Cisco Unity Connection Provisioning Interface (CUPI) API for Call Handler Template

Cisco Unity Connection Provisioning Interface (CUPI) API -- Caller Input APIs

Caller Inputs API

To get the caller input URI, follow the steps given below:

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

From above URI get the call handler URI:

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

To edit caller inputs, you need to get the menu entries:

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

Listing the Caller Inputs

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

```
GET https://<connection-server>/vmrest/ callhandlertemplates/<callhandlertemplate-
    objectid>/templatemenuentries
```

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

```
<TemplateMenuEntries total="2">
  <TemplateMenuEntry>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
    836910ac1a4c/templatemenuentries/*</URI>
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-
    836910ac1a4c</CallhandlerURI>
    <TouchtoneKey>*</TouchtoneKey>
    <Locked>false</Locked>
    <Action>4</Action>
    <ObjectId>de3dce46-1887-489c-9244-ae8b421fe107</ObjectId>
  </TemplateMenuEntry>
  <TemplateMenuEntry>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
    836910ac1a4c/templatemenuentries/#</URI>
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-
    836910ac1a4c</CallhandlerURI>
    <TouchtoneKey>#</TouchtoneKey>
    <Locked>false</Locked>
    <Action>5</Action>
    <ObjectId>17ec06a9-6990-4a95-8417-6e22957fcbe5</ObjectId>
  </TemplateMenuEntry>
</TemplateMenuEntries>
```

```
Response Code: 200
```

JSON Example

To view the list of caller inputs, do the following:

```
Request URI:
GET:
https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/templatemenuentries
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"
  "TemplateMenuEntry":
  {
    "URI":"/vmrest/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a/templatemenuentries/*"
    "CallHandlerObjectId":"a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a"
    "CallhandlerURI":"/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a"
    "TouchtoneKey":"*"
    "Locked":"true"
    "Action":"2"
    "TargetConversation":"SubSignIn"
    "ObjectId":"17184311-90ac-4654-8e26-cfbe08138851"
  },
  {

"URI":"/vmrest/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a/templatemenuentries/#"

    "CallHandlerObjectId":"a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a"
    "CallhandlerURI":"/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a"
    "TouchtoneKey":"#"
    "Locked":"true"
    "Action":"5"
    "ObjectId":"27eb298c-22a1-4ed7-813b-61c144bc0fdc"
  },
  ]
}
```

```
Response Code: 200
```

Viewing the Details of Specific Caller Input

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

```
GET https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
  objectid>/templatemenuentries/<TouchToneKey>
```

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

```
<TemplateMenuEntry>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
836910ac1a4c/templatemenuentries/5</URI>
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-
836910ac1a4c</CallhandlerURI>
    <TouchtoneKey>5</TouchtoneKey>
    <Locked>false</Locked>
    <Action>0</Action>
    <ObjectId>f076155c-80b1-4538-bcc7-c901a6eafbae</ObjectId>
</TemplateMenuEntry>
```

```
Response Code: 200
```

JSON Example

To view a particular caller input, do the following:

```
Request URI:
GET:
https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/templatemenuentries/<TouchToneKey>
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/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a/templatemenuentries/*"
    "CallHandlerObjectId":"a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a"
    "CallhandlerURI":"/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a"
    "TouchtoneKey":"*"
    "Locked":"true"
    "Action":"2"
    "TargetConversation":"SubSignIn"
    "ObjectId":"17184311-90ac-4654-8e26-cfbe08138851"
}
```

```
Response Code: 200
```

Updating a Caller Input

The following is an example of the PUT request that updates a specific caller input:

```
PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
objectid>/templatemenuentries/<TouchToneKey>
```

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

```
<TemplateMenuEntry>
    <Action>7</Action>
    <TransferNumber>1000</TransferNumber>
    <TransferType> 1</TransferType>
    <TransferRings>2</TransferRings>
</TemplateMenuEntry>
```

```
Response Code: 204
```

JSON Example

To update a particular caller input, do the following:

```
Request URI:
PUT:
https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/templatemenuentries/<TouchToneKey>
Accept: application/json
Content_type: application/json
Connection: keep_alive
```

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	URI of the call handler menu entries.
CallHadlerObjectId	Read Only	String	A transfer rule can belong only to a call handler object. No other object can own a menu entry.
CallHandlerURI	Read Only	String	URI of the call handler that is being referenced.
TouchtoneKey	Read Only	String	The character on the touch-tone keypad that this menu entry corresponds to (*, #, 0,1...9).
Locked	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection ignores additional input after callers press this key. A locked menu entry does not allow additional dialing after this choice is entered, but Cisco Unity Connection will immediately take the associated action. If the action is set to "Ignore" (0), the key is thrown out and the greeting continues playing as normal. Any other action is taken immediately without waiting to determine if the caller is going to dial an extension. Possible Values: • false: Unlocked - Additional dialing after this choice is entered is allowed • true: Locked - Additional dialing is ignored Default value: false
Action	Read/Write	Integer	Specifies the action to be taken in the event of the key press. Default value: 0
TargetConversion	Read/Write	String	Specifies the conversation to go to after taking a message. Default value: 0
TargetHandlerObjectId	Read/Write	String	The unique identifier of the specific object to send along to the target conversation.
ObjectId	Read Only	String	Object ID of the caller input.
TransferNumber	Read/Write	Integer	The phone number associated with the alternate contact.
DisplayName	Read/Write	String	The display name associated with the alternate contact number.
TransferType	Read/Write	Integer	The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer). Default value: 0

