# Package 'paws.customer.engagement'

August 21, 2019
Title Amazon Web Services Customer Engagement APIs
Version 0.1.4
<b>Description</b> Interface to Amazon Web Services customer engagement APIs, including 'Simple Email Service', 'Connect' contact center service, and more <a href="https://aws.amazon.com/">https://aws.amazon.com/</a> >.
<b>License</b> Apache License (>= 2.0)
Imports paws.common (>= 0.2.0)
Suggests testthat
Encoding UTF-8
LazyData true
RoxygenNote 6.1.1
Collate 'connect_service.R' 'connect_interfaces.R'  'connect_operations.R' 'pinpoint_service.R'  'pinpoint_interfaces.R' 'pinpoint_operations.R'  'pinpointemail_service.R' 'pinpointemail_interfaces.R'  'pinpointemail_operations.R' 'pinpointsmsvoice_service.R'  'pinpointsmsvoice_interfaces.R' 'pinpointsmsvoice_operations.R'  'ses_service.R' 'ses_interfaces.R' 'ses_operations.R'
NeedsCompilation no
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Repository CRAN
<b>Date/Publication</b> 2019-08-21 10:50:51 UTC
R topics documented:
connect pinpoint pinpointemail pinpointsmsvoice ses

2 connect

Index 10

connect Amazon Connect Service

# **Description**

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

Throttling limits for the Amazon Connect API operations:

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

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

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

# Usage

connect()

# **Operations**

create\_user delete\_user describe\_user describe\_user\_hierarchy\_group describe\_user\_hierarchy\_structure get\_contact\_attributes get\_current\_metric\_data get\_federation\_token get\_metric\_data list\_routing\_profiles list\_security\_profiles list\_user\_hierarchy\_groups list users start\_outbound\_voice\_contact stop\_contact update\_contact\_attributes update\_user\_hierarchy update\_user\_identity\_info update\_user\_phone\_config update\_user\_routing\_profile update\_user\_security\_profiles

Creates a new user account in your Amazon Connect instance

Deletes a user account from Amazon Connect

Returns a User object that contains information about the user account specified by the UReturns a HierarchyGroup object that includes information about a hierarchy group in yor Returns a HierarchyGroupStructure object, which contains data about the levels in the age

Retrieves the contact attributes associated with a contact

The GetCurrentMetricData operation retrieves current metric data from your Amazon Co

Retrieves a token for federation

The GetMetricData operation retrieves historical metrics data from your Amazon Connec Returns an array of RoutingProfileSummary objects that includes information about the Returns an array of SecurityProfileSummary objects that contain information about the securityProfileSummary objects that contain information about the

Returns a UserHierarchyGroupSummaryList, which is an array of HierarchyGroupSumn Returns a UserSummaryList, which is an array of UserSummary objects

The StartOutboundVoiceContact operation initiates a contact flow to place an outbound of

Ends the contact initiated by the StartOutboundVoiceContact operation
The UpdateContactAttributes operation lets you programmatically create new, or update

Assigns the specified hierarchy group to the user

Updates the identity information for the specified user in a UserIdentityInfo object, inclu Updates the phone configuration settings in the UserPhoneConfig object for the specified

Assigns the specified routing profile to a user Updates the security profiles assigned to the user

3 pinpoint

# **Examples**

```
svc <- connect()</pre>
svc$create_user(
  Foo = 123
```

pinpoint

Amazon Pinpoint

# **Description**

Doc Engage API - Amazon Pinpoint API

# **Usage**

pinpoint()

# **Operations**

create\_app create\_campaign create\_export\_job create\_import\_job create\_segment delete\_adm\_channel delete\_apns\_channel delete\_apns\_sandbox\_channel delete\_apns\_voip\_channel delete\_apns\_voip\_sandbox\_channel delete\_app delete\_baidu\_channel delete\_campaign delete\_email\_channel delete\_endpoint delete\_event\_stream delete\_gcm\_channel delete\_segment delete\_sms\_channel delete\_user\_endpoints delete\_voice\_channel get\_adm\_channel get\_apns\_channel get\_apns\_sandbox\_channel

