized by `Dimensions` combining with `CurrentMetricDataCollections`.

`Dimensions` is the `resourceId` specified in the `Filters` of the request.

`Collections` is a list of `CurrentMetricData` objects with corresponding values to the `CurrentMetrics` specified in the request.

If no `Grouping` is specified in the request, `Collections` is a summary for the `CurrentMetric` returned.

Type: Array of [CurrentMetricResult \(p. 68\)](#) objects

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.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the `NextToken` 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 \(p. 92\)](#).

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

Example

Example granting Allow access to this operation

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "connect:GetCurrentMetricData"
      ],
      "Resource": "arn:aws:connect:us-west-2:432047966757:instance/0c7d681d-5546-4f93-97f8-0976e896dae9/queue/28915e20-4592-4f7c-8a53-a24ce6950cb5"
    }
  ]
}
```

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](#)

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 \(p. 23\)](#)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 \(p. 23\)](#)

The credentials to use for federation.

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

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 92\)](#).

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](#)

GetMetricData

The GetMetricData operation retrieves historical metrics data from your Amazon Connect instance.

If you are using an IAM account, it must have permission to the `connect:GetMetricData` action.

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. 25)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 accepts the following data in JSON format.

EndTime (p. 25)

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 `StartTime` timestamp.

The time range between `StartTime` and `EndTime` must be less than 24 hours.

Type: Timestamp

Required: Yes

Filters (p. 25)

A `Filters` object that contains a list of queue IDs or queue ARNs, up to 100, or a list of Channels to use to filter the metrics returned in the response. Metric data is retrieved only for the resources associated with the IDs, ARNs, or Channels included in the filter. You can use both IDs and ARNs together in a request. Only VOICE is supported for Channel.

To find the ARN for a queue, open the queue you want to use in the Amazon Connect Queue editor. The ARN for the queue is displayed in the address bar as part of the URL. For example, the queue ARN is the set of characters at the end of the URL, after 'id=' such as `arn:aws:connect:us-east-1:270923740243:instance/78fb859d-1b7d-44b1-8aa3-12f0835c5855/queue/1d1a4575-9618-40ab-bbeb-81e45795fe61`. The queue ID is also included in the URL, and is the string after 'queue/'.

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

Required: Yes

Groupings (p. 25)

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

The current version supports grouping by Queue

If no `Grouping` is included in the request, a summary of `HistoricalMetrics` for all queues is returned.

Type: Array of strings

Array Members: Maximum number of 2 items.

Valid Values: `QUEUE` | `CHANNEL`

Required: No

HistoricalMetrics (p. 25)

A list of `HistoricalMetric` objects that contain the metrics to retrieve with the request.

A `HistoricalMetric` object contains: `HistoricalMetricName`, `Statistic`, `Threshold`, and `Unit`.

You must list each metric to retrieve data for in the request. For each historical metric you include in the request, you must include a `Unit` and a `Statistic`.

The following historical metrics are available:

`CONTACTS_QUEUED`

Unit: COUNT

Statistic: SUM

`CONTACTS_HANDLED`

Unit: COUNT

Statistics: SUM
CONTACTS_ABANDONED
Unit: COUNT

Statistics: SUM
CONTACTS_CONSULTED
Unit: COUNT

Statistics: SUM
CONTACTS_AGENT_HUNG_UP_FIRST
Unit: COUNT

Statistics: SUM
CONTACTS_HANDLED_INCOMING
Unit: COUNT

Statistics: SUM
CONTACTS_HANDLED_OUTBOUND
Unit: COUNT

Statistics: SUM
CONTACTS_HOLD_ABANDONS
Unit: COUNT

Statistics: SUM
CONTACTS_TRANSFERRED_IN
Unit: COUNT

Statistics: SUM
CONTACTS_TRANSFERRED_OUT
Unit: COUNT

Statistics: SUM
CONTACTS_TRANSFERRED_IN_FROM_QUEUE
Unit: COUNT

Statistics: SUM
CONTACTS_TRANSFERRED_OUT_FROM_QUEUE
Unit: COUNT

Statistics: SUM
CALLBACK_CONTACTS_HANDLED
Unit: COUNT

Statistics: SUM
CALLBACK_CONTACTS_HANDLED
Unit: COUNT

Statistics: SUM
API_CONTACTS_HANDLED

Unit: COUNT

Statistics: SUM
CONTACTS_MISSED

Unit: COUNT

Statistics: SUM
OCCUPANCY

Unit: PERCENT

Statistics: AVG
HANDLE_TIME

Unit: SECONDS

Statistics: AVG
AFTER_CONTACT_WORK_TIME

Unit: SECONDS

Statistics: AVG
QUEUED_TIME

Unit: SECONDS

Statistics: MAX
ABANDON_TIME

Unit: COUNT

Statistics: SUM
QUEUE_ANSWER_TIME

Unit: SECONDS

Statistics: AVG
HOLD_TIME

Unit: SECONDS

Statistics: AVG
INTERACTION_TIME

Unit: SECONDS

Statistics: AVG
INTERACTION_AND_HOLD_TIME

Unit: SECONDS

Statistics: AVG
SERVICE_LEVEL

Unit: PERCENT

Statistics: 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 \(p. 77\)](#) objects

Required: Yes

[MaxResults \(p. 25\)](#)

Indicates the maximum number of results to return per page in the response, between 1-100.

Type: Integer

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

Required: No

[NextToken \(p. 25\)](#)

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 \(p. 25\)](#)

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.

StartTime cannot be earlier than 24 hours before the time of the request. Historical metrics are available in Amazon Connect 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. 29)

A list of `HistoricalMetricResult` objects, organized by `Dimensions`, which is the ID of the resource specified in the `Filters` used for the request. The metrics are combined with the metrics included in `Collections`, which is a list of `HistoricalMetricData` objects.

If no `Grouping` is specified in the request, `Collections` includes summary data for the `HistoricalMetrics`.

Type: Array of [HistoricalMetricResult \(p. 80\)](#) objects

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.

The token expires after 5 minutes from the time it is created. Subsequent requests that use the `NextToken` 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 \(p. 92\)](#).

InternalServerErrorException

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

Example

Example granting Allow access to this operation

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "connect:GetMetricData"
      ],
      "Resource": "arn:aws:connect:us-west-2:432047966757:instance/0c7d681d-5546-4f93-97f8-0976e896dae9/queue/28915e20-4592-4f7c-8a53-a24ce6950cb5"
    }
  ]
}
```

