



Cisco Unity Connection Provisioning Interface (CUPI) API -- Call Handler

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Cisco Unity Connection Provisioning Interface (CUPI) API -- Call Handler APIs

Call Handler APIs

Call handlers answer calls, greet callers with recorded prompts, provide callers with information and options, route calls, and take messages. They are a basic component of Cisco Unity Connection. Your plan for call handlers can be simple, using only the predefined call handlers, or you can create up to 40,000 new call handlers. You may want to use call handlers in the following ways:

As an automated attendant---A call handler can be used in place of a human operator to answer and direct calls by playing greetings and responding to key presses. The automated attendant can provide a menu of options. For example, "For Sales, press 1; for Service, press 2; for our business hours, press 3".

To offer prerecorded audio text---A call handler can be used to provide information that customers request frequently. For example, "Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m.", or to play a pre-recorded message that all callers hear before they can interact with the system.

As a message recipient---A call handler can be used to take messages for the organization. For example, "All of our customer service representatives are busy. Please state your name, phone number, and account number, and we will return your call as soon as possible."

To transfer calls---A call handler can be used to route callers to a user. For example, after hours, you could transfer calls that come to a technical support call handler directly to the mobile phone of the person who is on call, or to another call handler.

Administrator can use this API to create/update/delete/fetch the call handler. You can update various attributes of call handler using this API.

Listing the Call Handlers

The following is an example of the GET request that fetch the list of call handlers:

```
GET https://<connection-server>/vmrest/handlers/callhandlers
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```

<Callhandlers total="2">
  <Callhandler>
    <URI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3</URI>
    <CreationTime>2013-01-02T15:42:48Z</CreationTime>
    <Language>1033</Language>
    <Undeletable>true</Undeletable>
    <VoiceName>9d168d20-303d-4019-b381-cd430e478540.wav</VoiceName>
    <VoiceFileURI>/vmrest/voicefiles/99cbec60-ef57-41a5-a0bd-5d1b79e6b7f7</VoiceFileURI>
    <VoiceNameURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3/voicename</VoiceNameURI>
    <LocationObjectId>fa15de52-b98d-4de9-a868-ed02f957e38f</LocationObjectId>
    <LocationURI>/vmrest/locations/connectionlocations/fa15de52-b98d-4de9-a868-ed02f957e38f</LocationURI>
    <EditMsg>true</EditMsg>
    <IsPrimary>false</IsPrimary>
    <OneKeyDelay>1500</OneKeyDelay>
    <ScheduleSetObjectId>2eee2b88-8e45-4b77-8b4c-f52aaa1e39e4</ScheduleSetObjectId>
    <ScheduleSetURI>/vmrest/schedulesets/2eee2b88-8e45-4b77-8b4c-f52aaa1e39e4</ScheduleSetURI>
    <SendUrgentMsg>0</SendUrgentMsg>
    <MaxMsgLen>300</MaxMsgLen>
    <IsTemplate>false</IsTemplate>
    <ObjectId>fc922cfc-6583-471b-b8ab-9971e02418f3</ObjectId>
    <TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
    <RecipientDistributionListObjectId>e93ca9db-8659-4e07-bee6-7af3f5c1a1db</RecipientDistributionListObjectId>
    <RecipientDistributionListURI>/vmrest/distributionlists/e93ca9db-8659-4e07-bee6-7af3f5c1a1db</RecipientDistributionListURI>
    <DisplayName>Opening Greeting</DisplayName>
    <AfterMessageAction>2</AfterMessageAction>
    <AfterMessageTargetConversation>PHGreeting</AfterMessageTargetConversation>
    <AfterMessageTargetHandlerObjectId>2f4b7240-f56a-4644-b22a-b1a346a5a9b2</AfterMessageTargetHandlerObjectId>
    <TimeZone>190</TimeZone>
    <UseDefaultLanguage>true</UseDefaultLanguage>
    <UseDefaultTimeZone>true</UseDefaultTimeZone>
    <MediaSwitchObjectId>2dcf1e57-80d6-43d3-b245-3693fe78397d</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/2dcf1e57-80d6-43d3-b245-3693fe78397d</PhoneSystemURI>
    <UseCallLanguage>true</UseCallLanguage>
    <SendSecureMsg>false</SendSecureMsg>
    <EnablePrependDigits>false</EnablePrependDigits>
    <DispatchDelivery>false</DispatchDelivery>
    <CallSearchSpaceObjectId>1736fdd9-b6f9-4a92-ad25-17d5b8228700</CallSearchSpaceObjectId>
    <CallSearchSpaceURI>/vmrest/searchspaces/1736fdd9-b6f9-4a92-ad25-17d5b8228700</CallSearchSpaceURI>
    <InheritSearchSpaceFromCall>true</InheritSearchSpaceFromCall>
    <PartitionObjectId>0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionObjectId>
    <PartitionURI>/vmrest/partitions/0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionURI>
    <PlayPostGreetingRecording>0</PlayPostGreetingRecording>
    <SendPrivateMsg>0</SendPrivateMsg>
    <PlayAfterMessage>1</PlayAfterMessage>
    <GreetingsURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3/greetings</GreetingsURI>
    <TransferOptionsURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3/transferoptions</TransferOptionsURI>
    <MenuEntriesURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3/menuentries</MenuEntriesURI>
    <CallHandlerOwnerURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3/callhandlerowners</CallHandlerOwnerURI>
  </Callhandler>
</Callhandler>

```

Listing the Call Handlers

```

<URI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-b1a346a5a9b2</URI>
<CreationTime>2013-01-02T15:42:49Z</CreationTime>
<Language>1033</Language>
<Undeletable>true</Undeletable>
<VoiceName>a797edef-e693-400f-bb7c-8fe889c3d758.wav</VoiceName>
<VoiceFileURI>/vmrest/voicefiles/9a1a20ca-acb3-4ddc-9cde-
0d10a2921427</VoiceFileURI>
<VoiceNameURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/voicename</VoiceNameURI>
<LocationObjectId>fa15de52-b98d-4de9-a868-ed02f957e38f</LocationObjectId>
<LocationURI>/vmrest/locations/connectionlocations/fa15de52-b98d-4de9-a868-
ed02f957e38f</LocationURI>
<EditMsg>true</EditMsg>
<IsPrimary>false</IsPrimary>
<OneKeyDelay>1500</OneKeyDelay>
<ScheduleSetObjectId>1cd28472-ced0-44ce-a8f7-cd7692ce7594</ScheduleSetObjectId>
<ScheduleSetURI>/vmrest/schedulesets/1cd28472-ced0-44ce-a8f7-
cd7692ce7594</ScheduleSetURI>
<SendUrgentMsg>0</SendUrgentMsg>
<MaxMsgLen>300</MaxMsgLen>
<IsTemplate>false</IsTemplate>
<ObjectId>2f4b7240-f56a-4644-b22a-b1a346a5a9b2</ObjectId>
<RecipientDistributionListObjectId>e93ca9db-8659-4e07-bee6-
7af3f5c1a1db</RecipientDistributionListObjectId>
<RecipientDistributionListURI>/vmrest/distributionlists/e93ca9db-8659-4e07-bee6-
7af3f5c1a1db</RecipientDistributionListURI>
<DisplayName>Goodbye</DisplayName>
<AfterMessageAction>1</AfterMessageAction>
<TimeZone>190</TimeZone>
<UseDefaultLanguage>true</UseDefaultLanguage>
<UseDefaultTimeZone>true</UseDefaultTimeZone>
<MediaSwitchObjectId>2dcf1e57-80d6-43d3-b245-
3693fe78397d</MediaSwitchObjectId>
<PhoneSystemURI>/vmrest/phonesystems/2dcf1e57-80d6-43d3-b245-
3693fe78397d</PhoneSystemURI>
<UseCallLanguage>true</UseCallLanguage>
<SendSecureMsg>false</SendSecureMsg>
<EnablePrependDigits>false</EnablePrependDigits>
<DispatchDelivery>false</DispatchDelivery>
<CallSearchSpaceObjectId>1736fdd9-b6f9-4a92-ad25-
17d5b8228700</CallSearchSpaceObjectId>
<CallSearchSpaceURI>/vmrest/searchspaces/1736fdd9-b6f9-4a92-ad25-
17d5b8228700</CallSearchSpaceURI>
<InheritSearchSpaceFromCall>true</InheritSearchSpaceFromCall>
<PartitionObjectId>0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionObjectId>
<PartitionURI>/vmrest/partitions/0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionURI>
<PlayPostGreetingRecording>0</PlayPostGreetingRecording>
<SendPrivateMsg>0</SendPrivateMsg>
<PlayAfterMessage>1</PlayAfterMessage>
<GreetingsURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/greetings</GreetingsURI>
<TransferOptionsURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/transferoptions</TransferOptionsURI>
<MenuEntriesURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/menueentries</MenuEntriesURI>
<CallHandlerOwnerURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/callhandlerowners</CallHandlerOwnerURI>
</Callhandler>
</Callhandlers>

```

Response Code: 200

JSON Example

To list of the call handlers, do the following:

```
Request URI:  
GET https://<connection-server>/vmrest/handlers/callhandlers  
Accept: application/json  
Connection: keep_alive
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

Listing the Call Handlers

