



API Reference

Amazon Connect Outbound Campaigns



API Version 2021-01-30

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Amazon Connect Outbound Campaigns: API Reference

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Welcome

- [Outbound campaigns actions](#)
- [Outbound campaigns data types](#)

With the outbound campaigns feature of Amazon Connect, you can create high-volume outbound campaigns. For example, you can use this feature for appointment reminders, telemarketing, subscription renewals, or debt collection. For more information, see [Set up outbound communications](#) in the *Amazon Connect Administrator Guide*.

Note

Outbound campaigns version 1 APIs are not supported in the af-south-1 Africa (Cape Town) region. You can use the Outbound campaigns version 2 API [actions](#) and [data types](#) in this region.

This document was last published on May 1, 2026.

Best practices for using PutDialRequestBatch for outbound campaign calling

This topic provides guidance and best practices for using the [PutDialRequestBatch](#) API for outbound campaign calling. PutDialRequestBatch takes in a list of [DialRequest](#) to be dialed as part of an outbound campaign.

- Before using [PutDialRequestBatch](#), always use the [StartCampaign](#) API to start the outbound campaign.
- In [DialRequest](#), set `expirationTime`—the timestamp when a dial request expires—to a future time, preferably a few minutes in the future to allow the outbound campaigns dialer algorithm to attempt to dial.

Note the following failure codes:

- `InvalidInput`: There's a request input mismatch with the parameters defined in [DialRequest](#). Fix the request input and try again.
- `RequestThrottled`: There aren't enough agents or telecom capacity available. The service maintains an upper limit on the number of records it can accept. When this limit is reached, the service returns a `RequestThrottled` message. This is a signal for you to stop sending more records and instead wait before attempting to retry, allowing the service to process and clear some records so it has room to accept more.
- `UnknownError`: There is an internal failure in outbound campaigns. Please try again.

Recommendations for tracking contact dispositions

A contact disposition is a type of state for a contact. It is either assigned by an agent from a pre-defined list that you provide (for example, **Sold**, **Wrong person**, **Right person, didn't sell**) or assigned by Amazon Connect for a contact (for example, `EXPIRED`, `CONTACT_FLOW_DISCONNECT`, or `TELECOM_PROBLEM`). For outbound campaigns, the contact disposition is assigned by Amazon Connect.

You can use Amazon Connect contact records or contact events to track the contact dispositions for outbound campaigns. The key attribute to track contact disposition is `DisconnectReason`, which indicates how the voice contact was terminated.

Disconnect reasons can be grouped into the following 3 categories:

- **Success:** A contact is successfully dialed out. Values: CUSTOMER_DISCONNECT | AGENT_DISCONNECT | THIRD_PARTY_DISCONNECT | BARGED | CONTACT_FLOW_DISCONNECT | OTHER
- **Expired:** This is expected behavior of the dialing algorithm. When the dialing algorithm determines insufficient dialing capacity (for example, because all agents are occupied or all telecom capacity is being used) during the duration set by the `expirationTime` parameter, Amazon Connect does not attempt to call such endpoints. In other words, those endpoints are expired. Values: EXPIRED
- **Failed:** Outbound campaigns failed a dial attempt because there are specific systematic errors. Values: OUTBOUND_DESTINATION_ENDPOINT_ERROR | OUTBOUND_RESOURCE_ERROR | OUTBOUND_ATTEMPT_FAILED | TELECOM_PROBLEM

For a description of each of these values, see `DisconnectReason` in the [Contact records data model](#) topic in the *Amazon Connect Administrator Guide*.

If the disconnect reason is expired or failed type, take one of the following next steps:

Disconnect reason value	Recommendation
EXPIRED	We recommend that you use PutDialRequestBatch to create a new contact for this destination with a different client token.
OUTBOUND_DESTINATION_ENDPOINT_ERROR	Check whether the current configuration of your Amazon Connect instance allows this destination to be dialed. For more information, see Countries you can call by default .
OUTBOUND_RESOURCE_ERROR	<ul style="list-style-type: none"> • Check whether your Amazon Connect instance allows outbound calls. For more information, see Enable outbound calls. • Check that the following resources exist: queue, flow, Amazon Connect source phone number, and campaign. • After fixing the configuration of the instance, use PutDialRequestBatch to create a new contact for this destination with a different client token.