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. 32)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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. 32)

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

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

`NextToken` (p. 32)

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. 32)

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. 32)

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

Type: Array of [RoutingProfileSummary](#) (p. 82) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 92).

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. 35)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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. 35)

The maximum number of security profiles to return.

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

NextToken (p. 35)

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. 35)

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. 35)

An array of SecurityProfileSummary objects.

Type: Array of [SecurityProfileSummary](#) (p. 83) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 92).

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. 38)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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. 38)

The maximum number of hierarchy groups to return.

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

NextToken (p. 38)

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. 38)

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. 38)

An array of `HierarchyGroupSummary` objects.

Type: Array of [HierarchyGroupSummary](#) (p. 72) objects

Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 92).

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](#)

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. 41)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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. 41)

The maximum number of results to return in the response.

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

NextToken (p. 41)

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. 41)

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. 41)

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

Type: Array of [UserSummary \(p. 89\)](#) objects

Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 92\)](#).

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.

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. 44)

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 per contact. Attribute keys can 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. 44)

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. 44)

The identifier for the contact flow to connect the outbound call to.

To find the `ContactFlowId`, open the contact flow you want to use in the Amazon Connect contact flow editor. The ID for the contact flow is displayed in the address bar as part of the URL. For example, the contact flow ID is the set of characters at the end of the URL, after 'contact-flow/' such as `78ea8fd5-2659-4f2b-b528-699760ccfc1b`.

Type: String

Length Constraints: Maximum length of 500.