```

{
  "@total": "2",
  "Callhandler": [
    {
      "URI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898",
      "CreationTime": "2013-02-14T05:05:43Z",
      "Language": "1033",
      "Undeletable": "true",
      "VoiceName": "43145be7-0101-4ba1-9448-76834baa153f.wav",
      "VoiceFileURI": "/vmrest/voicefiles/2374c796-b006-4b29-a35e-8b0b1d576e50",
      "VoiceNameURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898/voicename",
      "LocationObjectId": "bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
      "LocationURI": "/vmrest/locations/connectionlocations/bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
      "EditMsg": "true",
      "IsPrimary": "false",
      "OneKeyDelay": "1500",
      "ScheduleSetObjectId": "96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
      "ScheduleSetURI": "/vmrest/schedulesets/96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
      "SendUrgentMsg": "0",
      "MaxMsgLen": "300",
      "IsTemplate": "false",
      "ObjectId": "6702cce8-853f-4cbd-8579-35c595213898",
      "TenantObjectId": "fe6541fb-b42c-44f2-8404-ded14cbf7438",
      "RecipientDistributionListObjectId": "24865f76-fa95-412d-bc56-a48ef9e1531a",
      "RecipientDistributionListURI": "/vmrest/distributionlists/24865f76-fa95-412d-bc56-a48ef9e1531a",
      "DisplayName": "Opening Greeting",
      "AfterMessageAction": "2",
      "AfterMessageTargetConversation": "PHGreeting",
      "AfterMessageTargetHandlerObjectId": "8c400830-7e92-4908-9ca6-a4b123f1bd19",
      "TimeZone": "190",
      "UseDefaultLanguage": "true",
      "UseDefaultTimeZone": "true",
      "MediaSwitchObjectId": "a984674b-98d1-442e-83a9-2dcc0824af9e",
      "PhoneSystemURI": "/vmrest/phonesystems/a984674b-98d1-442e-83a9-2dcc0824af9e",
      "UseCallLanguage": "true",
      "SendSecureMsg": "false",
      "EnablePrependDigits": "false",
      "DispatchDelivery": "false",
      "CallSearchSpaceObjectId": "5a07d332-6fc5-4a3f-baba-3cb4ea630280",
      "CallSearchSpaceURI": "/vmrest/searchspaces/5a07d332-6fc5-4a3f-baba-3cb4ea630280",
      "InheritSearchSpaceFromCall": "true",
      "PartitionObjectId": "d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
      "PartitionURI": "/vmrest/partitions/d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
      "PlayPostGreetingRecording": "0",
      "SendPrivateMsg": "0",
      "PlayAfterMessage": "1",
      "GreetingsURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898/greetings",
      "TransferOptionsURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898/transferoptions",
      "MenuEntriesURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898/menueentries",
      "CallHandlerOwnerURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898/callhandlerowners"
    }
  ],
  {
    "URI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5",
    "CreationTime": "2013-02-14T05:05:44Z",
    "Language": "1033",
    "Undeletable": "true",
  }
}

```

```

"VoiceName": "389d2d11-f74c-4df1-9766-098800b8fe74.wav",
"VoiceFileURI": "/vmrest/voicefiles/c8cd8b94-8d2f-47d6-841e-cald3a02bdc2",
"VoiceNameURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/voicename",
"LocationObjectId": "bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
"LocationURI": "/vmrest/locations/connectionlocations/bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
"EditMsg": "true",
"IsPrimary": "false",
"OneKeyDelay": "1500",
"ScheduleSetObjectId": "96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
"ScheduleSetURI": "/vmrest/schedulesets/96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
"SendUrgentMsg": "0",
"MaxMsgLen": "300",
"IsTemplate": "false",
"ObjectId": "426e4f1c-0cf1-43dc-a52b-63db2c0704c5",
"RecipientSubscriberObjectId": "053afdf6-78e8-4a54-9384-e6c32c68dacd",
"RecipientUserURI": "/vmrest/users/053afdf6-78e8-4a54-9384-e6c32c68dacd",
"DisplayName": "Operator",
"AfterMessageAction": "2",
"AfterMessageTargetConversation": "PHGreeting",
"AfterMessageTargetHandlerObjectId": "8c400830-7e92-4908-9ca6-a4b123f1bd19",
"DtmfAccessId": "0",
"TimeZone": "190",
"UseDefaultLanguage": "true",
"UseDefaultTimeZone": "true",
"MediaSwitchObjectId": "a984674b-98d1-442e-83a9-2dcc0824af9e",
"PhoneSystemURI": "/vmrest/phonesystems/a984674b-98d1-442e-83a9-2dcc0824af9e",
"UseCallLanguage": "true",
"SendSecureMsg": "false",
"EnablePrependDigits": "false",
"DispatchDelivery": "false",
"CallSearchSpaceObjectId": "5a07d332-6fc5-4a3f-baba-3cb4ea630280",
"CallSearchSpaceURI": "/vmrest/searchspaces/5a07d332-6fc5-4a3f-baba-3cb4ea630280",
"InheritSearchSpaceFromCall": "true",
"PartitionObjectId": "d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
"PartitionURI": "/vmrest/partitions/d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
"PlayPostGreetingRecording": "0",
"SendPrivateMsg": "0",
"PlayAfterMessage": "1",
"GreetingsURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/greetings",
"TransferOptionsURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/transferoptions",
"MenuEntriesURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/menuentries",
"CallHandlerOwnerURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/callhandlerowners"
}
]
}

```

Response Code: 200

Listing Specific Tenant Related Call Handlers by System Administrator

In Cisco Unity Connection 10.5(2) and later, the system administrator can use TenantObjectId to list the specific tenant related call handlers using the following URI:

```
GET https://<connection-server>/vmrest/handlers/callhandlers?query=(TenantObjectId is <Tenant-ObjectId>)
```

To get the TenantObjectID, use the following URI:

```
GET https://<connection-server>/vmrest/tenants
```

Viewing the Specific Call Handler

The following is an example of the GET request that lists the details of specific call handler represented by the provided value of call handler ID:

```
GET https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:


```

<Callhandler>
  <URI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11</URI>
  <CreationTime>2012-12-14T09:32:50Z</CreationTime>
  <Language>1033</Language>
  <Undeletable>>false</Undeletable>
  <VoiceName>a6b5b738-6aa3-467e-a1c9-2061e9f078b2.wav</VoiceName>
  <VoiceFileURI>/vmrest/voicefiles/009caa53-375b-4c84-b287-2d593550b185</VoiceFileURI>
  <VoiceNameURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11/voicename</VoiceNameURI>
  <LocationObjectId>36342486-2f03-4dee-9f92-e0324f25e31c</LocationObjectId>
  <LocationURI>/vmrest/locations/connectionlocations/36342486-2f03-4dee-9f92-e0324f25e31c</LocationURI>
  <EditMsg>>true</EditMsg>
  <IsPrimary>>false</IsPrimary>
  <OneKeyDelay>1500</OneKeyDelay>
  <ScheduleSetObjectId>fc3d37bd-eb5e-4425-9820-bd913f77683b</ScheduleSetObjectId>
  <ScheduleSetURI>/vmrest/schedulesets/fc3d37bd-eb5e-4425-9820-bd913f77683b</ScheduleSetURI>
  <SendUrgentMsg>0</SendUrgentMsg>
  <MaxMsgLen>300</MaxMsgLen>
  <IsTemplate>>false</IsTemplate>
  <ObjectId>4afc0de6-c52c-42e4-99bb-6359bd518f11</ObjectId>
  <RecipientSubscriberObjectId>0a082dcd-9f31-4897-b819-dedff7e67484</RecipientSubscriberObjectId>
  <RecipientUserURI>/vmrest/users/0a082dcd-9f31-4897-b819-dedff7e67484</RecipientUserURI>
  <DisplayName>test</DisplayName>
  <AfterMessageAction>2</AfterMessageAction>
  <AfterMessageTargetConversation>SystemTransfer</AfterMessageTargetConversation>
  <DtmfAccessId>2345</DtmfAccessId>
  <TimeZone>190</TimeZone>
  <UseDefaultLanguage>>true</UseDefaultLanguage>
  <UseDefaultTimeZone>>true</UseDefaultTimeZone>
  <MediaSwitchObjectId>7a04dlf8-e71f-431b-a86c-1bb84da153e6</MediaSwitchObjectId>
  <PhoneSystemURI>/vmrest/phonesystems/7a04dlf8-e71f-431b-a86c-1bb84da153e6</PhoneSystemURI>
  <UseCallLanguage>>false</UseCallLanguage>
  <SendSecureMsg>>true</SendSecureMsg>
  <EnablePrependDigits>>false</EnablePrependDigits>
  <DispatchDelivery>>false</DispatchDelivery>
  <CallSearchSpaceObjectId>d4885446-a1f9-4e4c-810f-168bcc8489af</CallSearchSpaceObjectId>
  <CallSearchSpaceURI>/vmrest/searchspaces/d4885446-a1f9-4e4c-810f-168bcc8489af</CallSearchSpaceURI>
  <InheritSearchSpaceFromCall>>true</InheritSearchSpaceFromCall>
  <PartitionObjectId>a7108db5-c354-4b71-a72f-2c945291bda2</PartitionObjectId>
  <PartitionURI>/vmrest/partitions/a7108db5-c354-4b71-a72f-2c945291bda2</PartitionURI>
  <PlayPostGreetingRecording>2</PlayPostGreetingRecording>
  <PostGreetingRecordingObjectId>1b13cab3-8ae8-4b39-a9e8-51464dc5216d</PostGreetingRecordingObjectId>
  <SendPrivateMsg>2</SendPrivateMsg>
  <PlayAfterMessage>1</PlayAfterMessage>
  <GreetingsURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11/greetings</GreetingsURI>
  <TransferOptionsURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11/transferoptions</TransferOptionsURI>
  <MenuEntriesURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11/menuentries</MenuEntriesURI>
  <CallHandlerOwnerURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11/callhandlerowners</CallHandlerOwnerURI>
</Callhandler>