Disconnect reason value	Recommendation
OUTBOUND_ATTEMPT_FAILED	There is an unidentified error. We recommend that you use PutDialRequestBatch to create a new contact for this destination with a different client token.
TELECOM_PROBLEM	Disconnected due to an issue with connecting the call from the carrier, network congestion, network error, etc. We recommend that you use PutDialRequestBatch to create a new contact for this destination with a different client token.

Actions

The following actions are supported:

- [CreateCampaign](#)
- [DeleteCampaign](#)
- [DeleteConnectInstanceConfig](#)
- [DeleteInstanceOnboardingJob](#)
- [DescribeCampaign](#)
- [GetCampaignState](#)
- [GetCampaignStateBatch](#)
- [GetConnectInstanceConfig](#)
- [GetInstanceOnboardingJobStatus](#)
- [ListCampaigns](#)
- [ListTagsForResource](#)
- [PauseCampaign](#)
- [PutDialRequestBatch](#)
- [ResumeCampaign](#)
- [StartCampaign](#)
- [StartInstanceOnboardingJob](#)
- [StopCampaign](#)
- [TagResource](#)
- [UntagResource](#)
- [UpdateCampaignDialerConfig](#)
- [UpdateCampaignName](#)
- [UpdateCampaignOutboundCallConfig](#)

CreateCampaign

Creates an outbound campaign.

Note

- For users to be able to view or edit a campaign at a later date by using the Amazon Connect user interface, you must add the instance ID as a tag.
- After a campaign is saved, you can't change the dialer type for an agentless campaign, and you can't change the dialer type to agentless for progressive and predictive campaigns.

Request Syntax

```
PUT /campaigns HTTP/1.1
Content-type: application/json
```

```
{
  "connectInstanceId": "string",
  "dialerConfig": { ... },
  "name": "string",
  "outboundCallConfig": {
    "answerMachineDetectionConfig": {
      "awaitAnswerMachinePrompt": boolean,
      "enableAnswerMachineDetection": boolean
    },
    "connectContactFlowId": "string",
    "connectQueueId": "string",
    "connectSourcePhoneNumber": "string"
  },
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Type: String

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

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

Required: Yes

dialerConfig

Dialer configuration for an outbound campaign.

Type: [DialerConfig](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

outboundCallConfig

Outbound call configuration for an outbound campaign.

Type: [OutboundCallConfig](#) object

Required: Yes

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: (?!aws:)[a-zA-Z+-. _:/]+

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Required: No

Response Syntax

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

{
  "arn": "string",
  "id": "string",
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

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

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

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

id

The identifier of the campaign.

Type: String

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

Pattern: [- :/a-zA-Z0-9]+

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: (?!aws:)[a-zA-Z+-. _:/]+

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ServiceQuotaExceededException

The service quota for your Amazon Connect has been exceeded. Contact Support.

HTTP Status Code: 402

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteCampaign

Deletes an outbound campaign.

Request Syntax

```
DELETE /campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign..

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteConnectInstanceConfig

Deletes configuration information for an Amazon Connect instance.

Request Syntax

```
DELETE /connect-instance/connectInstanceId/config HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidStateException

An attempt was made to modify a campaign state and the new campaign state is not valid. Check campaign state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DeleteInstanceOnboardingJob

Deletes the workflow to onboard to outbound campaigns. Only Failed workflows can be deleted.

Request Syntax

```
DELETE /connect-instance/connectInstanceId/onboarding HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidStateException

An attempt was made to modify a campaign state and the new campaign state is not valid. Check campaign state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

DescribeCampaign

Describes an outbound campaign.