Creates an application

Creates a new campaign for an application or updates the settings of an existing campa

Creates a new export job for an application Creates a new import job for an application

Creates a new segment for an application or updates the configuration, dimension, and

Disables the ADM channel for an application and deletes any existing settings for the

Disables the APNs channel for an application and deletes any existing settings for the Disables the APNs sandbox channel for an application and deletes any existing setting

Disables the APNs VoIP channel for an application and deletes any existing settings for Disables the APNs VoIP sandbox channel for an application and deletes any existing s

Deletes an application

Disables the Baidu channel for an application and deletes any existing settings for the

Deletes a campaign from an application

Disables the email channel for an application and deletes any existing settings for the o

Deletes an endpoint from an application Deletes the event stream for an application

Disables the GCM channel for an application and deletes any existing settings for the

Deletes a segment from an application

Disables the SMS channel for an application and deletes any existing settings for the c

Deletes all the endpoints that are associated with a specific user ID

Disables the voice channel for an application and deletes any existing settings for the c

Retrieves information about the status and settings of the ADM channel for an application Retrieves information about the status and settings of the APNs channel for an applica

Retrieves information about the status and settings of the APNs sandbox channel for a

4 pinpoint

get\_apns\_voip\_channel

update\_email\_channel

update\_endpoint

Retrieves information about the status and settings of the APNs VoIP sandbox channel get\_apns\_voip\_sandbox\_channel Retrieves information about an application get\_app get\_application\_settings Retrieves information about the settings for an application Retrieves information about all of your applications get\_apps get\_baidu\_channel Retrieves information about the status and settings of the Baidu Cloud Push channel for get\_campaign Retrieves information about the status, configuration, and other settings for a campaign Retrieves information about the activity performed by a campaign get\_campaign\_activities get\_campaign\_version Retrieves information about the status, configuration, and other settings for a specific v get\_campaign\_versions Retrieves information about the status, configuration, and other settings for all versions get\_campaigns Retrieves information about the status, configuration, and other settings for all the cam Retrieves information about the history and status of each channel for an application get\_channels get\_email\_channel Retrieves information about the status and settings of the email channel for an applicat Retrieves information about the settings and attributes of a specific endpoint for an app get\_endpoint Retrieves information about the event stream settings for an application get\_event\_stream get\_export\_job Retrieves information about the status and settings of a specific export job for an application get\_export\_jobs Retrieves information about the status and settings of all the export jobs for an applica-Retrieves information about the status and settings of the GCM channel for an applicat get\_gcm\_channel get\_import\_job Retrieves information about the status and settings of a specific import job for an appli Retrieves information about the status and settings of all the import jobs for an applica get\_import\_jobs get\_segment Retrieves information about the configuration, dimension, and other settings for a spec get\_segment\_export\_jobs Retrieves information about the status and settings of the export jobs for a segment Retrieves information about the status and settings of the import jobs for a segment get\_segment\_import\_jobs get\_segment\_version Retrieves information about the configuration, dimension, and other settings for a spec Retrieves information about the configuration, dimension, and other settings for all ver get\_segment\_versions get\_segments Retrieves information about the configuration, dimension, and other settings for all the get\_sms\_channel Retrieves information about the status and settings of the SMS channel for an applicati get\_user\_endpoints Retrieves information about all the endpoints that are associated with a specific user II Retrieves information about the status and settings of the voice channel for an applicat get\_voice\_channel list\_tags\_for\_resource Retrieves all the tags (keys and values) that are associated with an application, campaign Retrieves information about a phone number phone\_number\_validate put\_event\_stream Creates a new event stream for an application or updates the settings of an existing eve Creates a new event to record for endpoints, or creates or updates endpoint data that ex put\_events remove\_attributes Removes one or more attributes, of the same attribute type, from all the endpoints that send\_messages Creates and sends a direct message Creates and sends a message to a list of users send\_users\_messages tag\_resource Adds one or more tags (keys and values) to an application, campaign, or segment Removes one or more tags (keys and values) from an application, campaign, or segment untag\_resource update\_adm\_channel Updates the ADM channel settings for an application update\_apns\_channel Updates the APNs channel settings for an application update\_apns\_sandbox\_channel Updates the APNs sandbox channel settings for an application update\_apns\_voip\_channel Updates the APNs VoIP channel settings for an application update\_apns\_voip\_sandbox\_channel Updates the settings for the APNs VoIP sandbox channel for an application update\_application\_settings Updates the settings for an application update\_baidu\_channel Updates the settings of the Baidu channel for an application Updates the settings for a campaign update\_campaign