```

Response Code:200

JSON Example

To view a specific call handler, do the following:

```
Request URI:  
GET https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>  
Accept: application/json  
Connection: keep_alive
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```
{
  "URI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19",
  "CreationTime": "2013-02-14T05:05:44Z",
  "Language": "1033",
  "Undeletable": "true",
  "VoiceName": "a05d6040-1494-49eb-94bf-b9019eb79813.wav",
  "VoiceFileURI": "/vmrest/voicefiles/e90706a2-d264-4104-abdf-f8e146799588",
  "VoiceNameURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/voicename",
  "LocationObjectId": "bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
  "LocationURI": "/vmrest/locations/connectionlocations/bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
  "EditMsg": "true",
  "IsPrimary": "false",
  "OneKeyDelay": "1500",
  "ScheduleSetObjectId": "74205ca1-1f58-466b-a543-13ad7bd4798e",
  "ScheduleSetURI": "/vmrest/schedulesets/74205ca1-1f58-466b-a543-13ad7bd4798e",
  "SendUrgentMsg": "0",
  "MaxMsgLen": "300",
  "IsTemplate": "false",
  "ObjectId": "8c400830-7e92-4908-9ca6-a4b123f1bd19",
  "RecipientDistributionListObjectId": "24865f76-fa95-412d-bc56-a48ef9e1531a",
  "RecipientDistributionListURI": "/vmrest/distributionlists/24865f76-fa95-412d-bc56-a48ef9e1531a",
  "DisplayName": "Goodbye",
  "AfterMessageAction": "1",
  "TimeZone": "190",
  "UseDefaultLanguage": "true",
  "UseDefaultTimeZone": "true",
  "MediaSwitchObjectId": "a984674b-98d1-442e-83a9-2dcc0824af9e",
  "PhoneSystemURI": "/vmrest/phonesystems/a984674b-98d1-442e-83a9-2dcc0824af9e",
  "UseCallLanguage": "true",
  "SendSecureMsg": "false",
  "EnablePrependDigits": "false",
  "DispatchDelivery": "false",
  "CallSearchSpaceObjectId": "5a07d332-6fc5-4a3f-baba-3cb4ea630280",
  "CallSearchSpaceURI": "/vmrest/searchspaces/5a07d332-6fc5-4a3f-baba-3cb4ea630280",
  "InheritSearchSpaceFromCall": "true",
  "PartitionObjectId": "d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
  "PartitionURI": "/vmrest/partitions/d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
  "PlayPostGreetingRecording": "0",
  "SendPrivateMsg": "0",
  "PlayAfterMessage": "1",
  "GreetingsURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/greetings",
  "TransferOptionsURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/transferoptions",
  "MenuEntriesURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/menuentries",
  "CallHandlerOwnerURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/callhandlerowners"
}
```

Response Code:200

Creating a Call Handler

The following is an example of the POST request that creates a new call handler:

```
POST
https://<connection-server>/vmrest/handlers/callhandlers?templateObjectId=<callHandlerTemplate-ObjectId>
Request Body:
<pre>
<CallHandler>
  <DisplayName>Taxoma_Test</DisplayName>
</CallHandler>
```

The following is the response from the above *POST* request and the actual response will depend upon the information given by you:

```
Response Code: 201
/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19
```

JSON Example

To create a new call handler, do the following:

```
POST
https://<connection-server>/vmrest/handlers/callhandlers?templateObjectId=<callHandlerTemplate-ObjectId>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "DisplayName": "Texoma1"
}
```

The following is the response from the above *POST* request and the actual response will depend upon the information given by you:

```
Response Code: 201
/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19
```



Note Make sure that while creating a Call Handler, do not provide the recipient object Id in the request body. By default, Call handler is created with undeliverable messages distribution list as the recipient. You can update the recipient object id using PUT API.

Delete the Call Handler

The following is an example of the DELETE request that can be used to delete a call handler:

```
DELETE https://<connection-server>/vmrest/callhandlers/<callhandler-objectid>
```

The following is the response from the above *DELETE* request and the actual response will depend upon the information given by you:

```
Response Code: 204
```

JSON Example

To delete a call handler, do the following:

```
DELETE https://<connection-server>/vmrest/callhandlers/<callhandler-objectid>
Accept: application/json
Connection: keep_alive
```

The following is the response from the above *DELETE* request and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Assigning a Schedule Set to a Call Handler

The following is an example of the PUT request that can be used to assign a schedule set to a call handler:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Request Body:
<Callhandler>
  <ScheduleSetObjectId>9dd6c1d5-249e-4715-8953-396ce2f26314</ScheduleSetObjectId>
</Callhandler>
```

```
Response Code: 204
```

JSON Example

To assign a schedule to a call handler, do the following:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "ScheduleSetObjectId": "74205ca1-1f58-466b-a543-13ad7bd4798e"
}
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Specify Message Recipient for a Call Handler

The following is an example of the PUT request that can be used to specify message recipient for a call handler:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Request Body:
<Callhandler>
  <RecipientSubscriberObjectId>3c700079-33bb-4897-b1a5-
23cf19194ecf</RecipientSubscriberObjectId>
</Callhandler>
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

```
Response Code: 204
```

JSON Example

To specify message recipient for a call handler, do the following:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "RecipientSubscriberObjectId": "571412d0-6330-433d-8a1f-7f7cb102a09f"
}
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Caller Input Keys

http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Provisioning_Interface_%28CUPI%29_API_-_Caller_Input_Keys

Updating Caller Input Keys

http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Provisioning_Interface_%28CUPI%29_API_-_Updating_Caller_Input_Keys

Update the Language of Call Handler

To fetch the language code, use the following URI:

```
GET https://<connection-server>/vmrest/languagemap
```

The below table specify the details of value for each field:

UseCallLanguage	UseDefaultLanguage	Language	Description
false	true	Null/Language Code	This will select the default language.
true	true/false	Null/Language Code	This will inherit the language from user.
false	false	Language Code	This will select the particular language as per the code.

Updating Time Zone of Call Handler

This PUT request can be used to update time zone for a call handler template. It can be set to default or particular time zone. To know time zones installed on the server, you can use the following URI:

```
GET https://<connection-server>/vmrest/timezones
```

For updating time zone of a call handler, the mandatory fields are:

UseDefaultTimeZone

TimeZone

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Request Body:
<Callhandler>
  <UseDefaultTimeZone>false</UseDefaultTimeZone>
  <TimeZone>190</TimeZone>
</Callhandler>
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

Response Code: 204

Explanation of Data Fields

Parameter	Operations	Data Type	Comments
URI	Read Only	String	Call Handler URI
AfterMessageAction	Read/Write	Integer	Specifies the after message action. Refer to the section Enumeration Type.
AfterMessageTargetConversation	Read/Write	String	The name of the conversation to which the caller is routed. Refer to the section Enumeration Type
AfterMessageTargetHandlerObjectId	Read/Write	String	The Unique Identifier of the call action object that Cisco Unity Connection performs after taking a message.
CallSearchSpaceObjectId	Read/Write	String	The unique identifier of the SearchSpace that is used limit visibility to dialable objects when searching by extension (dial string).
CallSearchSpaceURI	Read Only	String	URL for search spaces.
CreationTime	Read Only	datetime	Specifies the creation date and time of the call handler. Format: YYYY-MM-DDThh:mm:ssZ . The default value is the current system date and time.
DispatchDelivery	Read/Write	Boolean	A flag indicating that all messages left for the call handler is for dispatch delivery. Possible values: false: specifies no dispatch delivery. true: specifies dispatch delivery. Default value: false
DisplayName	Read/Write	String	Name of the call handler.

DtmfAccessId	Read/Write	String	Extension of the call handler.
EditMsg	Read/Write	Boolean	<p>A flag that determines whether the caller can edit messages.</p> <p>Possible values:</p> <p>false : Callers cannot edit messages</p> <p>true : Callers can edit messages</p> <p>Default value: true.</p>
EnablePrependDigits	Read/Write	Boolean	<p>Specifies if Prepend Digits to Dialed Extensions is enabled.</p> <p>Possible values:</p> <p>false:- System will not prepend digits when dialing the transfer extension</p> <p>true:- System will prepend digits when dialing the transfer extension</p> <p>Default value: false</p>
InheritSearchSpaceFromCall	Read/Write	Boolean	<p>Specifies if the search space is to be inherited from the call.</p> <p>Possible values:</p> <p>true – Inherit from call.</p> <p>false – Do not inherit from call</p> <p>Default value: true</p>
IsPrimary	Read Only	Boolean	<p>A flag indicating whether this is a "primary" call handler for a subscriber, or an "application" call handler.</p> <p>Note:- Each subscriber is associated with a call handler, which is referred to as the "primary call handler" for that subscriber. An "application call handler" is just a normal call handler. Possible values:</p> <p>false: Not a primary call handler</p> <p>true: Primary call handler</p> <p>Default value: false.</p>

IsTemplate	Read Only	Boolean	<p>A flag indicating whether this CallHandler is a "template" for creating new call handlers. It is used to provide default values for selected columns when creating new call handlers.</p> <p>Possible values:</p> <p>false: Not a template</p> <p>true: Is a template</p> <p>Default value: false</p>
Language	Read/Write	Integer	The Windows Locale ID (LCID) which identifies the language that Cisco Unity Connection plays the handler system prompts.
LocationObjectId	Read Only	String	The unique identifier of the Location object to which this handler belongs
LocationURI	Read Only	String	<p>Specifies the URI of locations</p> <p>The maximum recording length (in seconds) for messages left by unidentified callers. This value is used when the call handler is set to an action of "Take Message" (either by an after greeting action in the messagingrule table or via a user input action in the menuentry table.</p> <p>This value only gets applied to unidentified callers leaving a message. This value is not used for subscriber-subscriber messaging. Instead the COS for the calling subscriber determines the maximum recorded message length. The range of this field can vary from 1-3600. Default value: 300</p>
MaxMsgLen	Read/Write	Integer	Specifies the object Id of the Phone System the call handler belongs to.
MediaSwitchObjectId	Read/Write	String	Specifies the URI of Phone Systems.
PhoneSystemURI	Read Only	String	Specifies an object ID of the call handler.
ObjectId	Read Only	String	The unique identifier of the tenant to which the call handler belongs. This field is reflected in the response only if the call handler belongs to a particular tenant.

TenantObjectId	Read Only	String	<p>The amount of time (in milliseconds) that Cisco Unity Connection waits for additional input after callers press a single key that is not locked. If there is no input within this time, Cisco Unity Connection performs the action assigned to the single key.</p> <p>When a caller interrupts a greeting with a digit, Cisco Unity Connection will wait this number of milliseconds to see if they are going to enter more digits. Once this timeout is reached (or the caller terminates the input with a #), Cisco Unity Connection will do a look-up of the resulting string of numbers for a match with a DTMFAccessID value in the dialing domain. If a match is found, the call is sent to the matching object. If no match is found, the "Error greeting" for the call handler is invoked. If a key is "locked" then this value does not apply. Instead action is taken immediately on that key instead of allowing more digits. A value of 0 disables one key input. The range of this field can vary from 1 to 10000. Default value: 1500</p>
OneKeyDelay	Read/Write	Integer	Specifies the object Id of the partition the Call Handler belongs to.
PartitionObjectId	Read/Write	String	Specifies the URI of partitions.
PartitionURI	Read Only	String	Specifies what should be played after the message. Refer to the section Enumeration Type.
PlayAfterMessage	Read/Write	Integer	Specifies an object ID of the recording.
PlayAfterMessageRecordingObjectId	Read/Write	String	<p>Indicates whether the recording referenced by PostGreetingRecordingObjectId should be played.</p> <p>Possible values:</p> <p>0 : No</p> <p>1 : Always</p> <p>2 : External</p> <p>Default value: 0</p>

PlayPostGreetingRecording	Read/Write	Integer	Specifies the object Id of the Post Greeting recording.
PostGreetingRecordingObjectId	Read/Write	String	URI of the Post Greeting Recording
PostGreetingURI	Read Only	String	Specifies the touchtone digits to be prepended to extension when dialing transfer number (#, 0,1...9,*). Digits, plus, hash and asterisk only are allowed
PrependDigits	Read/Write	String	Specifies an object ID of the distribution list that is the message recipient.
RecipientDistributionListObjectId	Read/Write	String	Object ID of a User with a mailbox that is the message recipient.
RecipientDistributionListURI	Read Only	String	Object ID of the schedule set assigned to the Call Handler.
ScheduleSetObjectId	Read/Write	String	Specifies the URI of schedule sets.
ScheduleSetURI	Read/Write	String	Determines if an outside caller can mark their message as private. Possible values: 0 : Never 1 : Always 2 : Ask Default value: 0
SendPrivateMsg	Read/Write	Integer	A flag indicating whether an unidentified caller can mark a message as "secure." Default value: false
SendSecureMsg	Read/Write	Boolean	A flag indicating whether an unidentified caller can mark a message as "urgent." Possible values: 0 : Never 1 : Always 2 : Ask Default value: 0(Never)

SendUrgentMsg	Read/Write	Integer	Used when the UseDefaultTimezone is set to false. To know the Integer Time Zone codes for the Time Zones installed on the server following URI can be used: <a href="https://<connection-server>/vmrest/timezones">https://<connection-server>/vmrest/timezones . Example: 190 is the code for (GMT+05:30) Asia/Kolkata
TimeZone	Read/Write	Integer	A flag indicating whether Cisco Unity Connection will use the language assigned to the call. Possible Values: true false Default value: true
UseCallLanguage	Read/Write	Boolean	A flag that is dependent on the value of the Language field. If Language is set to Null, UseDefaultLanguage is set to true. If any language is specified, UseDefaultLanguage is set to false. Possible Values: true false
UseDefaultLanguage	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection will use the system default Time Zone. Possible Values: true false Default value: false
UseDefaultTimeZone	Read/Write	Boolean	URI of the call handler owner API.
CallHandlerOwnerURI	Read Only	String	The name of the WAV file containing the recorded audio (voice name, greeting, etc.) for the parent object. It is displayed once a voice-name is recorded.
VoiceName	Read Only	String	It is displayed once a voice-name is recorded.
VoiceFileURI	Read Only	String	Specifies the URI of greetings

GreetingsURI	Read Only	String	Specifies the URI of transfer options.
TransferOptionsURI	Read Only	String	Specifies the URI of menu entries
MenuEntriesURI	Read Only	String	Specifies the URI of menu entries
ViceNameURI	Read Only	String	URI for voice name once it is recorded.

Cisco Unity Connection Provisioning Interface (CUPI) API -- Call Handler Owner APIs

Add a Call Handler Owner

The following is an example of the *POST* request that can be used to create a new call handler owner.

Note: The RoleObjectId is no longer required for assigning Call Handler owners.

1. To assign a user as call handler owner

```
POST
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners
Request Body:
<CallhandlerOwner>
    <UserObjectId>c0430be2-52b8-46d7-8fad-c6aa13781469</UserObjectId>
</CallhandlerOwner>
```

Here, UserObjectId can be fetched from

```
GET https://<connection-server>/vmrest/users
```

2. To assign a distribution list as call handler owner

```
POST
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners
Request Body:
<CallhandlerOwner>
    <DistributionListObjectId>b6616b6f-c0e0-4462-b64a-654b0f5baa65</DistributionListObjectId>
</CallhandlerOwner>
```

Here, DistributionListObjectId can be fetched from

```
GET https://<connection-server>/vmrest/distributionlists
```

The following is the response from the above *POST* request and the actual response will depend upon the information given by you:

```
Response Code: 201
/vmrest/handlers/callhandlers/c0430be2-52b8-46d7-8fad-c6aa13781469
```

JSON Example

1. To assign a user as a call handler owner, do the following:

```
POST
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners
Accept: application/json
Content_type: application/json
Connection: keep_alive
```

The following is the response from the above *POST* request and the actual response will depend upon the information given by you:

```
{
  "UserObjectId": "5aeb75a4-14c2-474d-bec9-90aa731ee4cc",
}
```

```
Response Code: 201
/vmrest/handlers/callhandlers/c0430be2-52b8-46d7-8fad-c6aa13781469
```

2. To assign a distribution list as a call handler owner, do the following:

```
POST
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners
Accept: application/json
Content_type: application/json
Connection: keep_alive
```

The following is the response from the above *POST* request and the actual response will depend upon the information given by you:

```
{
  "DistributionListObjectId": "5aeb75a4-14c2-474d-bec9-90aa731ee4cc",
}
```

```
Response Code: 201
/vmrest/handlers/callhandlers/c0430be2-52b8-46d7-8fad-c6aa13781469
```

View the Call Handler Owners

The following is an example of the Get request that can be used to fetch the call handler owners:

```
GET
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```

<CallhandlerOwners total="2">
  <CallhandlerOwner>

<URI>/vmrest/handlers/callhandlers/f3b4cc1f-c2d7-4c67-9f53-7095d4b2a928/callhandlerowners/3aee209f-948b-450a-9d0f-75e2c1d4992f</URI>

<DistributionListObjectId>b6616b6f-c0e0-4462-b64a-654b0f5baa65</DistributionListObjectId>

<DistributionListURI>/vmrest/distributionlists/b6616b6f-c0e0-4462-b64a-654b0f5baa65</DistributionListURI>

    <ObjectId>3aee209f-948b-450a-9d0f-75e2c1d4992f</ObjectId>
    <TargetHandlerObjectId>f3b4cc1f-c2d7-4c67-9f53-7095d4b2a928</TargetHandlerObjectId>
  </CallhandlerOwner>
  <CallhandlerOwner>