Request Syntax

```
GET /campaigns/id HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
  "campaign": {
    "arn": "string",
    "connectInstanceId": "string",
    "dialerConfig": { ... },
    "id": "string",
    "name": "string",
    "outboundCallConfig": {
      "answerMachineDetectionConfig": {
```

```
        "awaitAnswerMachinePrompt": boolean,
        "enableAnswerMachineDetection": boolean
    },
    "connectContactFlowId": "string",
    "connectQueueId": "string",
    "connectSourcePhoneNumber": "string"
},
"tags": {
    "string" : "string"
}
}
```

Response Elements

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

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

campaign

The campaign.

Type: [Campaign](#) object

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
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- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCampaignState

Returns the state of an outbound campaign.

Request Syntax

```
GET /campaigns/id/state HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
  "state": "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.

state

The state of a campaign. For detailed descriptions of each state, see [Campaign status](#) in the *Amazon Connect Administrator Guide*.

Type: String

Valid Values: `Initialized` | `Running` | `Paused` | `Stopped` | `Failed`

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
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- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetCampaignStateBatch

Returns the state of listed of outbound campaigns.

Request Syntax

```
POST /campaigns-state HTTP/1.1
Content-type: application/json
```

```
{
  "campaignIds": [ "string" ]
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

campaignIds

The identifiers of the campaigns.

Type: Array of strings

Array Members: Minimum number of 1 item. Maximum number of 25 items.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

Response Syntax

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

```
{
```

```
"failedRequests": [  
  {  
    "campaignId": "string",  
    "failureCode": "string"  
  }  
],  
"successfulRequests": [  
  {  
    "campaignId": "string",  
    "state": "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.

failedRequests

Failed requests.

Type: Array of [FailedCampaignStateResponse](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

successfulRequests

Successful requests.

Type: Array of [SuccessfulCampaignStateResponse](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

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- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
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- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetConnectInstanceConfig

Get configuration information about an Amazon Connect instance.

Request Syntax

```
GET /connect-instance/connectInstanceId/config HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

[connectInstanceId](#)

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
  "connectInstanceConfig": {
    "connectInstanceId": "string",
    "encryptionConfig": {
      "enabled": boolean,
      "encryptionType": "string",
      "keyArn": "string"
    }
  },
}
```

```
    "serviceLinkedRoleArn": "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.

[connectInstanceConfig](#)

Configuration information about the Amazon Connect instance.

Type: [InstanceConfig](#) object

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

GetInstanceOnboardingJobStatus

Gets the status of the workflow to onboard to outbound campaigns.

Note

The `GetInstanceOnboardingJobStatus` API may return a 404 response in the following cases:

- The requested resource does not exist.
- If the instance was onboarded more than 14 days ago, this API will return a 404 response as expected. In such cases, you should call the [GetConnectInstanceConfig](#) API to retrieve the instance details.

Request Syntax

```
GET /connect-instance/connectInstanceId/onboarding HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

[connectInstanceId](#)

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
  "connectInstanceOnboardingJobStatus": {
    "connectInstanceId": "string",
    "failureCode": "string",
    "status": "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.

[connectInstanceOnboardingJobStatus](#)

The status of the onboarding workflow.

Type: [InstanceOnboardingJobStatus](#) object

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListCampaigns

Lists outbound campaigns.

Request Syntax

```
POST /campaigns-summary HTTP/1.1
Content-type: application/json
```

```
{
  "filters": {
    "instanceIdFilter": {
      "operator": "string",
      "value": "string"
    }
  },
  "maxResults": number,
  "nextToken": "string"
}
```

URI Request Parameters

The request does not use any URI parameters.

Request Body

The request accepts the following data in JSON format.

filters

Filters the list of campaigns.

Type: [CampaignFilters](#) object

Required: No

maxResults

The maximum number of results to return per page.

Type: Integer

Valid Range: Minimum value of 1. Maximum value of 50.

Required: No

nextToken

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

Length Constraints: Minimum length of 0. Maximum length of 1000.

Required: No

Response Syntax

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

{
  "campaignSummaryList": [
    {
      "arn": "string",
      "connectInstanceId": "string",
      "id": "string",
      "name": "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.

campaignSummaryList

Summary information about the outbound campaigns.

Type: Array of [CampaignSummary](#) objects

nextToken

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

Type: String

Length Constraints: Minimum length of 0. Maximum length of 1000.

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)

- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ListTagsForResource

Lists tags for a resource.

Request Syntax

```
GET /tags/arn HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

arn

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\[^\:]+\:)?`

Required: Yes

Request Body

The request does not have a request body.

