



REST API Reference

Amazon Pinpoint SMS and Voice



Amazon Pinpoint SMS and Voice: REST API Reference

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End of support notice: On October 30, 2026, AWS will end support for Amazon Pinpoint. After October 30, 2026, you will no longer be able to access the Amazon Pinpoint console or Amazon Pinpoint resources (endpoints, segments, campaigns, journeys, and analytics). For more information, see [Amazon Pinpoint end of support](#). **Note:** APIs related to SMS, voice, mobile push, OTP, and phone number validate are not impacted by this change and are supported by AWS End User Messaging.

Welcome

Welcome to the *Amazon Pinpoint SMS and Voice API Reference*. This guide provides information about Amazon Pinpoint SMS and Voice API resources, including supported HTTP methods, parameters, and schemas.

Amazon Pinpoint is an AWS service that you can use to engage with your customers across multiple messaging channels. You can use Amazon Pinpoint to send SMS text messages and voice messages, in addition to push notifications and email. The Amazon Pinpoint SMS and Voice API provides programmatic access to options that are unique to the SMS and voice channels and supplement the resources provided by the Amazon Pinpoint API.

If you're new to Amazon Pinpoint, you might find it helpful to also review the [Amazon Pinpoint Developer Guide](#). The *Amazon Pinpoint Developer Guide* provides tutorials, code samples, and procedures that demonstrate how to use Amazon Pinpoint features programmatically and how to integrate Amazon Pinpoint functionality into mobile apps and other types of applications. The guide also provides information about key topics such as Amazon Pinpoint integration with other AWS services and the quotas that apply to using the service.

Regional Availability

The Amazon Pinpoint SMS and Voice API is available in several AWS Regions and it provides an endpoint for each of these Regions. For a list of all the Regions and endpoints where the API is currently available, see [AWS Service Endpoints](#) in the *Amazon Web Services General Reference*. To learn more about AWS Regions, see [Managing AWS Regions](#) in the *Amazon Web Services General Reference*.

In each Region, AWS maintains multiple Availability Zones. These Availability Zones are physically isolated from each other, but are united by private, low-latency, high-throughput, and highly redundant network connections. These Availability Zones enable us to provide very high levels of availability and redundancy, while also minimizing latency. To learn more about the number of Availability Zones that are available in each Region, see [AWS Global Infrastructure](#).

Resources

The Amazon Pinpoint SMS and Voice REST API includes the following resources.

Topics

- [Configuration Set](#)
- [Configuration Sets](#)
- [Event Destination](#)
- [Event Destinations](#)
- [Voice Message](#)

Configuration Set

A *configuration set* is a set of rules that you apply to the voice messages that you send. In a configuration set, you can specify a destination for specific types of events related to voice messages. For example, when a message is successfully delivered, you can log that event to an Amazon CloudWatch destination, or send notifications to endpoints that are subscribed to an Amazon SNS topic.

When you send a voice message, you have to specify one (and only one) configuration set.

URI

/v1/sms-voice/configuration-sets/*ConfigurationSetName*

HTTP methods

DELETE

Operation ID: DeleteConfigurationSet

Deletes an existing configuration set.

Path parameters

Name	Type	Required	Description
<i>ConfigurationSetName</i>	String	True	The name of the configuration set that you want to delete.

Responses

Status code	Response model	Description
200	DeleteConfigurationSetResponse	An empty object that indicates that the configuration set was deleted successfully.
400	BadRequestException	The request contained syntax that the API couldn't interpret. Modify the request and try again.
404	NotFoundException	The requested resource wasn't found.
429	TooManyRequestsException	You've issued too many requests to the resource. Wait a few minutes, and then try again.
500	InternalServerErrorException	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully issue the request again in the future.

OPTIONS

Responses

Status code	Response model	Description
200	None	200 response

Schemas

Response bodies

DeleteConfigurationSetResponse schema

```
{  
}
```

BadRequestException schema

```
{  
  "Message": "string"  
}
```

NotFoundException schema

```
{  
  "Message": "string"  
}
```

TooManyRequestsException schema

```
{  
  "Message": "string"  
}
```

InternalServerErrorException schema

```
{  
  "Message": "string"  
}
```

```
}
```

Properties

BadRequestException

The input that you provided to the API is invalid.