<URI>/vmrest/handlers/callhandlers/f3b4cc1f-c2d7-4c67-9f53-7095d4b2a928/callhandlerowners/75587df3-5be4-4e21-83b3-9ec7e4f60874</URI>

    <ObjectId>75587df3-5be4-4e21-83b3-9ec7e4f60874</ObjectId>
    <TargetHandlerObjectId>f3b4cc1f-c2d7-4c67-9f53-7095d4b2a928</TargetHandlerObjectId>
    <UserObjectId>ecdc6d2d-19e5-4adf-ac7d-6e351a5c95c4</UserObjectId>
    <UserURI>/vmrest/users/ecdc6d2d-19e5-4adf-ac7d-6e351a5c95c4</UserURI>
  </CallhandlerOwner>
</CallhandlerOwners>

```

Response Code: 200

JSON Example

To view the list of call handler owners, do the following:

```

GET
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners
Accept: application/json
Connection: keep_alive

```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```

{
  "@total": "2",
  "CallhandlerOwner": {
    "URI": "/vmrest/handlers/callhandlers/b2d3d56a-f0c2-4839-98c5-48770690244a/callhandlerowners/ac6dda36-798d-4eea-9055-db5a31eb5599",
    "ObjectId": "75587df3-5be4-4e21-83b3-9ec7e4f60874",
    "UserObjectId": "5aeb75a4-14c2-474d-bec9-90aa731ee4cc",
    "UserURI": "/vmrest/users/5aeb75a4-14c2-474d-bec9-90aa731ee4cc",
    "TargetHandlerObjectId": "b2d3d56a-f0c2-4839-98c5-48770690244a"
  }
  "CallhandlerOwner": {
    "URI": "/vmrest/handlers/callhandlers/b2d3d56a-f0c2-4839-98c5-48770690244a/callhandlerowners/ac6dda36-798d-4eea-9055-db5a31eb5599",
    "ObjectId": "3aee209f-948b-450a-9d0f-75e2c1d4992f",
    "DistributionListObjectId": "b6616b6f-c0e0-4462-b64a-654b0f5baa65",
    "DistributionListURI": "/vmrest/users/b6616b6f-c0e0-4462-b64a-654b0f5baa65",
    "TargetHandlerObjectId": "b2d3d56a-f0c2-4839-98c5-48770690244a"
  }
}

```

Response Code: 200

View the Details of Specific Call Handler Owner

The following is an example of the Get request that can be used to fetch the specific call handler owner details:

```
GET
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners/<callHandlerowner-objectid>
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you

1. For a user as a call handler owner:

```
<CallhandlerOwner>
  <URI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-
    6359bd518f11/callhandlerowners/a6731eca-ba31-4cee-a367-0bd6f45c633f</URI>
  <ObjectId>a6731eca-ba31-4cee-a367-0bd6f45c633f</ObjectId>
  <UserObjectId>eaacd744-6fe1-4085-8b25-10c702fdfd20</UserObjectId>
  <UserURI>/vmrest/users/eaacd744-6fe1-4085-8b25-10c702fdfd20</UserURI>
  <TargetHandlerObjectId>4afc0de6-c52c-42e4-99bb-6359bd518f11</TargetHandlerObjectId>
</CallhandlerOwner>
```

Response Code:200

2. For a distribution list as a call handler owner:

```
<CallhandlerOwner>
  <URI>/vmrest/handlers/callhandlers/f3b4cc1f-c2d7-4c67-9f53-
    7095d4b2a928/callhandlerowners/4e35ed6c-6aed-42e4-9723-b859706ac749</URI>
  <DistributionListObjectId>988630fa-313a-4f0c-980f-f6dc78add3ca</DistributionListObjectId>

  <DistributionListURI>/vmrest/distributionlists/988630fa-313a-4f0c-980f-f6dc78add3ca</DistributionListURI>

  <ObjectId>4e35ed6c-6aed-42e4-9723-b859706ac749</ObjectId>
  <TargetHandlerObjectId>f3b4cc1f-c2d7-4c67-9f53-7095d4b2a928</TargetHandlerObjectId>
</CallhandlerOwner>
```

Response Code:200

JSON Example

To view a specific call handler owner, do the following:

```
GET
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/callhandlerowners/<callhandlerowner-objectid>
Accept: application/json
Connection: keep_alive
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

1. For a user as a call handler owner:


```
{
  "URI": "/vmrest/handlers/callhandlers/b2d3d56a-f0c2-4839-98c5-48770690244a/callhandlerowners/ac6dda36-798d-4eea-9055-db5a31eb5599",
  "ObjectId": "ac6dda36-798d-4eea-9055-db5a31eb5599",
  "UserObjectId": "5aeb75a4-14c2-474d-bec9-90aa731ee4cc",
  "UserURI": "/vmrest/users/5aeb75a4-14c2-474d-bec9-90aa731ee4cc",
  "TargetHandlerObjectId": "b2d3d56a-f0c2-4839-98c5-48770690244a"
}
```

Response Code:200

2. For a distribution list as a call handler owner:

```
{
  "URI": "/vmrest/handlers/callhandlers/b2d3d56a-f0c2-4839-98c5-48770690244a/callhandlerowners/ac6dda36-798d-4eea-9055-db5a31eb5599",
  "ObjectId": "4e35ed6c-6aed-42e4-9723-b859706ac749",
  "DistributionListObjectId": "988630fa-313a-4f0c-980f-f6dc78add3ca",
  "DistributionListURI": "/vmrest/users/988630fa-313a-4f0c-980f-f6dc78add3ca",
  "TargetHandlerObjectId": "b2d3d56a-f0c2-4839-98c5-48770690244a"
}
```

Response Code:200

Delete a Call Handler Owner

The following is an example of the DELETE request that can be used to delete a call handler owner:

```
DELETE
https://<connection-server>/vmrest/callhandlers/<callhandlerId>/callhandlerowners/<callhandlerowner-objectid>
```

The following is the response from the above *DELETE* request and the actual response will depend upon the information given by you:

Response Code: 204

JSON Example

To delete a call handler owner, do the following:

```
DELETE
https://<connection-server>/vmrest/callhandlers/<callhandler-objectid>/callhandlerowners/<callhandlerowner-objectid>
Accept: application/json
Connection: keep_alive
```

The following is the response from the above *DELETE* request and the actual response will depend upon the information given by you:

Response Code: 204

Explanation of Data Fields

Parameter	Operation	Data Type	Comments
ObejectId	Read Only	String	Specifies an object ID to uniquely identify a call handler owner.
UserObjectId	Read/Write	String	Specifies an object ID of the user who owns the call handler.
VmsObjectId	Read Only	String	Specifies an unique identifier of the LocationVMS object.
DistributionListObjectId	Read Write	String	Specifies an object ID of the distribution list who owns the call handler.
TragetHandlerObjectId	Read Only	String	Specifies an object ID of the call handler to which the call handler owner object belongs.
UserURI	Read Only	String	Specifies URI to get details of the user who owns the Call Handler.
DistributionListURI	Read Only	String	Specifies URI to get details of the distribution list who owns the Call Handler Owner

Cisco Unity Connection Provisioning Interface (CUPI) API -- Call Handler Enumeration Types

Call Action

Name	Value	Description
Ignore	0	No action taken
Hangup	1	The call is immediately terminated.
Goto	2	Go to an object such as a call handler, directory handler or interview handler.
Error	3	Play the error greeting.
TakeMsg	4	Take a message.
SkipGreeting	5	Skip greeting.
RestartGreeting	6	Restart greeting on current handler
TransferAltContact	7	Transfer to alternate contact number.
RouteFromNextRule	8	Route from Next call routing rule.

Play After Message Recording

Name	Value	Description
No	0	Don't play the recording
Always	1	Play system default
External	2	Play recording

AfterMessageTargetConversation

Name	Description
AD	Directory conversation
PHTransfer	Transfer to a user or call handler
PHGreeting	Play greeting of a user or call handler
PHInterview	Interview Conversation
Attempt Forward	Forwards the call to the user's greeting if the forwarding number matches a user
Attempt SignIn	Sends the call to a user's sign-in if the calling number matches a user
BroadcastMessageAdministrator	Sends the call to a conversation for sending broadcast messages
SystemTransfer	Sends the call to a conversation allowing the caller to transfer to a number they specify (assuming the restriction table allows it).
CheckedOutGuest	Sends the call to a conversation for checked-out hotel guests.
GreetingsAdministrator	Sends the call to a conversation allowing changing greetings by phone.
ReverseTrapConv	Connects to Visual Voicemail.
SubSignIn	Sends the call to the sign-in conversation, which prompts the user to enter their ID.
ConvUtilsLiveRecord	Sends the call to the live-record pilot number configured on Call Manager.
SubSysTransfer	Sends the call to a conversation allowing the caller to transfer to a number they specify (assuming the restriction table allows it). However, requires user sign-in first, so unknown callers cannot use it.

Greeting Type

Greeting	Description
Alternate	Can be used for a variety of special situations, such as vacations, leave of absence, or a holiday. An alternate greeting overrides all other greetings.
Busy	Plays when the extension is busy. A busy greeting overrides the standard, off hours, and internal greetings.
Error	Plays when a caller attempts to dial an extension that does not exist on the system during a greeting.
Internal	Plays to internal callers only. An internal greeting overrides the standard and off hours greetings.