Required: Yes

DestinationPhoneNumber (p. 44)

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

Type: String

Required: Yes

InstanceId (p. 44)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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

QueueId (p. 44)

The queue to add the call to. 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 used will be the queue defined in the contact flow.

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. 44)

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

Type: String

Required: No

Response Syntax

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

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

Response Elements

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

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

ContactId (p. 46)

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 \(p. 92\)](#).

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:

```
{
  "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, it must have permission 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. 48)

The unique identifier of the contact to end.

Type: String

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

Required: Yes

InstanceId (p. 48)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 \(p. 92\)](#).

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 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:

```
{
  "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](#)

UpdateContactAttributes

The `UpdateContactAttributes` operation lets you programmatically create new, or update existing, contact attributes associated with a contact. You can use the operation to 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 use the `UpdateContactAttributes` operation to 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. 51)

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 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: Yes

InitialContactId (p. 51)

The unique identifier of the contact for which to update attributes. This is the identifier for 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. 51)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 \(p. 92\)](#).

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

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. 54)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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. 54)

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. 54)

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 \(p. 92\)](#).

InternalServerErrorException

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 \(p. 56\)](#)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 \(p. 56\)](#)

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

Request Body

The request accepts the following data in JSON format.

[IdentityInfo \(p. 56\)](#)

A `UserIdentityInfo` object.

Type: [UserIdentityInfo \(p. 87\)](#) 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 \(p. 92\)](#).