Message

A description of the error that the API encountered.

Type: string

Required: False

DeleteConfigurationSetResponse

An empty object that indicates that the configuration set was deleted successfully.

InternalServerErrorException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

NotFoundException

The resource you attempted to access doesn't exist.

Message

A description of the error that the API encountered.

Type: string

Required: False

TooManyRequestsException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

See also

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

DeleteConfigurationSet

- [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](#)

Configuration Sets

A *configuration set* is a set of rules that you apply to the voice messages that you send. In a configuration set, you can specify a destination for specific types of events related to voice

messages. For example, when a message is successfully delivered, you can log that event to an Amazon CloudWatch destination, or send notifications to endpoints that are subscribed to an Amazon SNS topic.

When you send a voice message, you have to specify one (and only one) configuration set.

URI

/v1/sms-voice/configuration-sets

HTTP methods

GET

Operation ID: ListConfigurationSets

Retrieves a list of configuration sets that are associated with your account in the current AWS Region.

Query parameters

Name	Type	Required	Description
PageSize	String	False	Used to specify the number of items that should be returned in the response.
NextToken	String	False	A token returned from a previous call to the API that indicates the position in the list of results.

Responses

Status code	Response model	Description
200	ListConfigurationSetsResponse	An object that contains information about the

Status code	Response model	Description
		configuration sets for your account in the current AWS Region.
400	BadRequestException	The request contained syntax that the API couldn't interpret . Modify the request and try again.
429	TooManyRequestsException	You've issued too many requests to the resource. Wait a few minutes, and then try again.
500	InternalServerErrorException	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully issue the request again in the future.

POST

Operation ID: CreateConfigurationSet

Creates a new configuration set. After you create the configuration set, you can add one or more event destinations to it.

Responses

Status code	Response model	Description
200	CreateConfigurationSetResponse	An empty object that indicates that the configuration set was successfully created.

Status code	Response model	Description
400	<u>BadRequestException</u>	The request contained syntax that the API couldn't interpret . Modify the request and try again.
409	<u>AlreadyExistsException</u>	The resource you tried to create already exists.
412	<u>LimitExceededException</u>	You've tried to create a number of resources that exceeds the maximum number of resources for your account. For more information, see <u>Amazon Pinpoint Quotas</u> in the <i>Amazon Pinpoint Developer Guide</i> .
429	<u>TooManyRequestsException</u>	You've issued too many requests to the resource. Wait a few minutes, and then try again.
500	<u>InternalServerErrorException</u>	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully issue the request again in the future.

OPTIONS

Responses

Status code	Response model	Description
200	None	Indicates that the API successfully received the request.

Schemas

Request bodies

POST schema

```
{
  "ConfigurationSetName": "string"
}
```

Response bodies

ListConfigurationSetsResponse schema

```
{
  "NextToken": "string",
  "ConfigurationSets": [
    "string"
  ]
}
```

CreateConfigurationSetResponse schema

```
{
}
```

BadRequestException schema

```
{
```

```
{  
  "Message": "string"  
}
```

AlreadyExistsException schema

```
{  
  "Message": "string"  
}
```

LimitExceededException schema

```
{  
  "Message": "string"  
}
```

TooManyRequestsException schema

```
{  
  "Message": "string"  
}
```

InternalServiceErrorException schema

```
{  
  "Message": "string"  
}
```

Properties

AlreadyExistsException

The resource that you specified in your request already exists.

Message

A description of the error that the API encountered.

Type: string

Required: False

BadRequestException

The input that you provided to the API is invalid.

Message

A description of the error that the API encountered.

Type: string

Required: False

CreateConfigurationSetRequest

A request to create a new configuration set.

ConfigurationSetName

The name that you want to give the configuration set.

Type: string

Required: True

CreateConfigurationSetResponse

An empty object that indicates that the configuration set was successfully created.

InternalServerErrorException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

LimitExceededException

There are too many instances of the specified resource type.

Message

A description of the error that the API encountered.

Type: string

Required: False

ListConfigurationSetsResponse

An object that contains information about configuration sets.

NextToken

A token returned from a previous call to ListConfigurationSets to indicate the position in the list of configuration sets.

Type: string

Required: False

ConfigurationSets

An object that contains a list of configuration sets for your account in the current AWS Region.