Greeting	Description
Off Hours	Plays during the closed (nonbusiness) hours defined for the active schedule. An off hours greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.
Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
Holiday	Plays when holiday schedule is encountered unless overridden by an alternate greeting.

Cisco Unity Connection Provisioning Interface (CUPI) API -- Call Handler Greetings APIs

Call Handler Greetings APIs

Administrator can use this API to fetch the greetings. It can be used to fetch the list of greetings and also a single instance of greetings.

Listing the Greetings

The following is an example of the GET request that fetch the list of greetings:

```
GET https://<connection-server>/vmrest/callhandlertemplates/<callhandler-objectid>/greetings
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```
<Greetings total="7"><Greeting>

<URI>/vmrest/handlers/callhandlers/fa468470-1031-4896-ab11-3736bdee3b00/greetings/Alternate</URI>

  <CallHandlerObjectId>fa468470-1031-4896-ab11-3736bdee3b00</CallHandlerObjectId>

<CallhandlerURI>/vmrest/handlers/callhandlers/fa468470-1031-4896-ab11-3736bdee3b00</CallhandlerURI>

  <IgnoreDigits>false</IgnoreDigits>
  <PlayWhat>0</PlayWhat>
  <RepromptDelay>2</RepromptDelay>
  <Reprompts>0</Reprompts>
  <TimeExpires>1972-01-01 05:30:00.0</TimeExpires>
  <GreetingType>Alternate</GreetingType>
  <AfterGreetingAction>4</AfterGreetingAction>
  <PlayRecordMessagePrompt>true</PlayRecordMessagePrompt>
  <EnableTransfer>false</EnableTransfer>
  <EnablePersonalVideoRecording>false</EnablePersonalVideoRecording>
  <PlayRecordVideoMessagePrompt>false</PlayRecordVideoMessagePrompt>

<GreetingStreamFilesURI>/vmrest/handlers/callhandlers/fa468470-1031-4896-ab11-3736bdee3b00/greetings/Alternate/greetingstreamfiles/<GreetingStreamFilesURI>

  <Enabled>false</Enabled>
</Greeting>
```

Response Code: 200

JSON Example

To view the list of greetings, do the following:

```
GET https://<connection-server>/vmrest/callhandler/<callhandler-objectid>/greetings
Accept: appliaction/json
Conenction: keep_alive
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```
{
  "@total": "7"
  "Greeting": [
    {
      "URI": "/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a/greetings/Alternate",
      "CallHandlerObjectId": "a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a",
      "CallhandlerURI": "/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a",
      "IgnoreDigits": "false",
      "PlayWhat": "0",
      "RepromptDelay": "2",
      "Reprompts": "0",
      "TimeExpires": "1972-01-01 00:00:00.0",
      "GreetingType": "Alternate",
      "AfterGreetingAction": "4",
      "PlayRecordMessagePrompt": "true",
      "EnableTransfer": "false",
      "EnablePersonalVideoRecording": "false",
      "PlayRecordVideoMessagePrompt": "false",
      "Enabled": "false"
    },
    {
      "URI": "/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a/greetings/Busy",
      "CallHandlerObjectId": "a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a",
      "CallhandlerURI": "/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a",
      "IgnoreDigits": "false",
      "PlayWhat": "0",
      "RepromptDelay": "2",
      "Reprompts": "0",
      "TimeExpires": "1972-01-01 00:00:00.0",
      "GreetingType": "Busy",
      "AfterGreetingAction": "4",
      "PlayRecordMessagePrompt": "true",
      "EnableTransfer": "false",
      "EnablePersonalVideoRecording": "false",
      "PlayRecordVideoMessagePrompt": "false",
      "Enabled": "false"
    }
  ]
}
```

Response Code: 200

Viewing the Details of Specific Greeting

The following is an example of the GET request that lists the details of specific greeting:

```
GET https://<connection-server>/vmrest/callhandler/<callhandler-
objectId>/greetings/<Greetingname>
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```
<Greeting>

<URI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-836910ac1a4c/greetings/Alternate</URI>

  <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>

<CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-836910ac1a4c</CallhandlerURI>

  <IgnoreDigits>false</IgnoreDigits>
  <PlayWhat>0</PlayWhat>
  <RepromptDelay>2</RepromptDelay>
  <Reprompts>0</Reprompts>
  <TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
  <GreetingType>Alternate</GreetingType>
  <AfterGreetingAction>4</AfterGreetingAction>
  <PlayRecordMessagePrompt>true</PlayRecordMessagePrompt>
  <EnableTransfer>false</EnableTransfer>
  <EnablePersonalVideoRecording>false</EnablePersonalVideoRecording>
  <PlayRecordVideoMessagePrompt>false</PlayRecordVideoMessagePrompt>
  <Enabled>false</Enabled>
</Greeting>
```

```
Response Code: 200
```

JSON Example

To view a specific greeting, do the following:

```
GET https://<connection-server>/vmrest/callhandler/<Callhandler-
objectId>/greetings/<Greetingname>
Accept: application/json
Connection: keep_alive
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```
{
  "URI":"/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a/greetings/Alternate",
  "CallHandlerObjectId":"a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a",
  "CallhandlerURI":"/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a",
  "IgnoreDigits":"false",
  "PlayWhat":"0",
  "RepromptDelay":"2",
  "Reprompts":"0",
  "TimeExpires":"1972-01-01 00:00:00.0",
  "GreetingType":"Alternate",
  "AfterGreetingAction":"4",
  "PlayRecordMessagePrompt":"true",
  "EnableTransfer":"false",
  "EnablePersonalVideoRecording":"false",
  "PlayRecordVideoMessagePrompt":"false",
  "Enabled":"false"
}
```

Response Code: 200

Updating a Greeting

The following is an example of the GET request that updates the details of specific greeting:

```
PUT
https://<connection-server>/vmrest/callhandler/<callhandler-objectid>/greetings/<Greetingname>
Request Body:
<Greeting>
  <PlayWhat>1</PlayWhat>
  <PlayRecordMessagePrompt>true</PlayRecordMessagePrompt>
</Greeting>
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

Response Code: 204

JSON Example

To update a particular greeting, do the following:

```
PUT
https://<connection-server>/vmrest/callhandler/<Callhandler-objectid>/greetings/<Greetingname>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "PlayWhat":"1",
  "PlayRecordMessagePrompt":"true"
}
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

Response Code: 204

Using the CUTI to record greetings via the Phone

The following example demonstrates how to achieve this task.

1. Record the greeting using CUTI, the details are available at [Using CUTI for Basic Call Operations](#).
2. The record operation in Step-1 returns XML/JSON output containing the details of the recorded file.
Example output:

```
<CallControl>
  <op>RECORD</op>
  <resourceType>STREAM</resourceType>
  <resourceId>01a78559-07ec-4898-beb6-444a4ae9c569.wav</resourceId>
  <lastResult>0</lastResult>
  <speed>100</speed>
  <volume>100</volume>
  <startPosition>0</startPosition>
</CallControl>
```

3. Send the following PUT request with the body of request containing above XML/JSON output.

```
Request :
PUT
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-id>/greetings/Alternate/greetingstreamfiles/<language-code>/audio
Request Body :
<CallControl>
  <op>RECORD</op>
  <resourceType>STREAM</resourceType>
  <resourceId>01a78559-07ec-4898-beb6-444a4ae9c569.wav</resourceId>
  <lastResult>0</lastResult>
  <speed>100</speed>
  <volume>100</volume>
  <startPosition>0</startPosition>
</CallControl>
```

Response Code: 204 No Content

The Put request will update the Greetings. The update of a Greetings wave file is similar whether a audio wave file is being used or the audio is a CallControl XML/JSON schema.

Enabling or disabling the Greeting



Note Greetings are disabled or enabled using the combination of fields "Enabled" and "TimeExpires".

Cisco Unity Connection Provisioning Interface (CUPI) API -- Call Handler Greetings APIs

Disabling the Greeting

For this scenario the request body should contain the "Enabled" which should be set to false.

```
PUT
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/greetings/<Greetingname>
```

Request Body:


```
<Greeting>
  <Enabled>false</Enabled>
</Greeting>
```

Response Code : 204

JSON Example

```
{
  "Enabled":"false"
}
```

Response Code : 204

Save Video Greetings

Unity Connection allows you to save video greetings using both GET and PUT requests.