Updates the status and settings of the email channel for an application

Creates a new endpoint for an application or updates the settings and attributes of an ex-

Retrieves information about the status and settings of the APNs VoIP channel for an ap

pinpointemail 5

```
update_endpoints_batch
update_gcm_channel
update_segment
update_sms_channel
update_voice_channel
```

Creates a new batch of endpoints for an application or updates the settings and attribut Updates the status and settings of the GCM channel for an application Creates a new segment for an application or updates the configuration, dimension, and Updates the status and settings of the SMS channel for an application Updates the status and settings of the voice channel for an application

# **Examples**

```
svc <- pinpoint()
svc$create_app(
  Foo = 123
)</pre>
```

pinpointemail

Amazon Pinpoint Email Service

# Description

This document contains reference information for the Amazon Pinpoint Email API, version 1.0. This document is best used in conjunction with the Amazon Pinpoint Developer Guide.

The Amazon Pinpoint Email 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 Regions and Endpoints 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.

#### **Usage**

pinpointemail()

# **Operations**

```
create_configuration_set
create_configuration_set_event_destination
create_dedicated_ip_pool
create_deliverability_test_report
create_email_identity
delete_configuration_set
delete_configuration_set_event_destination
delete_dedicated_ip_pool
```

Create a configuration set
Create an event destination
Create a new pool of dedicated IP addresses
Create a new predictive inbox placement test
Verifies an email identity for use with Amazon Pinpoint
Delete an existing configuration set
Delete an event destination
Delete a dedicated IP pool

6 pinpointemail

delete\_email\_identity get\_account get\_blacklist\_reports get\_configuration\_set get\_configuration\_set\_event\_destinations get\_dedicated\_ip get\_dedicated\_ips get\_deliverability\_dashboard\_options get\_deliverability\_test\_report get\_domain\_deliverability\_campaign get\_domain\_statistics\_report get\_email\_identity list\_configuration\_sets list\_dedicated\_ip\_pools list\_deliverability\_test\_reports list\_domain\_deliverability\_campaigns list\_email\_identities list\_tags\_for\_resource put\_account\_dedicated\_ip\_warmup\_attributes put\_account\_sending\_attributes put\_configuration\_set\_delivery\_options put\_configuration\_set\_reputation\_options put\_configuration\_set\_sending\_options put\_configuration\_set\_tracking\_options put\_dedicated\_ip\_in\_pool put\_dedicated\_ip\_warmup\_attributes put\_deliverability\_dashboard\_option put\_email\_identity\_dkim\_attributes put\_email\_identity\_feedback\_attributes put\_email\_identity\_mail\_from\_attributes send\_email tag\_resource untag\_resource update\_configuration\_set\_event\_destination

Deletes an email identity that you previously verified for use with Amazon P Obtain information about the email-sending status and capabilities of your A Retrieve a list of the blacklists that your dedicated IP addresses appear on Get information about an existing configuration set, including the dedicated I Retrieve a list of event destinations that are associated with a configuration se Get information about a dedicated IP address, including the name of the dedi List the dedicated IP addresses that are associated with your Amazon Pinpoir Retrieve information about the status of the Deliverability dashboard for your Retrieve the results of a predictive inbox placement test Retrieve all the deliverability data for a specific campaign Retrieve inbox placement and engagement rates for the domains that you use Provides information about a specific identity associated with your Amazon I List all of the configuration sets associated with your Amazon Pinpoint account List all of the dedicated IP pools that exist in your Amazon Pinpoint account Show a list of the predictive inbox placement tests that you've performed, reg Retrieve deliverability data for all the campaigns that used a specific domain Returns a list of all of the email identities that are associated with your Amaz Retrieve a list of the tags (keys and values) that are associated with a specifie Enable or disable the automatic warm-up feature for dedicated IP addresses Enable or disable the ability of your account to send email Associate a configuration set with a dedicated IP pool