Type: Array of type string

Required: False

TooManyRequestsException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

See also

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

ListConfigurationSets

- [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](#)

CreateConfigurationSet

- [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](#)

Event Destination

A *configuration set* is a set of rules that you apply to the voice messages that you send. In a configuration set, you can specify an *event destination* for specific types of events related to voice messages. An *event destination* is a location that you publish information about your voice calls to. For example, when a message is successfully delivered, you can log that event to an Amazon CloudWatch destination, or send notifications to endpoints that are subscribed to an Amazon SNS topic.

Each configuration set can contain between 0 and 10 event destinations. Each event destination can contain a reference to one (and only one) destination, such as an Amazon CloudWatch log or Amazon Kinesis Data Firehose destination.

URI

/v1/sms-voice/configuration-sets/*ConfigurationSetName*/event-destinations/*EventDestinationName*

HTTP methods

PUT

Operation ID: UpdateConfigurationSetEventDestination

Updates an event destination in a configuration set.

Path parameters

Name	Type	Required	Description
<i>EventDestinationName</i>	String	True	The name of the event destination that you want to update.
<i>ConfigurationSetName</i>	String	True	The name of the configuration set that contains the event destination that you want to update.

Responses

Status code	Response model	Description
200	UpdateConfigurationSetEventDestinationResponse	An empty object that indicates that the event destination was updated successfully.
400	BadRequestException	The request contained syntax that the API couldn't interpret. Modify the request and try again.
404	NotFoundException	The requested resource wasn't found.
429	TooManyRequestsException	You've made too many PUT requests in one second. Requests are limited to 1 per second.
500	InternalServerErrorException	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully issue the request again in the future.

DELETE

Operation ID: DeleteConfigurationSetEventDestination

Deletes an event destination from a configuration set.

Path parameters

Name	Type	Required	Description
<i>EventDestinationName</i>	String	True	The name of the event destination that you want to delete.
<i>ConfigurationSetName</i>	String	True	The name of the configuration set that you want to delete.

Responses

Status code	Response model	Description
200	<u>DeleteConfigurationSetEventDestinationResponse</u>	An empty object that indicates that the event destination was deleted successfully.
400	<u>BadRequestException</u>	The request contained syntax that the API couldn't interpret. Modify the request and try again.
404	<u>NotFoundException</u>	The requested resource wasn't found.
429	<u>TooManyRequestsException</u>	You've made too many DELETE requests in one second. Requests are limited to 1 per second.
500	<u>InternalServerErrorException</u>	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully

Status code	Response model	Description
		issue the request again in the future.

OPTIONS

Responses

Status code	Response model	Description
200	None	200 response

Schemas

Request bodies

PUT schema

```
{
  "EventDestination": {
    "SnsDestination": {
      "TopicArn": "string"
    },
    "Enabled": boolean,
    "MatchingEventTypes": [
      enum
    ],
    "CloudWatchLogsDestination": {
      "IamRoleArn": "string",
      "LogGroupArn": "string"
    },
    "KinesisFirehoseDestination": {
      "DeliveryStreamArn": "string",
      "IamRoleArn": "string"
    }
  }
}
```

Response bodies

UpdateConfigurationSetEventDestinationResponse schema

```
{  
}
```

DeleteConfigurationSetEventDestinationResponse schema

```
{  
}
```

BadRequestException schema

```
{  
  "Message": "string"  
}
```

NotFoundException schema

```
{  
  "Message": "string"  
}
```

TooManyRequestsException schema

```
{  
  "Message": "string"  
}
```

InternalServerErrorException schema

```
{  
  "Message": "string"  
}
```

Properties

BadRequestException

The input that you provided to the API is invalid.

Message

A description of the error that the API encountered.

Type: string

Required: False

CloudWatchLogsDestination

An object that contains information about an event destination that sends data to Amazon CloudWatch Logs.

IamRoleArn

The Amazon Resource Name (ARN) of an Amazon Identity and Access Management (IAM) role that is able to write event data to an Amazon CloudWatch destination.

Type: string

Required: True

LogGroupArn

The name of the Amazon CloudWatch Log Group that you want to record events in.

Type: string

Required: True

DeleteConfigurationSetEventDestinationResponse

An empty object that indicates that the event destination was deleted successfully.