Example of GET Request

```
GET
http://<connection-server>/vmrest/Callhandlers/primary/templates/<callhandlerobjectid>/usertemplates/Greetings/<GreetingType>/GreetingStreamFiles/<Language>/video
```

The following is the response of the above GET command and the output may vary depending on your inputs.

```
Response: 200
<CallControl>
  <resourceId>aad91d6d-aeca-4a72-8069-b656efb3041f.wav</resourceId>
  <sessionId>570146ed1504cb1</sessionId>
</CallControl>
```

JSON Example

```
Request
GET
vmrest/handlers/callhandlers/30600b21-1a4c-47a3-a078-8078984e5376/greetings/Standard/greetingstreamfiles/1033/video
Accept: application/json
User-Agent: Java/1.6.0_17
Host: <connection-server>
Connection: keep-alive
authorization: Basic Y2NtYWRTaW5pc3RyYXRvcjplY3NidWxhYg=
```

```
Response
HTTP/1.1 200
Content-Type: application/json
Date: Fri, 15 Jan 2010 15:14:11 GMT
Server:
{ "resourceId" : " aad91d6d-aeca-4a72-8069-b656efb3041f.wav", "sessionId" : "570146ed1504cb1"}
```

Example of PUT Request

```
PUT
http://<connection-server>/vmrest/Callhandlers/primary/templates/<callhandlerobjectid>/usertemplates/Greetings/<GreetingType>/GreetingStreamFiles/<Language>/video
```

```
<CallControl>
  <resourceId>aad91d6d-aeca-4a72-8069-b656efb3041f.wav</resourceId>
  <sessionId>570146ed1504cb1</sessionId>
</CallControl>
```

Response: 204 OK

JSON Example

```
Request
PUT
vmrest/handlers/callhandlers/30600b21-1a4c-47a3-a078-8078984e5376/greetings/Standard/greetingstreamfiles/1033/video
Content-Type: application/json
Accept: application/json
Host: <connection-server>
Connection: keep-alive
authorization: Basic Y2NtYWRTaW5pc3RyYXRvcjplY3NidWxhYg==

{ "resourceId" : " aad91d6d-aeca-4a72-8069-b656efb3041f.wav", "sessionId" : "570146ed1504cb1" }
```

```
Response :
HTTP/1.1 204
Content-Type: application/json
Date: Fri, 15 Jan 2010 15:14:11 GMT
Server:
```

Explanation of Data Fields

Parameter	Operations	Data Type	Comments
URI	Read Only	String	URI of greetings
CallHandlerObjectId	Read Only	String (36)	The unique identifier of the call handler object to which this greeting rule belongs.
TemplateCallHandlerURI	Read/Write	String	URI of the call handler.
IgnoreDigits	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection takes action in response to touchtone keys pressed by callers during the greeting.</p> <p>This column overrides all the Menu Entry settings when this greeting is active. This has the same effect as setting all the menu entry keys for this handler to "locked". It is a shorthand way of locking callers into the greeting so they cannot get out until it completes. Values can be:</p> <ul style="list-style-type: none"> • false: Caller input enabled during greeting • true: Caller input ignored during greeting <p>Default Value: false</p>

Parameter	Operations	Data Type	Comments
PlayWhat	Read/Write	Integer	Specifies if the system default greeting, personal recording, or nothing should be played. Default Value: 0 For more information, refer to the Enumeration Type section.
RepromptDelay	Read/Write	Integer	The amount of time (in seconds) that Cisco Unity Connection waits without receiving any input from a caller before Cisco Unity Connection prompts the caller again. The range of this field can vary from 0 to 100. Values can be: <ul style="list-style-type: none"> • 0: Do wait without receiving caller input and do not replay greeting. • 1 or greater: Wait this number of seconds without receiving any input from the caller before playing the greeting again. Default Value: 2
Reprompts	Read/Write	Integer	The number of times to reprompt a caller. After the number of times indicated here, Cisco Unity Connection performs the after-greeting action. This column is typically used when an audio text application is expecting input from a caller. The range of this field can vary from 0 to 100. Values can be: <ul style="list-style-type: none"> • 0: Do not re-prompt - Cisco Unity Connection will play the greeting once and then the after-greeting action is taken. • 1 or greater: Number of times to re-prompt. The "RepromptDelay" value determines how many seconds to wait in between replays. Default Value: 0
GreetingType	Read Only	String	Specifies the greeting type. There are 7 greeting types available.
AfterGreetingAction	Read/Write	Integer	The type of call action to take, e.g., hang-up, goto another object, etc. The values that are allowed are: <ul style="list-style-type: none"> • Hangup • Goto • Restart greeting • Route from next call routing rule • Take message • Custom Type: Call Action

Parameter	Operations	Data Type	Comments
AfterGreetingTargetConversation	Read/Write	String	Specifies the conversation to go to after the greeting is played. For more information, refer to the Enumeration Type section.
AfterGreetingTargetHandleObjectId	Read/Write	String (36)	The unique identifier of the call action object that Cisco Unity Connection performs after the greeting is played.
TimeExpires	Read/Write	Datetime	The date and time when the greeting rule expires. The greeting rule is considered not expired (enabled), if the value is NULL or a future date. The greeting rule is considered expired (disabled), the value is in the past. The "Enhanced Alternate Greeting" feature uses this column to specify how long the subscriber wants their alternate greeting enabled. The standard greeting rule should never be disabled. The field is not displayed when the Greeting field is enabled with no end date and end time.
PlayRecordMessagePrompt	Read/Write	Boolean	A flag indicating whether the "Record your message at the tone..." prompt prior to recording a message. Values: <ul style="list-style-type: none"> • true - Play Record Message prompt is enabled. • false - Play Record prompt is disabled. Default Value: true
EnableTransfer	Read/Write	Boolean	A flag indicating when an extension is dialed at the greeting and the extension is not available whether to transfer to another extension. Values: <ul style="list-style-type: none"> • true: Allows transfer • false: Does not allow Default Value: false
EnablePersonalVideoRecording	Read/Write	Boolean	A flag indicating whether the personal video recording of the user will be used. Values: <ul style="list-style-type: none"> • true : Personal Video Recording is enabled. • false : Personal Video Recording is not enabled. Default value : false

Parameter	Operations	Data Type	Comments
PlayRecordVideoMessagePrompt	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection will prompt callers to wait for a tone before recording their video message.</p> <p>Values:</p> <ul style="list-style-type: none"> • true : Callers will be prompted with a tone before recording their video message. • false : Callers will not be prompted with a tone before recording their video message. <p>Default value : false</p> <p>This flag is editable only when the flag EnablePersonalVideoRecording is set to True.</p>
Enabled	Read/Write	Boolean	A flag indicating that the Greeting is enabled or disabled

Cisco Unity Connection Provisioning Interface (CUPI) API -- TransferRulesAPIs

Listing the Transfer Rules

To enable a transfer type and update the rule to transfer call to another extension, set the transfer type to supervise transfer and if the extension is busy, ask callers to hold. In addition, you can also set some call screening options.

```
GET
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/transferoptions
```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

Listing the Transfer Rules

```

<TransferOptions total="2">
  <TransferOption>
    <URI>/vmrest/handlers/callhandlers/166da38f-951b-4c9a-92da-
87ed7993cfec/transferoptions/Standard</URI>
    <CallHandlerObjectId>166da38f-951b-4c9a-92da-
87ed7993cfec</CallHandlerObjectId>
    <CallhandlerURI>/vmrest/handlers/callhandlers/166da38f-951b-4c9a-92da-
87ed7993cfec</CallhandlerURI>
    <TransferOptionType>Standard</TransferOptionType>
    <Action>0</Action>
    <Extension>0</Extension>
    <RnaAction>1</RnaAction>
    <TransferAnnounce>>false</TransferAnnounce>
    <TransferConfirm>>false</TransferConfirm>
    <TransferDtDetect>>false</TransferDtDetect>
    <TransferHoldingMode>0</TransferHoldingMode>
    <TransferIntroduce>>false</TransferIntroduce>
    <TransferRings>4</TransferRings>
    <TransferScreening>>false</TransferScreening>
    <TransferType>0</TransferType>
    <MediaSwitchObjectId>cd10d831-28d3-40da-ab13-
a87431b38682</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/cd10d831-28d3-40da-ab13-
a87431b38682</PhoneSystemURI>
    <UsePrimaryExtension>>false</UsePrimaryExtension>
    <PlayTransferPrompt>>true</PlayTransferPrompt>
    <PersonalCallTransfer>>false</PersonalCallTransfer>
    <Enabled>>true</Enabled>
  </TransferOption>
</TransferOptions>

```

Response Code: 200

JSON Example

To enable transfer rule, do the following:

```

GET
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/transferoptions
Action: application/json
Connection: keep_alive

```

The following is the response from the above *GET* request and the actual response will depend upon the information given by you:

```
{
  "@total": "2",
  "TransferOption": [
    {
      "URI": "/vmrest/handlers/callhandlers/166da38f-951b-4c9a-92da-87ed7993cfec/transferoptions/Alternate",
      "CallHandlerObjectId": "166da38f-951b-4c9a-92da-87ed7993cfec",
      "CallhandlerURI": "/vmrest/handlers/callhandlers/166da38f-951b-4c9a-92da-87ed7993cfec",
      "TransferOptionType": "Alternate",
      "Action": "0",
      "Extension": "0",
      "RnaAction": "1",
      "TimeExpires": "1972-01-01 00:00:00.0",
      "TransferAnnounce": "false",
      "TransferConfirm": "false",
      "TransferDtDetect": "false",
      "TransferHoldingMode": "0",
      "TransferIntroduce": "false",
      "TransferRings": "4",
      "TransferScreening": "false",
      "TransferType": "0",
      "MediaSwitchObjectId": "cd10d831-28d3-40da-ab13-a87431b38682",
      "PhoneSystemURI": "/vmrest/phonesystems/cd10d831-28d3-40da-ab13-a87431b38682",
      "UsePrimaryExtension": "true",
      "PlayTransferPrompt": "true",
      "PersonalCallTransfer": "false",
      "Enabled": "false"
    },
    {
      "URI": "/vmrest/callhandlerprimarytemplates/166da38f-951b-4c9a-92da-87ed7993cfec/transferoptions/Off%20Hours",
      "CallHandlerObjectId": "166da38f-951b-4c9a-92da-87ed7993cfec",
      "CallhandlerURI": "/vmrest/handlers/callhandlers/166da38f-951b-4c9a-92da-87ed7993cfec",
      "TransferOptionType": "Off Hours",
      "Action": "0",
      "Extension": "0",
      "RnaAction": "1",
      "TransferAnnounce": "false",
      "TransferConfirm": "false",
      "TransferDtDetect": "false",
      "TransferHoldingMode": "0",
      "TransferIntroduce": "false",
      "TransferRings": "4",
      "TransferScreening": "false",
      "TransferType": "0",
      "MediaSwitchObjectId": "cd10d831-28d3-40da-ab13-a87431b38682",
      "PhoneSystemURI": "/vmrest/phonesystems/cd10d831-28d3-40da-ab13-a87431b38682",
      "UsePrimaryExtension": "true",
      "PlayTransferPrompt": "true",
      "PersonalCallTransfer": "false",
      "Enabled": "true"
    }
  ]
}
```