Enable or disable collection of reputation metrics for emails that you send us Enable or disable email sending for messages that use a particular configuration Specify a custom domain to use for open and click tracking elements in emai Move a dedicated IP address to an existing dedicated IP pool

Put dedicated ip warmup attributes

Enable or disable the Deliverability dashboard for your Amazon Pinpoint acc Used to enable or disable DKIM authentication for an email identity Used to enable or disable feedback forwarding for an identity Used to enable or disable the custom Mail-From domain configuration for an

Sends an email message

Add one or more tags (keys and values) to a specified resource Remove one or more tags (keys and values) from a specified resource Update the configuration of an event destination for a configuration set

#### **Examples**

```
svc <- pinpointemail()</pre>
svc$create_configuration_set(
 Foo = 123
```

ses 7

pinpointsmsvoice

Amazon Pinpoint SMS and Voice Service

# Description

Pinpoint SMS and Voice Messaging public facing APIs

# Usage

```
pinpointsmsvoice()
```

# **Operations**

```
create_configuration_set
create_configuration_set_event_destination
delete_configuration_set
delete_configuration_set_event_destination
get_configuration_set_event_destinations
list_configuration_sets
send_voice_message
update_configuration_set_event_destination
```

Create a new configuration set
Create a new event destination in a configuration set
Deletes an existing configuration set
Deletes an event destination in a configuration set
Obtain information about an event destination, including the types of events it is
List all of the configuration sets associated with your Amazon Pinpoint account
Create a new voice message and send it to a recipient's phone number
Update an event destination in a configuration set

# **Examples**

```
svc <- pinpointsmsvoice()
svc$create_configuration_set(
  Foo = 123
)</pre>
```

ses

Amazon Simple Email Service

# **Description**

This document contains reference information for the Amazon Simple Email Service (Amazon SES) API, version 2010-12-01. This document is best used in conjunction with the Amazon SES Developer Guide.

For a list of Amazon SES endpoints to use in service requests, see Regions and Amazon SES in the Amazon SES Developer Guide.

# Usage

ses()

8 ses

# **Operations**

clone\_receipt\_rule\_set create\_configuration\_set create\_configuration\_set\_event\_destination create\_configuration\_set\_tracking\_options create\_custom\_verification\_email\_template create\_receipt\_filter create\_receipt\_rule create\_receipt\_rule\_set create\_template delete\_configuration\_set delete\_configuration\_set\_event\_destination delete\_configuration\_set\_tracking\_options delete\_custom\_verification\_email\_template delete\_identity delete\_identity\_policy delete\_receipt\_filter delete\_receipt\_rule delete\_receipt\_rule\_set delete\_template delete\_verified\_email\_address describe\_active\_receipt\_rule\_set describe\_configuration\_set describe\_receipt\_rule describe\_receipt\_rule\_set get\_account\_sending\_enabled get\_custom\_verification\_email\_template get\_identity\_dkim\_attributes get\_identity\_mail\_from\_domain\_attributes get\_identity\_notification\_attributes get\_identity\_policies get\_identity\_verification\_attributes get\_send\_quota get\_send\_statistics get\_template list\_configuration\_sets list\_custom\_verification\_email\_templates list\_identities list\_identity\_policies list\_receipt\_filters list\_receipt\_rule\_sets list\_templates  $list\_verified\_email\_addresses$ put\_configuration\_set\_delivery\_options put\_identity\_policy reorder\_receipt\_rule\_set send\_bounce