EventDestinationDefinition

An object that defines a single event destination.

SnsDestination

An object that contains information about an event destination that sends data to Amazon SNS.

Type: [SnsDestination](#)

Required: False

Enabled

Indicates whether or not the event destination is enabled. If the event destination is enabled, then Amazon Pinpoint sends response data to the specified event destination.

Type: boolean

Required: False

MatchingEventTypes

The types of events that you want to send to the event destination. Possible values:

- INITIATED_CALL - Amazon Pinpoint started trying to deliver the message to the recipient.
- RINGING - Amazon Pinpoint initiated the phone call, and the recipient's phone is ringing.
- ANSWERED - Amazon Pinpoint established a connection with the recipient.

Note

This status doesn't necessarily mean that Amazon Pinpoint made a connection with a human recipient. For example, it could indicate that Amazon Pinpoint established a connection with a voicemail system.

- COMPLETED_CALL - Amazon Pinpoint played the audio message to the recipient.

Note

This status doesn't necessarily mean that the message was delivered to a human recipient. For example, it could indicate that the audio message was delivered to a voicemail system.

- BUSY - Amazon Pinpoint attempted to deliver the voice message, but received a busy signal.
- FAILED - Amazon Pinpoint wasn't able to deliver the message.
- NO_ANSWER - Amazon Pinpoint attempted to deliver the message, but the recipient didn't answer.

Type: Array of type [EventType](#)

Required: True

CloudWatchLogsDestination

An object that contains information about an event destination that sends data to Amazon CloudWatch Logs.

Type: [CloudWatchLogsDestination](#)

Required: False

KinesisFirehoseDestination

An object that contains information about an event destination that sends data to Amazon Kinesis Data Firehose.

Type: [KinesisFirehoseDestination](#)

Required: False

EventType

The types of events that are sent to the event destination. Possible values are:

INITIATED_CALL
RINGING
ANSWERED
COMPLETED_CALL
BUSY
FAILED
NO_ANSWER

InternalServerErrorException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

KinesisFirehoseDestination

An object that contains information about an event destination that sends data to Amazon Kinesis Data Firehose.

DeliveryStreamArn

The Amazon Resource Name (ARN) of the Amazon Kinesis Data Firehose destination that you want to use in the event destination.

Type: string

Required: True

IamRoleArn

The Amazon Resource Name (ARN) of an IAM role that can write data to an Amazon Kinesis Data Firehose stream.

Type: string

Required: True

NotFoundException

The resource you attempted to access doesn't exist.

Message

A description of the error that the API encountered.

Type: string

Required: False

SnsDestination

An object that contains information about an event destination that sends data to Amazon SNS.

TopicArn

The Amazon Resource Name (ARN) of the Amazon SNS topic that you want to publish events to.

Type: string

Required: True

TooManyRequestsException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

UpdateConfigurationSetEventDestinationRequest

An object that defines a request to update an existing event destination.

EventDestination

An object that defines a single event destination.

Type: [EventDestinationDefinition](#)

Required: True

UpdateConfigurationSetEventDestinationResponse

An empty object that indicates that the event destination was updated successfully.

See also

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

UpdateConfigurationSetEventDestination

- [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](#)

DeleteConfigurationSetEventDestination

- [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](#)

Event Destinations

An *event destination* is a location where you send response information about the voice messages that you send. For example, when a voice message is delivered successfully, you can send information about that event to an Amazon CloudWatch destination.

Each configuration set can contain between 0 and 10 event destinations. Each event destination can contain a reference to one (and only one) destination, such as an Amazon CloudWatch log or Amazon Kinesis Data Firehose destination.

URI

/v1/sms-voice/configuration-sets/*ConfigurationSetName*/event-destinations

HTTP methods

GET

Operation ID: GetConfigurationSetEventDestinations

Retrieves information about an event destination, including the types of events it reports, the Amazon Resource Name (ARN) of the destination, and the name of the event destination.

Path parameters

Name	Type	Required	Description
<i>ConfigurationSetName</i>	String	True	The name of the configuration set that contains the event destination that you want to obtain information about.

Responses

Status code	Response model	Description
200	GetConfigurationSetEventDestinationsResponse	An object that contains information about an event destination.
400	BadRequestException	The request contained syntax that the API couldn't interpret . Modify the request and try again.
404	NotFoundException	The requested resource wasn't found.