Response Syntax

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

{
  "tags": {
    "string" : "string"
  }
}
```

Response Elements

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

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

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1":"value1", "key2":"value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: (?!aws:)[a-zA-Z+ -=._:/]+

Value Length Constraints: Minimum length of 0. Maximum length of 256.

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PauseCampaign

Pauses an outbound campaign. A paused outbound campaign can be resumed.

Request Syntax

```
POST /campaigns/id/pause HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

PutDialRequestBatch

Takes in a list of [DialRequests](#) to be dialed as part of an outbound campaign. For more information about using PutDialRequestBatch, see [Best practices for using PutDialRequestBatch for outbound campaign calling](#).

Request Syntax

```
PUT /campaigns/id/dial-requests HTTP/1.1
```

```
Content-type: application/json
```

```
{
  "dialRequests": [
    {
      "attributes": {
        "string" : "string"
      },
      "clientToken": "string",
      "expirationTime": "string",
      "phoneNumber": "string"
    }
  ]
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

Request Body

The request accepts the following data in JSON format.

dialRequests

Dial requests.

Type: Array of [DialRequest](#) objects

Array Members: Minimum number of 1 item. Maximum number of 25 items.

Required: Yes

Response Syntax

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

{
  "failedRequests": [
    {
      "clientToken": "string",
      "failureCode": "string",
      "id": "string"
    }
  ],
  "successfulRequests": [
    {
      "clientToken": "string",
      "id": "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.

failedRequests

Failed dial requests.

Type: Array of [FailedRequest](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

successfulRequests

Successful dial requests.

Type: Array of [SuccessfulRequest](#) objects

Array Members: Minimum number of 0 items. Maximum number of 25 items.

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

ResumeCampaign

Resumes an outbound campaign.

Request Syntax

```
POST /campaigns/id/resume HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartCampaign

Starts an outbound campaign.

Request Syntax

```
POST /campaigns/id/start HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StartInstanceOnboardingJob

Starts the workflow to onboard an Amazon Connect instance to outbound campaigns.

Note

If the current [InstanceOnboardingJobStatus](#) is **FAILED**, the `StartInstanceOnboardingJob` API will continue to return the existing status for 14 days from the initial attempt. To reattempt onboarding, first call the [DeleteInstanceOnboardingJob](#) API, then invoke the `StartInstanceOnboardingJob` API again.

Request Syntax

```
PUT /connect-instance/connectInstanceId/onboarding HTTP/1.1
Content-type: application/json
```

```
{
  "encryptionConfig": {
    "enabled": boolean,
    "encryptionType": "string",
    "keyArn": "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

[connectInstanceId](#)

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

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

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

Required: Yes

Request Body

The request accepts the following data in JSON format.

[encryptionConfig](#)

Encryption configuration for an Amazon Connect instance.

Type: [EncryptionConfig](#) object

Required: Yes

Response Syntax

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

{
  "connectInstanceOnboardingJobStatus": {
    "connectInstanceId": "string",
    "failureCode": "string",
    "status": "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.

[connectInstanceOnboardingJobStatus](#)

The status of the onboarding workflow.

Type: [InstanceOnboardingJobStatus](#) object

Errors

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

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)

- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

StopCampaign

Stops an Amazon Connect campaign. When this API is called, no more calls are dialed for the campaign. Inflight contacts aren't impacted.