Creates a receipt rule set by cloning an existing one

Creates a configuration set

Creates a configuration set event destination

Creates an association between a configuration set and a custom dom

Creates a new custom verification email template

Creates a new IP address filter

Creates a receipt rule

Creates an empty receipt rule set Creates an email template Deletes a configuration set

Deletes a configuration set event destination

Deletes an association between a configuration set and a custom dom

Deletes an existing custom verification email template

Deletes the specified identity (an email address or a domain) from the Deletes the specified sending authorization policy for the given ident

Deletes the specified IP address filter Deletes the specified receipt rule

Deletes the specified receipt rule set and all of the receipt rules it con

Deletes an email template

Deprecated

Returns the metadata and receipt rules for the receipt rule set that is o

Returns the details of the specified configuration set Returns the details of the specified receipt rule Returns the details of the specified receipt rule set

Returns the email sending status of the Amazon SES account for the Returns the custom email verification template for the template name

Returns the current status of Easy DKIM signing for an entity Returns the custom MAIL FROM attributes for a list of identities (en

Given a list of verified identities (email addresses and/or domains), re

Returns the requested sending authorization policies for the given ide Given a list of identities (email addresses and/or domains), returns th

Provides the sending limits for the Amazon SES account Provides sending statistics for the current AWS Region

Displays the template object (which includes the Subject line, HTMI

Provides a list of the configuration sets associated with your Amazon

Lists the existing custom verification email templates for your account

Returns a list containing all of the identities (email addresses and don

Returns a list of sending authorization policies that are attached to the Lists the IP address filters associated with your AWS account in the

Lists the receipt rule sets that exist under your AWS account in the co

Lists the email templates present in your Amazon SES account in the

Deprecated

Adds or updates the delivery options for a configuration set

Adds or updates a sending authorization policy for the specified iden

Reorders the receipt rules within a receipt rule set

Generates and sends a bounce message to the sender of an email you

ses 9

```
send_bulk_templated_email
send_custom_verification_email
send email
send_raw_email
send_templated_email
set_active_receipt_rule_set
set_identity_dkim_enabled
set_identity_feedback_forwarding_enabled
set_identity_headers_in_notifications_enabled
set_identity_mail_from_domain
set_identity_notification_topic
set_receipt_rule_position
test_render_template
update_account_sending_enabled
update_configuration_set_event_destination
update_configuration_set_reputation_metrics_enabled
update_configuration_set_sending_enabled
update_configuration_set_tracking_options
update_custom_verification_email_template
update_receipt_rule
update_template
verify_domain_dkim
verify_domain_identity
verify_email_address
verify_email_identity
```

Composes an email message to multiple destinations Adds an email address to the list of identities for your Amazon SES a Composes an email message and immediately queues it for sending Composes an email message and immediately queues it for sending Composes an email message using an email template and immediate Sets the specified receipt rule set as the active receipt rule set Enables or disables Easy DKIM signing of email sent from an identit Given an identity (an email address or a domain), enables or disables Given an identity (an email address or a domain), sets whether Amaz Enables or disables the custom MAIL FROM domain setup for a veri Sets an Amazon Simple Notification Service (Amazon SNS) topic to Sets the position of the specified receipt rule in the receipt rule set Creates a preview of the MIME content of an email when provided w Enables or disables email sending across your entire Amazon SES ac Updates the event destination of a configuration set Enables or disables the publishing of reputation metrics for emails se Enables or disables email sending for messages sent using a specific Modifies an association between a configuration set and a custom do Updates an existing custom verification email template Updates a receipt rule

Updates an email template
Returns a set of DKIM tokens for a domain identity
Adds a domain to the list of identities for your Amazon SES account

Deprecated

Adds an email address to the list of identities for your Amazon SES a

# **Examples**

```
# The following example creates a receipt rule set by cloning an existing
# one:
svc <- ses()
svc$clone_receipt_rule_set(
   OriginalRuleSetName = "RuleSetToClone",
   RuleSetName = "RuleSetToCreate"
)</pre>
```