Status code	Response model	Description
429	TooManyRequestsException	You've made too many GET requests in one second. Requests are limited to 1 per second.
500	InternalServiceErrorException	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully issue the request again in the future.

POST

Operation ID: CreateConfigurationSetEventDestination

Creates a new event destination in a configuration set.

Path parameters

Name	Type	Required	Description
<i>ConfigurationSetName</i>	String	True	The name of the configuration set that you want to create the event destination in.

Responses

Status code	Response model	Description
200	CreateConfigurationSetEventDestinationResponse	An empty object that indicates that the event destination was created successfully.

Status code	Response model	Description
400	<u>BadRequestException</u>	The request contained syntax that the API couldn't interpret . Modify the request and try again.
404	<u>NotFoundException</u>	The requested resource wasn't found.
409	<u>AlreadyExistsException</u>	The resource you tried to create already exists.
412	<u>LimitExceededException</u>	You've tried to create a number of resources that exceeds the maximum number of resources for your account. For more information, see <u>Amazon Pinpoint Quotas</u> in the <i>Amazon Pinpoint Developer Guide</i> .
429	<u>TooManyRequestsException</u>	You've issued too many requests to the resource. Wait a few minutes, and then try again.
500	<u>InternalServerErrorException</u>	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully issue the request again in the future.

OPTIONS

Responses

Status code	Response model	Description
200	None	200 response

Schemas

Request bodies

POST schema

```
{
  "EventDestinationName": "string",
  "EventDestination": {
    "SnsDestination": {
      "TopicArn": "string"
    },
    "Enabled": boolean,
    "MatchingEventTypes": [
      enum
    ],
    "CloudWatchLogsDestination": {
      "IamRoleArn": "string",
      "LogGroupArn": "string"
    },
    "KinesisFirehoseDestination": {
      "DeliveryStreamArn": "string",
      "IamRoleArn": "string"
    }
  }
}
```

Response bodies

GetConfigurationSetEventDestinationsResponse schema

```
{
  "EventDestinations": [
```

```
{
  "SnsDestination": {
    "TopicArn": "string"
  },
  "Enabled": boolean,
  "MatchingEventTypes": [
    enum
  ],
  "CloudWatchLogsDestination": {
    "IamRoleArn": "string",
    "LogGroupArn": "string"
  },
  "KinesisFirehoseDestination": {
    "DeliveryStreamArn": "string",
    "IamRoleArn": "string"
  },
  "Name": "string"
}
```

CreateConfigurationSetEventDestinationResponse schema

```
{
}
```

BadRequestException schema

```
{
  "Message": "string"
}
```

NotFoundException schema

```
{
  "Message": "string"
}
```

AlreadyExistsException schema

```
{
```

```
{  
  "Message": "string"  
}
```

LimitExceededException schema

```
{  
  "Message": "string"  
}
```

TooManyRequestsException schema

```
{  
  "Message": "string"  
}
```

InternalServiceErrorException schema

```
{  
  "Message": "string"  
}
```

Properties

AlreadyExistsException

The resource that you specified in your request already exists.

Message

A description of the error that the API encountered.

Type: string

Required: False

BadRequestException

The input that you provided to the API is invalid.

Message

A description of the error that the API encountered.

Type: string

Required: False

CloudWatchLogsDestination

An object that contains information about an event destination that sends data to Amazon CloudWatch Logs.

IamRoleArn

The Amazon Resource Name (ARN) of an Amazon Identity and Access Management (IAM) role that is able to write event data to an Amazon CloudWatch destination.

Type: string

Required: True

LogGroupArn

The name of the Amazon CloudWatch Log Group that you want to record events in.

Type: string

Required: True

CreateConfigurationSetEventDestinationRequest

An object that is used to define an event destination.

EventDestinationName

A name that identifies the event destination.

Type: string

Required: True

EventDestination

An EventDestinationDefinition object that includes information about the event destination itself.

Type: [EventDestinationDefinition](#)

Required: True

CreateConfigurationSetEventDestinationResponse

An empty object that indicates that the event destination was created successfully.

EventDestination

An object that defines an event destination.

SnsDestination

An object that contains information about an event destination that sends data to Amazon SNS.