Response Code: 200

Update a Transfer Rule

We can do a PUT Operation to update a transfer rule.

```
Request URI:
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-
objectId>/transferoptions/Alternate
Request Body:
<TransferOption>
  <Action>1</Action>
  <Extension>1000</Extension>
  <TimeExpires>2012-12-31 12:00:00.0</TimeExpires>
  <TransferAnnounce>true</TransferAnnounce>
  <TransferConfirm>true</TransferConfirm>
  <TransferIntroduce>true</TransferIntroduce>
  <TransferScreening>true</TransferScreening>
  <TransferType>1</TransferType>
  <Enabled>true</Enabled>
</TransferOption>
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

```
Response Code: 204
```

JSON Example

To update transfer rule, do the following:

```
PUT
https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>/transferoptions/Alternate
Action: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "Action": "1",
  "TimeExpires": "2012-12-31 12:00:00.0",
  "TransferAnnounce": "true",
  "TransferConfirm": "true",
  "TransferIntroduce": "true",
  "TransferRings": "8",
  "TransferScreening": "true",
  "TransferType": "1",
  "Enabled": "true"
}
```

The following is the response from the above *PUT* request and the actual response will depend upon the information given by you:

```
Response Code: 204
```


Explanation of Data Fields

Parameter	Operations	Data Type	Comments
URI	Read Only	String	Specifies URI of the call handler transfer options.
CallHandlerObjectId	Read Only	String (36)	Specifies the call handler object ID.
CallHandlerURI	Read Only	String	Specifies URI of the call handler being referenced.
TransferOptionType	Read Only	String	Specifies the transfer option type. There are 3 transfer option types available:- <ul style="list-style-type: none"> • Alternate - in effect at all times, overrides standard and off hours. • Off Hours - off or closed hours based on specified schedule. • Standard - standard hours based on specified schedule.
Action	Read/Write	Integer	Specifies the Transfer rule action. Refer to the section Enumeration Type Default value : 0
RnaAction	Read/Write	Integer	Action to take on Ring-No-Answer (RNA) condition. Refer to the section Enumeration Type. Default value: 1
TimeExpires	Read/Write	DateTime	Rather than using a simple on and off scheme for enabling transfer options and greetings, Cisco Unity Connection employs a date scheme. If the value is NULL or a date in the future then the transfer option is considered enabled. If the date is sometime in the past, then the transfer option is considered disabled. The "Standard" transfer option should never be disabled. For primary call handlers associated with the subscribers, the "Alternate" transfer option should always be enabled since subscribers have only one transfer option used currently.
TransferAnnounce	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection plays "transferring call" when the subscriber answers the phone. This requires a TransferType column value = "Supervised" (1) Possible Values: <ul style="list-style-type: none"> • false: Do not say "Transferring call" when the subscriber answers the phone • true: Say "Transferring call" when the subscriber answers the phone Default Value: false

Parameter	Operations	Data Type	Comments
TransferConfirm	Read/Write	Boolean	<p>The type of call transfer Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer). This requires a "TransferType" of supervised (1).</p> <ul style="list-style-type: none"> • Unsupervised transfer (also referred to as "Release to Switch" transfer) - Cisco Unity Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system (not Cisco Unity Connection) forwards the call to the subscriber or handler greeting. To use "Unsupervised" transfer, call forwarding must be enabled on the phone system. • Supervised transfer - Cisco Unity Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity Connection (not the phone system) forwards the call to the subscriber or handler greeting. Supervised transfer can be used regardless if the phone system forwards calls or not. <p>Typically, TransferConfirm is used in conjunction with the call screening option ("TransferScreening" column) enabled. This combination enables the subscriber to hear the name of the caller and then decide if they want to take the call or not. Possible values:</p> <ul style="list-style-type: none"> • false: Transfer confirm disabled • true: Transfer confirm enabled <p>Default Value: false</p>
TransferDtDetect	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection will check for dial tone before attempting to transfer the call. This requires a "TransferType" of supervised (1).</p> <p>This is usually used for phone systems that do not have "positive disconnect" capabilities to avoid sending terminated calls to the operator console. Possible Values:</p> <ul style="list-style-type: none"> • false: Do not check for dial tone prior to transferring a call • true: Check for dial tone prior to transferring a call <p>Default value: false.</p>
TransferHoldingMode	Read/Write	Integer	<p>The action Cisco Unity Connection will take when the extension is busy. This requires a TransferType column value = "Supervised" (1). Refer to the section Enumeration Type. Default Value is 0.</p>

Parameter	Operations	Data Type	Comments
TransferIntroduce	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection will say "call for <recorded name of the call handler>" when the subscriber answers the phone.</p> <p>Requires a "TransferType" of supervised (1). This functionality is normally used when a single extension number is being shared by multiple subscribers or a scenario where the subscriber who is the message recipient takes calls for more than one dialed extension. The introduction alerts the subscriber who answers that the call is for the call handler. Default value: false.</p>
TransferRings	Read/Write	Integer	<p>The number of times the extension rings before Cisco Unity Connection considers it a "ring no answer" and plays the subscriber or handler greeting.</p> <p>Requires a "TransferType" of supervised (1). The value of this column should never be less than 2 for a supervised transfer. Possible values: Range 2-20 Default Value: 4</p>
TransferScreening	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection will prompt callers to say their names. When the phone is answered, the subscriber hears "Call from..." before Cisco Unity Connection transfers the call. Requires a "TransferType" of supervised (1).</p> <p>Normally this column is used along with "TransferConfirm" to allow the subscriber to screen calls. Possible Values:</p> <ul style="list-style-type: none"> • false: Call screening disabled • true: Ask and record caller name <p>Default value: false.</p>
TransferType	Read Only	String	<p>The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer).</p> <ul style="list-style-type: none"> • Unsupervised transfer (also referred to as "Release to Switch" transfer) - Cisco Unity Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system (not Cisco Unity Connection) forwards the call to the subscriber or handler greeting. To use "Unsupervised" transfer, call forwarding must be enabled on the phone system. • Supervised transfer - Cisco Unity Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity Connection (not the phone system) forwards the call to the subscriber or handler greeting. Supervised transfer can be used regardless if the phone system forwards calls or not. <p>Refer to the section Enumeration Type. Default value: 0</p>

Explanation of Data Fields

Parameter	Operations	Data Type	Comments
MediaSwitchObjectId	Read Only	String (36)	The unique identifier of the MediaSwitch object that Cisco Unity Connection uses for transferring the call to the subscriber phone.
PhoneSystemURI	Read Only	String	Specifies the URI of the Phone Systems.
UsePrimaryExtension	Read/Write	Boolean	<p>If extension is null this field will be set to true to indicate that we are using primary extension instead of DtmfAccessId for the owning handler or the subscriber.</p> <p>Possible value:</p> <ul style="list-style-type: none"> • true • false <p>Default value: true</p>
Extension	Read/Write	String (40)	If an administrator using Cisco Unity Connection Administration chooses to transfer to the extension of a subscriber or call handler, Cisco Unity Connection will automatically enter the DtmfAccessId value pulled from the DtmfAccessId table for the call handler into this column. Can take values: Digits, hash, comma, asterisk, plus are allowed.
PlayTransferprompt	Read/Write	Boolean	<p>A flag indicating whether the "Wait while I transfer your call" prompt should be played prior to transferring a call.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • true - Play Transfer prompt is enabled. • false - Play transfer prompt is disabled. <p>Default Value: true.</p>
PersonalCallTransfer	Read/Write	Boolean	<p>A flag indicating whether or not Personal Call Transfer Rules are used for the specific Transfer Option.</p> <p>Possible Values:-</p> <ul style="list-style-type: none"> • false: Personal Call Transfer Rules are not used. • true:- Personal Call Transfer Rules are used. <p>Default value: false</p>
Enabled	Read/Write	Boolean	<p>Indicate whether the transfer option is enabled or not. To enable rule till particular end date, TimeExpires should also be specified. Whereas, to enable transfer rule with no end date, the TimeExpires field should be empty.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> • true: enabled • false: disabled <p>Default Value: true</p>

**Note**

The transfer rules are enabled with no end date by default.