# **Index**

```
delete_email_identity, 6
clone_receipt_rule_set, 8
connect, 2
                                               delete_endpoint, 3
                                               delete_event_stream, 3
create_app, 3
create_campaign, 3
                                               delete_gcm_channel, 3
create_configuration_set, 5, 7, 8
                                               delete_identity, 8
create_configuration_set_event_destination,
                                               delete_identity_policy, 8
        5, 7, 8
                                               delete_receipt_filter, 8
create_configuration_set_tracking_options,
                                               delete_receipt_rule, 8
                                               delete_receipt_rule_set, 8
create_custom_verification_email_template,
                                               delete_segment, 3
                                               delete_sms_channel, 3
create_dedicated_ip_pool, 5
                                               delete_template, 8
create_deliverability_test_report, 5
                                               delete_user, 2
                                               delete_user_endpoints, 3
create_email_identity, 5
create_export_job, 3
                                               delete_verified_email_address, 8
                                               delete_voice_channel, 3
create_import_job, 3
create_receipt_filter, 8
                                               describe_active_receipt_rule_set, 8
                                               describe_configuration_set, 8
create_receipt_rule, 8
create_receipt_rule_set, 8
                                               describe_receipt_rule, 8
                                               describe_receipt_rule_set, 8
create_segment, 3
create_template, 8
                                               describe_user, 2
create_user, 2
                                               describe_user_hierarchy_group, 2
                                               describe_user_hierarchy_structure, 2
delete_adm_channel, 3
delete_apns_channel, 3
                                               get_account, 6
delete\_apns\_sandbox\_channel, 3
                                               get_account_sending_enabled, 8
delete_apns_voip_channel, 3
                                               get_adm_channel, 3
delete_apns_voip_sandbox_channel, 3
                                               get_apns_channel, 3
                                               get_apns_sandbox_channel, 3
delete_app, 3
delete_baidu_channel, 3
                                               get_apns_voip_channel, 4
delete_campaign, 3
                                               get_apns_voip_sandbox_channel, 4
delete_configuration_set, 5, 7, 8
                                               get_app, 4
delete_configuration_set_event_destination,
                                               get_application_settings, 4
        5, 7, 8
                                               get_apps, 4
delete_configuration_set_tracking_options,
                                               get_baidu_channel, 4
                                               get_blacklist_reports, 6
delete_custom_verification_email_template,
                                               get_campaign, 4
                                               get_campaign_activities, 4
delete_dedicated_ip_pool, 5
                                               get_campaign_version, 4
delete_email_channel, 3
                                               get_campaign_versions, 4
```