Request Syntax

```
POST /campaigns/id/stop HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

InvalidCampaignStateException

An attempt was made to modify a campaign that is in a state that is not valid. Check your campaign to ensure that it is in a valid state before retrying the operation.

HTTP Status Code: 409

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

TagResource

Adds the specified tags to a resource.

Request Syntax

```
POST /tags/arn HTTP/1.1
Content-type: application/json

{
  "tags": {
    "string" : "string"
  }
}
```

URI Request Parameters

The request uses the following URI parameters.

arn

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+-\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\[^\:]+\:)?`

Required: Yes

Request Body

The request accepts the following data in JSON format.

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": { "key1": "value1", "key2": "value2" } }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: (?!aws:)[a-zA-Z+-. _:/]+

Value Length Constraints: Minimum length of 0. Maximum length of 256.

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UntagResource

Removes the specified tags from the specified resource.

Request Syntax

```
DELETE /tags/arn?tagKeys=tagKeys HTTP/1.1
```

URI Request Parameters

The request uses the following URI parameters.

[arn](#)

The Amazon Resource Name (ARN).

Length Constraints: Minimum length of 20. Maximum length of 500.

Pattern: `arn:[a-zA-Z0-9-]+:[a-zA-Z0-9-]+:[a-z]{2}-[a-z]+\d{1,2}:[a-zA-Z0-9-]+:[^:]+(?:/[^:]+)*(?:/[^:]+)?(?:\[^\:]+\:)?`

Required: Yes

[tagKeys](#)

The tag keys.

Array Members: Minimum number of 0 items. Maximum number of 50 items.

Length Constraints: Minimum length of 1. Maximum length of 128.

Pattern: `(?!aws:)[a-zA-Z+-. _:/]+`

Required: Yes

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)

- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCampaignDialerConfig

Updates [DialerConfig](#) for an outbound campaign.

Request Syntax

```
POST /campaigns/id/dialer-config HTTP/1.1
Content-type: application/json

{
  "dialerConfig": { ... }
}
```

URI Request Parameters

The request uses the following URI parameters.

[id](#)

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

Request Body

The request accepts the following data in JSON format.

[dialerConfig](#)

Dialer configuration for an outbound campaign.

Type: [DialerConfig](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCampaignName

Updates the name of an outbound campaign.

Request Syntax

```
POST /campaigns/id/name HTTP/1.1
Content-type: application/json
```

```
{
  "name": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

Request Body

The request accepts the following data in JSON format.

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerError

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

UpdateCampaignOutboundCallConfig

Updates [OutboundCallConfig](#) for an outbound campaign.

Request Syntax

```
POST /campaigns/id/outbound-call-config HTTP/1.1
Content-type: application/json
```

```
{
  "answerMachineDetectionConfig": {
    "awaitAnswerMachinePrompt": boolean,
    "enableAnswerMachineDetection": boolean
  },
  "connectContactFlowId": "string",
  "connectSourcePhoneNumber": "string"
}
```

URI Request Parameters

The request uses the following URI parameters.

id

The identifier of the campaign.

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

Request Body

The request accepts the following data in JSON format.

answerMachineDetectionConfig

Information about answering machine detection.

Type: [AnswerMachineDetectionConfig](#) object

Required: No

[connectContactFlowId](#)

The identifier of the published flow associated with this campaign.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: No

[connectSourcePhoneNumber](#)

The outbound phone number associated with this campaign. Only ported or claimed Amazon Connect phone numbers are allowed.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

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 Error Types](#).

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

ConflictException

The request could not be processed because of conflict in the current state of the resource.

HTTP Status Code: 409

InternalServerErrorException

This exception occurs when there is an internal failure in the outbound campaigns.

HTTP Status Code: 500

ResourceNotFoundException

The specified resource does not exist.

HTTP Status Code: 404

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

ValidationException

The input fails to satisfy the constraints specified by an AWSservice.