InternalServerErrorException

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

```
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 \(p. 58\)](#)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 \(p. 58\)](#)

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

Request Body

The request accepts the following data in JSON format.

[PhoneConfig \(p. 58\)](#)

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

Type: [UserPhoneConfig \(p. 88\)](#) 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 \(p. 92\)](#).

InternalServerErrorException

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](#)

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 \(p. 60\)](#)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 \(p. 60\)](#)

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

Request Body

The request accepts the following data in JSON format.

[RoutingProfileId \(p. 60\)](#)

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 \(p. 92\)](#).

InternalServerErrorException

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 \(p. 62\)](#)

The identifier for your Amazon Connect instance. To find the ID of your instance, open the AWS console and select Amazon Connect. Select 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 \(p. 62\)](#)

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

Request Body

The request accepts the following data in JSON format.

[SecurityProfileIds \(p. 62\)](#)

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 \(p. 92\)](#).

InternalServerErrorException

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. 65)
- [CurrentMetric](#) (p. 66)
- [CurrentMetricData](#) (p. 67)
- [CurrentMetricResult](#) (p. 68)
- [Dimensions](#) (p. 69)
- [Filters](#) (p. 70)
- [HierarchyGroup](#) (p. 71)
- [HierarchyGroupSummary](#) (p. 72)
- [HierarchyLevel](#) (p. 73)
- [HierarchyPath](#) (p. 74)
- [HierarchyStructure](#) (p. 76)
- [HistoricalMetric](#) (p. 77)
- [HistoricalMetricData](#) (p. 79)
- [HistoricalMetricResult](#) (p. 80)
- [QueueReference](#) (p. 81)
- [RoutingProfileSummary](#) (p. 82)
- [SecurityProfileSummary](#) (p. 83)
- [Threshold](#) (p. 84)
- [User](#) (p. 85)
- [UserIdentityInfo](#) (p. 87)
- [UserPhoneConfig](#) (p. 88)
- [UserSummary](#) (p. 89)

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

CurrentMetric

A `CurrentMetric` object that contains the Name and Unit for the 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 Java](#)
- [AWS SDK for Ruby V2](#)

CurrentMetricData

A CurrentMetricData object.

Contents

Metric

The metric in a CurrentMetricData object.

Type: [CurrentMetric](#) (p. 66) object

Required: No

Value

The value of the metric in the CurrentMetricData object.

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

CurrentMetricResult

A `CurrentMetricResult` object.

Contents

Collections

The Collections for the `CurrentMetricResult` object.

Type: Array of [CurrentMetricData \(p. 67\)](#) objects

Required: No

Dimensions

The Dimensions for the `CurrentMetricResult` object.

Type: [Dimensions \(p. 69\)](#) 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](#)

Dimensions

A `Dimensions` object that includes the Channel and Queue for the metric.

Contents

Channel

The channel used for grouping and filters. Only VOICE is supported.

Type: String

Valid Values: VOICE

Required: No

Queue

A `QueueReference` object used as one part of dimension for the metrics results.

Type: [QueueReference \(p. 81\)](#) 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](#)

Filters

The filter, either channel or queues, to apply to the metric results retrieved.

Contents

Channels

The Channel to use as a filter for the metrics returned. Only VOICE is supported.

Type: Array of strings

Array Members: Maximum number of 1 item.

Valid Values: VOICE

Required: No

Queues

A list of up to 100 queue IDs or queue ARNs to use to filter the metrics retrieved. You can include both IDs and ARNs in a 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 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](#) (p. 74) 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 \(p. 72\)](#) object

Required: No

LevelFour

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

Type: [HierarchyGroupSummary \(p. 72\)](#) object

Required: No

LevelOne

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

Type: [HierarchyGroupSummary \(p. 72\)](#) object

Required: No

LevelThree

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

Type: [HierarchyGroupSummary \(p. 72\)](#) object

Required: No

LevelTwo

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

Type: [HierarchyGroupSummary \(p. 72\)](#) 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 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 \(p. 73\)](#) object

Required: No

LevelFour

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

Type: [HierarchyLevel \(p. 73\)](#) object

Required: No

LevelOne

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

Type: [HierarchyLevel \(p. 73\)](#) object

Required: No

LevelThree

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

Type: [HierarchyLevel \(p. 73\)](#) object

Required: No

LevelTwo

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

Type: [HierarchyLevel \(p. 73\)](#) 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](#)

HistoricalMetric

A `HistoricalMetric` object that contains the Name, Unit, Statistic, and Threshold for the metric.

Contents

Name

The name of the historical 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: SUM, MAX, or SUM.

Type: String

Valid Values: SUM | MAX | AVG

Required: No

Threshold

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

Type: [Threshold \(p. 84\)](#) object

Required: No

Unit

The unit for the metric: COUNT, PERCENT, or SECONDS.

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 Java](#)

- [AWS SDK for Ruby V2](#)

HistoricalMetricData

A HistoricalMetricData object than contains a Metric and a Value.

Contents

Metric

A HistoricalMetric object.

Type: [HistoricalMetric](#) (p. 77) 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 Java](#)
- [AWS SDK for Ruby V2](#)

HistoricalMetricResult

The metrics data returned from a `GetMetricData` operation.

Contents

Collections

A list of `HistoricalMetricData` objects.

Type: Array of [HistoricalMetricData](#) (p. 79) objects

Required: No

Dimensions

The `Dimensions` for the metrics.

Type: [Dimensions](#) (p. 69) 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](#)

QueueReference

A QueueReference object that contains the the QueueId and ARN for the queue resource for which metrics are returned.

Contents

Arn

The Amazon Resource Name (ARN) of queue.

Type: String

Required: No

Id

The ID of the queue associated with the metrics returned.

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](#)

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](#)

Threshold

A `Threshold` object that includes a comparison and `ThresholdValue` to compare to. Used with service level metrics.

Contents

Comparison

The `Threshold` to use to compare service level metrics to. Only "Less than" (LT) comparisons are supported.

Type: String

Valid Values: `LT`

Required: No

ThresholdValue

The value of the threshold to compare the metric to. Only "Less than" (LT) comparisons are supported.

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 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 \(p. 87\)](#) object

Required: No

PhoneConfig

A `UserPhoneConfig` object.

Type: [UserPhoneConfig \(p. 88\)](#) object

Required: No

RoutingProfileId

The identifier of the routing profile assigned to the user.

Type: String

Required: No

SecurityProfileIds

The identifier(s) 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

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 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

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 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