Type: [SnsDestination](#)

Required: False

Enabled

Indicates whether or not the event destination is enabled. If the event destination is enabled, then Amazon Pinpoint sends response data to the specified event destination.

Type: boolean

Required: False

MatchingEventTypes

The types of events that you want to send to the event destination. Possible values:

- INITIATED_CALL - Amazon Pinpoint started trying to deliver the message to the recipient.
- RINGING - Amazon Pinpoint initiated the phone call, and the recipient's phone is ringing.
- ANSWERED - Amazon Pinpoint established a connection with the recipient.

Note

This status doesn't necessarily mean that Amazon Pinpoint made a connection with a human recipient. For example, it could indicate that Amazon Pinpoint established a connection with a voicemail system.

- **COMPLETED_CALL** - Amazon Pinpoint played the audio message to the recipient.

Note

This status doesn't necessarily mean that the message was delivered to a human recipient. For example, it could indicate that the audio message was delivered to a voicemail system.

- **BUSY** - Amazon Pinpoint attempted to deliver the voice message, but received a busy signal.
- **FAILED** - Amazon Pinpoint wasn't able to deliver the message.
- **NO_ANSWER** - Amazon Pinpoint attempted to deliver the message, but the recipient didn't answer.

Type: Array of type [EventType](#)

Required: False

CloudWatchLogsDestination

An object that contains information about an event destination that sends data to Amazon CloudWatch Logs.

Type: [CloudWatchLogsDestination](#)

Required: False

KinesisFirehoseDestination

An object that contains information about an event destination that sends data to Amazon Kinesis Data Firehose.

Type: [KinesisFirehoseDestination](#)

Required: False

Name

A name that identifies the event destination configuration.

Type: string

Required: False

EventDestinationDefinition

An object that defines a single event destination.

SnsDestination

An object that contains information about an event destination that sends data to Amazon SNS.

Type: [SnsDestination](#)

Required: False

Enabled

Indicates whether or not the event destination is enabled. If the event destination is enabled, then Amazon Pinpoint sends response data to the specified event destination.

Type: boolean

Required: False

MatchingEventTypes

The types of events that you want to send to the event destination. Possible values:

- INITIATED_CALL - Amazon Pinpoint started trying to deliver the message to the recipient.
- RINGING - Amazon Pinpoint initiated the phone call, and the recipient's phone is ringing.
- ANSWERED - Amazon Pinpoint established a connection with the recipient.

Note

This status doesn't necessarily mean that Amazon Pinpoint made a connection with a human recipient. For example, it could indicate that Amazon Pinpoint established a connection with a voicemail system.

- COMPLETED_CALL - Amazon Pinpoint played the audio message to the recipient.

Note

This status doesn't necessarily mean that the message was delivered to a human recipient. For example, it could indicate that the audio message was delivered to a voicemail system.

- **BUSY** - Amazon Pinpoint attempted to deliver the voice message, but received a busy signal.
- **FAILED** - Amazon Pinpoint wasn't able to deliver the message.
- **NO_ANSWER** - Amazon Pinpoint attempted to deliver the message, but the recipient didn't answer.

Type: Array of type [EventType](#)

Required: True

CloudWatchLogsDestination

An object that contains information about an event destination that sends data to Amazon CloudWatch Logs.

Type: [CloudWatchLogsDestination](#)

Required: False

KinesisFirehoseDestination

An object that contains information about an event destination that sends data to Amazon Kinesis Data Firehose.

Type: [KinesisFirehoseDestination](#)

Required: False

EventType

The types of events that are sent to the event destination. Possible values are:

INITIATED_CALL

RINGING

ANSWERED
COMPLETED_CALL
BUSY
FAILED
NO_ANSWER

GetConfigurationSetEventDestinationsResponse

An object that contains information about an event destination.

EventDestinations

An array of `EventDestination` objects. Each `EventDestination` object includes ARNs and other information that define an event destination.

Type: Array of type [EventDestination](#)

Required: False

InternalServiceErrorException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

KinesisFirehoseDestination

An object that contains information about an event destination that sends data to Amazon Kinesis Data Firehose.

DeliveryStreamArn

The Amazon Resource Name (ARN) of the Amazon Kinesis Data Firehose destination that you want to use in the event destination.