INDEX 11

<pre>get_campaigns, 4</pre>	<pre>list_custom_verification_email_templates,</pre>
<pre>get_channels, 4</pre>	8
get_configuration_set, $6$	list_dedicated_ip_pools, $6$
<pre>get_configuration_set_event_destinations,</pre>	<pre>list_deliverability_test_reports, 6</pre>
6, 7	list_domain_deliverability_campaigns,
<pre>get_contact_attributes, 2</pre>	6
<pre>get_current_metric_data, 2</pre>	list_email_identities, 6
<pre>get_custom_verification_email_template,</pre>	list_identities, 8
8	list_identity_policies, 8
<pre>get_dedicated_ip, 6</pre>	list_receipt_filters, 8
<pre>get_dedicated_ips, 6</pre>	list_receipt_rule_sets, 8
get_deliverability_dashboard_options,	list_routing_profiles, 2
6	list_security_profiles, 2
<pre>get_deliverability_test_report, 6</pre>	list_tags_for_resource, 4, 6
<pre>get_domain_deliverability_campaign, 6</pre>	list_templates, 8
<pre>get_domain_statistics_report, 6</pre>	list_user_hierarchy_groups, 2
<pre>get_email_channel, 4</pre>	list_users, 2
get_email_identity, 6	list_users, 2 list_verified_email_addresses, 8
get_endpoint, 4	113t_ver 17 1ed_ema11_addr e33e3, 0
get_event_stream, 4	whome wimber in lidets 4
get_export_job, 4	phone_number_validate, 4
get_export_jobs, 4	pinpoint, 3
get_federation_token, 2	pinpointemail, 5
get_gcm_channel, 4	pinpointsmsvoice, 7
get_identity_dkim_attributes, 8	<pre>put_account_dedicated_ip_warmup_attributes</pre>
<pre>get_identity_mail_from_domain_attributes,</pre>	6
8	<pre>put_account_sending_attributes, 6</pre>
<pre>get_identity_notification_attributes,</pre>	<pre>put_configuration_set_delivery_options,</pre>
8	6, 8
<pre>get_identity_policies, 8</pre>	<pre>put_configuration_set_reputation_options,</pre>
<pre>get_identity_verification_attributes,</pre>	6
8	<pre>put_configuration_set_sending_options,</pre>
<pre>get_import_job, 4</pre>	6
get_import_jobs, 4	<pre>put_configuration_set_tracking_options,</pre>
get_metric_data, 2	6
get_segment, 4	<pre>put_dedicated_ip_in_pool, 6</pre>
<pre>get_segment_export_jobs, 4</pre>	${\sf put\_dedicated\_ip\_warmup\_attributes}, 6$
<pre>get_segment_import_jobs, 4</pre>	put_deliverability_dashboard_option, $6$
get_segment_version, 4	put_email_identity_dkim_attributes, $m{6}$
get_segment_versions, 4	<pre>put_email_identity_feedback_attributes,</pre>
get_segments, 4	6
get_send_quota, 8	<pre>put_email_identity_mail_from_attributes,</pre>
get_send_statistics, 8	6
get_sms_channel, 4	<pre>put_event_stream, 4</pre>
get_template, 8	put_events, 4
get_user_endpoints, 4	$put\_identity\_policy, 8$
get_voice_channel, 4	
5 · · · · · · · · · · · · · ·	remove_attributes,4
list_configuration_sets, 6-8	<pre>reorder_receipt_rule_set, 8</pre>

12 INDEX

```
send_bounce, 8
                                               update_gcm_channel, 5
send_bulk_templated_email, 9
                                               update_receipt_rule, 9
send_custom_verification_email, 9
                                               update_segment, 5
send_email, 6, 9
                                               update_sms_channel, 5
send_messages, 4
                                               update_template, 9
                                               update_user_hierarchy, 2
send_raw_email, 9
send_templated_email, 9
                                               update_user_identity_info, 2
send_users_messages, 4
                                               update_user_phone_config, 2
                                               update_user_routing_profile, 2
send_voice_message, 7
ses, 7
                                               update_user_security_profiles, 2
set_active_receipt_rule_set, 9
                                               update_voice_channel, 5
set_identity_dkim_enabled, 9
                                               verify_domain_dkim, 9
set_identity_feedback_forwarding_enabled,
                                               verify_domain_identity, 9
\verb|set_identity_headers_in_notifications_enabled|, \verb|verify_email_address|, 9|
                                               verify_email_identity, 9
set_identity_mail_from_domain, 9
set_identity_notification_topic, 9
set_receipt_rule_position, 9
start_outbound_voice_contact, 2
stop_contact, 2
tag_resource, 4, 6
test_render_template, 9
untag_resource, 4, 6
update_account_sending_enabled, 9
update_adm_channel, 4
update_apns_channel, 4
update_apns_sandbox_channel, 4
update_apns_voip_channel, 4
update_apns_voip_sandbox_channel, 4
update_application_settings, 4
update_baidu_channel, 4
update_campaign, 4
update_configuration_set_event_destination,
update_configuration_set_reputation_metrics_enabled,
update_configuration_set_sending_enabled,
update_configuration_set_tracking_options,
update_contact_attributes, 2
update_custom_verification_email_template,
update_email_channel, 4
update_endpoint, 4
update_endpoints_batch, 5
```