HTTP Status Code: 400

See Also

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

- [AWS Command Line Interface V2](#)
- [AWS SDK for .NET V4](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go v2](#)
- [AWS SDK for Java V2](#)
- [AWS SDK for JavaScript V3](#)
- [AWS SDK for Kotlin](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

Data Types

The Amazon Connect Outbound Campaigns 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:

- [AgentlessDialerConfig](#)
- [AnswerMachineDetectionConfig](#)
- [Campaign](#)
- [CampaignFilters](#)
- [CampaignSummary](#)
- [DialerConfig](#)
- [DialRequest](#)
- [EncryptionConfig](#)
- [FailedCampaignStateResponse](#)
- [FailedRequest](#)
- [InstanceConfig](#)
- [InstanceIdFilter](#)
- [InstanceOnboardingJobStatus](#)
- [OutboundCallConfig](#)
- [PredictiveDialerConfig](#)
- [ProgressiveDialerConfig](#)
- [SuccessfulCampaignStateResponse](#)
- [SuccessfulRequest](#)

AgentlessDialerConfig

Contains agentless dialer configuration for an outbound campaign.

Contents

dialingCapacity

The allocation of dialing capacity between multiple active campaigns.

Type: Double

Valid Range: Minimum value of 0.01. Maximum value of 1.

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

AnswerMachineDetectionConfig

Contains information about answering machine detection.

Contents

enableAnswerMachineDetection

Whether answering machine detection is enabled.

Type: Boolean

Required: Yes

awaitAnswerMachinePrompt

Whether waiting for answer machine prompt is enabled.

Type: Boolean

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

Campaign

Contains information about an outbound campaign.

Contents

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Required: Yes

connectInstanceId

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: String

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

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

Required: Yes

dialerConfig

Contains information about the dialer configuration.

Type: [DialerConfig](#) object

Note: This object is a Union. Only one member of this object can be specified or returned.

Required: Yes

id

The identifier of the campaign.

Type: String

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

Required: Yes

outboundCallConfig

Contains information about the outbound call configuration.

Type: [OutboundCallConfig](#) object

Required: Yes

tags

The tags used to organize, track, or control access for this resource. For example, { "tags": {"key1": "value1", "key2": "value2"} }.

Type: String to string map

Key Length Constraints: Minimum length of 1. Maximum length of 128.

Key Pattern: (?!aws:)[a-zA-Z+-. _:/]+

Value Length Constraints: Minimum length of 0. Maximum length of 256.

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

CampaignFilters

Contains the filters to apply when retrieving campaigns.

Contents

instanceIdFilter

The identifier of the Amazon Connect instance. You can find the instanceId in the ARN of the instance.

Type: [InstanceIdFilter](#) 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 Java V2](#)
- [AWS SDK for Ruby V3](#)

CampaignSummary

Contains summary information about an outbound campaign.

Contents

arn

The Amazon Resource Name (ARN).

Type: String

Length Constraints: Minimum length of 20. Maximum length of 500.

Required: Yes

connectInstanceid

The identifier of the Amazon Connect instance. You can find the instanceid in the ARN of the instance.

Type: String

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

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

Required: Yes

id

The identifier of the campaign.

Type: String

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

Pattern: [- :/a-zA-Z0-9]+

Required: Yes

name

The name of the campaign.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 127.

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

DialerConfig

Contains dialer configuration for an outbound campaign.

Contents

Important

This data type is a UNION, so only one of the following members can be specified when used or returned.

agentlessDialerConfig

The configuration of the agentless dialer.

Type: [AgentlessDialerConfig](#) object

Required: No

predictiveDialerConfig

The configuration of the predictive dialer.

Type: [PredictiveDialerConfig](#) object

Required: No

progressiveDialerConfig

The configuration of the progressive dialer.

Type: [ProgressiveDialerConfig](#) 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 Java V2](#)
- [AWS SDK for Ruby V3](#)

DialRequest

Contains information about a dial request.

Contents

attributes

Attributes for a dial request. In addition to the Value Length Constraints listed below, note the Value Pattern: `^.*$`

Type: String to string map

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

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

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

Value Pattern: `.*`

Required: Yes

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#). The token is valid for 7 days after creation. If a dial request is already created, the dial request ID is returned.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 200.

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

Required: Yes

expirationTime

A UTC timestamp in date-time format that specifies when a dial request expires.

Value Constraints: Minimum value of 30 seconds from now. Maximum value of 900 seconds (15 minutes) from now.