Type: string

Required: True

IamRoleArn

The Amazon Resource Name (ARN) of an IAM role that can write data to an Amazon Kinesis Data Firehose stream.

Type: string

Required: True

LimitExceededException

There are too many instances of the specified resource type.

Message

A description of the error that the API encountered.

Type: string

Required: False

NotFoundException

The resource you attempted to access doesn't exist.

Message

A description of the error that the API encountered.

Type: string

Required: False

SnsDestination

An object that contains information about an event destination that sends data to Amazon SNS.

TopicArn

The Amazon Resource Name (ARN) of the Amazon SNS topic that you want to publish events to.

Type: string

Required: True

TooManyRequestsException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

See also

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

GetConfigurationSetEventDestinations

- [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](#)

CreateConfigurationSetEventDestination

- [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](#)

Voice Message

The Amazon Pinpoint SMS and Voice API lets you create voice messages from a text script, and then deliver those messages to your customers over the phone.

URI

/v1/sms-voice/voice/message

HTTP methods

POST

Operation ID: SendVoiceMessage

Creates a new voice message and sends it to a recipient's phone number.

Responses

Status code	Response model	Description
200	SendVoiceMessageResponse	An object that contains the Message ID of a voice message that was sent successfully.
400	BadRequestException	The destination number is blocked by AWS because

Status code	Response model	Description
		it has a high risk of being used for fraudulent activities, or because of regulatory reasons.
429	TooManyRequestsException	You've issued too many requests to the resource. Wait a few minutes, and then try again.
500	InternalServerErrorException	The API encountered an unexpected error and couldn't complete the request. You might be able to successfully issue the request again in the future.

OPTIONS

Responses

Status code	Response model	Description
200	None	200 response

Schemas

Request bodies

POST schema

```
{
  "Content": {
    "CallInstructionsMessage": {
      "Text": "string"
    },
    "PlainTextMessage": {
```

```
    "LanguageCode": "string",
    "Text": "string",
    "VoiceId": "string"
  },
  "SSMLMessage": {
    "LanguageCode": "string",
    "Text": "string",
    "VoiceId": "string"
  }
},
"OriginationPhoneNumber": "string",
"ConfigurationSetName": "string",
"DestinationPhoneNumber": "string",
"CallerId": "string"
}
```

Response bodies

SendVoiceMessageResponse schema

```
{
  "MessageId": "string"
}
```

BadRequestException schema

```
{
  "Message": "string"
}
```

TooManyRequestsException schema

```
{
  "Message": "string"
}
```

InternalServerErrorException schema

```
{
  "Message": "string"
}
```

Properties

BadRequestException

The input that you provided to the API is invalid.

Message

A description of the error that the API encountered.

Type: string

Required: False

CallInstructionsMessageType

An object that defines a message that contains text formatted using Amazon Pinpoint Call Instructions markup.

Note

The ability to send messages using Amazon Pinpoint Call Instructions is currently a pre-production feature. It isn't currently available to all customers.

Text

The text, in Amazon Pinpoint Call Instructions markup, to deliver to the recipient.

Type: string

Required: True

InternalServerErrorException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

PlainTextMessageType

An object that defines a message that contains unformatted text.

LanguageCode

The language to use when delivering the message. For a complete list of supported languages, see the [Amazon Polly Developer Guide](#).

Type: string

Required: False

Text

The plain (not SSML-formatted) text to deliver to the recipient.

Type: string

Required: True

Voiceld

The name of the voice that you want to use to deliver the message. For a complete list of supported voices, see the [Amazon Polly Developer Guide](#).

Type: string

Required: False

SSMLMessageType

An object that defines a message that contains SSML-formatted text.

LanguageCode

The language to use when delivering the message. For a complete list of supported languages, see the [Amazon Polly Developer Guide](#).

Type: string

Required: False

Text

The SSML-formatted text to deliver to the recipient.

Type: string

Required: True

VoiceId

The name of the voice that you want to use to deliver the message. For a complete list of supported voices, see the [Amazon Polly Developer Guide](#).

Type: string

Required: False

SendVoiceMessageRequest

A request to create and send a new voice message.

Content

An object that contains a voice message and information about the recipient that you want to send it to.