Example: 2024-12-05T19:35:00.000Z

Type: Timestamp

Required: Yes

phoneNumber

The phone number to dial.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 20.

Pattern: `[\d\-\+]*`

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

EncryptionConfig

Contains encryption configuration for an Amazon Connect instance.

Contents

enabled

The status of whether encryption is done using a customer managed key or AWS owned key.

Type: Boolean

Required: Yes

encryptionType

The type of encryption.

Type: String

Valid Values: KMS

Required: No

keyArn

The Amazon Resource Name (ARN) of the customer managed key or AWS owned key.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

FailedCampaignStateResponse

Contains information about a failed campaign.

Contents

campaignId

The identifier of the campaign.

Type: String

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

Pattern: [- :/a-zA-Z0-9]+

Required: No

failureCode

The failure code of the campaign.

Type: String

Valid Values: ResourceNotFound | UnknownError

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

FailedRequest

Failure details for a [DialRequest](#).

Contents

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 200.

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

Required: No

failureCode

The failure code of the campaign.

Type: String

Valid Values: InvalidInput | RequestThrottled | UnknownError

Required: No

id

The identifier of the campaign.

Type: String

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

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceConfig

Contains configuration information about the Amazon Connect instance.

Contents

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Type: String

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

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

Required: Yes

encryptionConfig

Encryption information.

Type: [EncryptionConfig](#) object

Required: Yes

serviceLinkedRoleArn

The The Amazon Resource Name (ARN) of the service linked role.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 256.

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceIdFilter

Contains the filter to apply when retrieving outbound campaigns.

Contents

operator

The operator to use in the filter.

Type: String

Valid Values: Eq

Required: Yes

value

The value to use in the filter.

Type: String

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

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

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

InstanceOnboardingJobStatus

Contains information about the status of the workflow to onboard to outbound campaigns.

Contents

connectInstanceId

The identifier of the Amazon Connect instance. You can find the `instanceId` in the ARN of the instance.

Type: String

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

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

Required: Yes

status

The status of the workflow to onboard to outbound campaigns.

Type: String

Valid Values: `IN_PROGRESS` | `SUCCEEDED` | `FAILED`

Required: Yes

failureCode

If the workflow is has failed, this is the failure code.

Type: String

Valid Values: `EVENT_BRIDGE_ACCESS_DENIED` | `EVENT_BRIDGE_MANAGED_RULE_LIMIT_EXCEEDED` | `IAM_ACCESS_DENIED` | `KMS_ACCESS_DENIED` | `KMS_KEY_NOT_FOUND` | `INTERNAL_FAILURE`

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

OutboundCallConfig

Contains outbound call configuration for an outbound campaign.

Contents

connectContactFlowId

The identifier of the published flow associated with the outbound call.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: Yes

answerMachineDetectionConfig

Whether answering machine detection has been enabled.

Type: [AnswerMachineDetectionConfig](#) object

Required: No

connectQueueId

The identifier of the queue associated with the outbound call.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 500.

Required: No

connectSourcePhoneNumber

The phone number associated with the outbound call. This is the caller ID that is displayed to customers when an agent calls them.

Type: String

Length Constraints: Minimum length of 0. 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 Java V2](#)
- [AWS SDK for Ruby V3](#)

PredictiveDialerConfig

Contains predictive dialer configuration for an outbound campaign.

Contents

bandwidthAllocation

Bandwidth allocation for the predictive dialer.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 1.

Required: Yes

dialingCapacity

The allocation of dialing capacity between multiple active campaigns.

Type: Double

Valid Range: Minimum value of 0.01. Maximum value of 1.

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

ProgressiveDialerConfig

Contains progressive dialer configuration for an outbound campaign.

Contents

bandwidthAllocation

Bandwidth allocation for the progressive dialer.

Type: Double

Valid Range: Minimum value of 0. Maximum value of 1.

Required: Yes

dialingCapacity

The allocation of dialing capacity between multiple active campaigns.

Type: Double

Valid Range: Minimum value of 0.01. Maximum value of 1.

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

SuccessfulCampaignStateResponse

The state response when the campaign is successful.

Contents

campaignId

The identifier of the campaign.

Type: String

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

Pattern: [- :/a-zA-Z0-9]+

Required: No

state

The state of the campaign.

Type: String

Valid Values: Initialized | Running | Paused | Stopped | Failed

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

SuccessfulRequest

Success details for a [DialRequest](#).

Contents

clientToken

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request. If not provided, the AWS SDK populates this field. For more information about idempotency, see [Making retries safe with idempotent APIs](#).

Type: String

Length Constraints: Minimum length of 0. Maximum length of 200.

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

Required: No

id

The identifier of the dial request, which is the identifier of the contact in the Amazon Connect instance.

Type: String

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

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 Java V2](#)
- [AWS SDK for Ruby V3](#)

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 [Signing AWS API requests](#) in the *IAM User Guide*.

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 [Create a signed AWS API request](#) in the *IAM User Guide*.

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

Type: string

Required: Conditional

X-Amz-Date

The date that is used to create the signature. The format must be ISO 8601 basic format (YYYYMMDD'T'HHMMSS'Z'). For example, the following date time is a valid X-Amz-Date value: 20120325T120000Z.

Condition: X-Amz-Date is optional for all requests; it can be used to override the date used for signing requests. If the Date header is specified in the ISO 8601 basic format, X-Amz-Date is not required. When X-Amz-Date is used, it always overrides the value of the Date header. For more information, see [Elements of an AWS API request signature](#) in the *IAM User Guide*.

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 STS, see [AWS services that work with IAM](#) in the *IAM User Guide*.

Condition: If you're using temporary security credentials from AWS STS, 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 [Create a signed AWS API request](#) in the *IAM User Guide*.

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 Error Types

This section lists common error types that this AWS service may return. Not all services return all error types listed here. For errors specific to an API action for this service, see the topic for that API action.

AccessDeniedException

You don't have permission to perform this action. Verify that your IAM policy includes the required permissions.

HTTP Status Code: 403

ExpiredTokenException

The security token included in the request has expired. Request a new security token and try again.

HTTP Status Code: 403

IncompleteSignature

The request signature doesn't conform to AWS standards. Verify that you're using valid AWS credentials and that your request is properly formatted. If you're using an SDK, ensure it's up to date.

HTTP Status Code: 403

InternalFailure

The request can't be processed right now because of an internal server issue. Try again later. If the problem persists, contact AWS Support.

HTTP Status Code: 500

MalformedHttpRequestException

The request body can't be processed. This typically happens when the request body can't be decompressed using the specified content encoding algorithm. Verify that the content encoding header matches the compression format used.

HTTP Status Code: 400

NotAuthorized

You don't have permissions to perform this action. Verify that your IAM policy includes the required permissions.

HTTP Status Code: 401

OptInRequired

Your AWS account needs a subscription for this service. Verify that you've enabled the service in your account.

HTTP Status Code: 403

RequestAbortedException

The request was aborted before a response could be returned. This typically happens when the client closes the connection.

HTTP Status Code: 400

RequestEntityTooLargeException

The request entity is too large. Reduce the size of the request body and try again.

HTTP Status Code: 413

RequestTimeoutException

The request timed out. The server didn't receive the complete request within the expected time frame. Try again.

HTTP Status Code: 408

ServiceUnavailable

The service is temporarily unavailable. Try again later.

HTTP Status Code: 503

ThrottlingException

Your request rate is too high. The AWS SDKs automatically retry requests that receive this exception. Reduce the frequency of requests.

HTTP Status Code: 400

UnknownOperationException

The action or operation isn't recognized. Verify that the action name is spelled correctly and that it's supported by the API version you're using.

HTTP Status Code: 404

UnrecognizedClientException

The X.509 certificate or AWS access key ID you provided doesn't exist in our records. Verify that you're using valid credentials and that they haven't expired.

HTTP Status Code: 403

ValidationError

The input doesn't meet the required format or constraints. Check that all required parameters are included and that values are valid.

HTTP Status Code: 400