Type: [VoiceMessageContent](#)

Required: False

OriginationPhoneNumber

The long code to send the message from. This value should be one of the dedicated long codes that's assigned to your AWS account. Although it isn't required, we recommend that you specify the long code in E.164 format, for example +12065550100, to ensure prompt and accurate delivery of your message.

This isn't necessarily the phone number that appears on recipients' devices when they receive the message, because you can specify the `CallerId` property in the request.

Type: string

Required: True

ConfigurationSetName

The name of the configuration set that you want to use to send the message.

Type: string

Required: False

DestinationPhoneNumber

The phone number that you want to send the voice message to.

Although it isn't required, we recommend that you specify the phone number in E.164 format to ensure prompt and accurate delivery. You can use the [Phone Number Validate](#) resource in the Amazon Pinpoint API to convert phone numbers to E.164 format.

Type: string

Required: True

CallerId

The phone number that appears on recipients' devices when they receive the message.

Note

You can't specify a `CallerId` parameter if your account is in the sandbox.

Type: string

Required: False

SendVoiceMessageResponse

An object that contains the Message ID of a voice message that was sent successfully.

MessageId

A unique identifier for the voice message.

Type: string

Required: False

TooManyRequestsException

This error occurs when there is an unexpected issue with the Amazon Pinpoint SMS and Voice API service.

Message

A description of the error that the API encountered.

Type: string

Required: False

VoiceMessageContent

An object that contains the voice message that you want to send.

CallInstructionsMessage

An object that defines a message formatted using Amazon Pinpoint Call Instructions markup.

Type: [CallInstructionsMessageType](#)

Required: False

PlainTextMessage

An object that defines a message that contains unformatted text.

Type: [PlainTextMessageType](#)

Required: False

SSMLMessage

An object that defines a message that contains SSML-formatted text.

Type: [SSMLMessageType](#)

Required: False

See also

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

SendVoiceMessage

- [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](#)

Operations

The Amazon Pinpoint SMS and Voice REST API includes the following operations.

- [CreateConfigurationSet](#)

Creates a new configuration set. After you create the configuration set, you can add one or more event destinations to it.

- [CreateConfigurationSetEventDestination](#)

Creates a new event destination in a configuration set.

- [DeleteConfigurationSet](#)

Deletes an existing configuration set.

- [DeleteConfigurationSetEventDestination](#)

Deletes an event destination from a configuration set.

- [GetConfigurationSetEventDestinations](#)

Retrieves information about an event destination, including the types of events it reports, the Amazon Resource Name (ARN) of the destination, and the name of the event destination.

- [ListConfigurationSets](#)

Retrieves a list of configuration sets that are associated with your account in the current AWS Region.

- [SendVoiceMessage](#)

Creates a new voice message and sends it to a recipient's phone number.

- [UpdateConfigurationSetEventDestination](#)

Updates an event destination in a configuration set.

AWS Glossary

For the latest AWS terminology, see the [AWS glossary](#) in the *AWS Glossary Reference*.

Document History

The following table describes the important changes to the documentation since the last release of the Amazon Pinpoint SMS and Voice API.

- **API version:** 2018-09-05 (latest)
- **Latest documentation update:** April 25, 2019

Change	Description	Date
End of support notice	End of support notice: On October 30, 2026, AWS will end support for Amazon Pinpoint. After October 30, 2026, you will no longer be able to access the Amazon Pinpoint console or Amazon Pinpoint resources (endpoints, segments, campaigns, journeys, and analytics). For more information, see Amazon Pinpoint end of support . Note: APIs related to SMS, voice, mobile push, OTP, and phone number validate are not impacted by this change and are supported by AWS End User Messaging.	May 20, 2025
Regional availability	The Amazon Pinpoint SMS and Voice API is now available in the AWS Asia Pacific (Mumbai) and Asia Pacific (Sydney) Regions.	April 25, 2019

Change	Description	Date
New operation	Added the <code>ListConfigurationSets</code> operation, which returns a list of the configuration sets that are associated with your account.	January 24, 2019
New feature	Configuration sets can now use Amazon Simple Notification Service (Amazon SNS) as an event destination.	December 21, 2018
Regional availability	The Amazon Pinpoint SMS and Voice API is now available in the AWS US West (Oregon) and Europe (Frankfurt) Regions.	December 21, 2018
Initial release	This release introduces the Amazon Pinpoint SMS and Voice API.	November 15, 2018