Parameter	Operations	Data Type	Comments
TransferRings	Read/Write	Integer	The number of times the extension rings before Cisco Unity Connection considers it a "ring no answer" and plays the subscriber or handler greeting Possible value can range from 2-20 Default Value: 4

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

Call Handler Templates APIs

Each call handler that you add in Cisco Unity Connection is based on a template. Settings from the template are applied as the call handler is created. Unity Connection comes with one default call handler template, which has settings that are suitable for most call handlers. You can also create new templates. Before you create call handlers, review the settings in the template that you plan to use and determine whether you need to make changes or create new templates. For each template, you should consider enabling the transfer, caller input, greetings, and message settings that will be needed for the call handlers that you plan to create. Following Points should be noted:-

- If you change settings on a call handler template, the new settings are in effect only for new call handlers that are created by using that template. Changes to template settings do not affect existing call handlers.
- Deleting a call handler template does not affect any call handlers that were based on that template when they were created.
- Default Template cannot be deleted.

Administrator can use this API to create/update/delete/fetch the system call handler templates. Various attributes of a call handler template can also be updated using this API.

Listing the Call Handler Templates

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

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

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

```
<CallhandlerTemplates total="1">
  <CallhandlerTemplate>
    <URI>/vmrest/callhandlertemplates/5024347a-aac2-463a-98c8-a745a805dc3b</URI>
    <CreationTime>2013-01-10T09:23:20Z</CreationTime>
    <Language>1033</Language>
    <DisplayName>System Call Handler Template1</DisplayName>
    <UseDefaultLanguage>false</UseDefaultLanguage>
    <UseDefaultTimeZone>true</UseDefaultTimeZone>
    <Undeletable>true</Undeletable>
    <LocationObjectId>22646a82-1f17-4b42-beec-9cdfd69508c5</LocationObjectId>
    <LocationURI>/vmrest/locations/connectionlocations/22646a82-1f17-4b42-beec-
    9cdfd69508c5</LocationURI>
    <EditMsg>true</EditMsg>
    <IsPrimary>false</IsPrimary>
    <MaxMsgLen>300</MaxMsgLen>
    <OneKeyDelay>1500</OneKeyDelay>
    <ScheduleSetObjectId>10fee566-b137-4652-a378-
    db8a872a161d</ScheduleSetObjectId>
    <ScheduleSetURI>/vmrest/schedulesets/10fee566-b137-4652-a378-
    db8a872a161d</ScheduleSetURI>
    <SendUrgentMsg>0</SendUrgentMsg>
    <IsTemplate>true</IsTemplate>
    <ObjectId>5024347a-aac2-463a-98c8-a745a805dc3b</ObjectId>
    <TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
    <RecipientDistributionListObjectId>f7408e6e-822e-494b-ab29-
    cff3cf9e0bd9</RecipientDistributionListObjectId>
    <RecipientDistributionListURI>/vmrest/distributionlists/f7408e6e-822e-494b-ab29-
    cff3cf9e0bd9</RecipientDistributionListURI>
    <AfterMessageAction>2</AfterMessageAction>
    <AfterMessageTargetConversation>PHGreeting</AfterMessageTargetConversation>
    <AfterMessageTargetHandlerObjectId>16cf736f-7254-4654-ab09-
    08fe743332a9</AfterMessageTargetHandlerObjectId>
    <TimeZone>190</TimeZone>
    <MediaSwitchObjectId>abf4b7d1-89d5-45c2-bdc8-
    d3b13f5040f5</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/abf4b7d1-89d5-45c2-bdc8-
    d3b13f5040f5</PhoneSystemURI>
    <UseCallLanguage>false</UseCallLanguage>
    <SendSecureMsg>false</SendSecureMsg>
    <EnablePrependDigits>false</EnablePrependDigits>
    <DispatchDelivery>false</DispatchDelivery>
    <CallSearchSpaceObjectId>f3beb4e4-0be5-417f-9491-
    e233c6d4a40e</CallSearchSpaceObjectId>
    <CallSearchSpaceURI>/vmrest/searchspaces/f3beb4e4-0be5-417f-9491-
    e233c6d4a40e</CallSearchSpaceURI>
    <InheritSearchSpaceFromCall>true</InheritSearchSpaceFromCall>
    <PartitionObjectId>5ec15c45-ace9-41ad-a6c4-b56081c79717</PartitionObjectId>
    <PartitionURI>/vmrest/partitions/5ec15c45-ace9-41ad-a6c4-
    b56081c79717</PartitionURI>
    <PlayPostGreetingRecording>0</PlayPostGreetingRecording>
    <SendPrivateMsg>0</SendPrivateMsg>
    <PlayAfterMessage>1</PlayAfterMessage>
    <GreetingsURI>/vmrest/callhandlertemplates/5024347a-aac2-463a-98c8-
    a745a805dc3b/templategreetings</GreetingsURI>
    <TransferOptionsURI>/vmrest/callhandlertemplates/5024347a-aac2-463a-98c8-
    a745a805dc3b/templatetransferoptions</TransferOptionsURI>
    <MenuEntriesURI>/vmrest/callhandlertemplates/5024347a-aac2-463a-98c8-
    a745a805dc3b/templatemenuentries</MenuEntriesURI>
  </CallhandlerTemplate>
</CallhandlerTemplates>
```

```
Response Code: 200
```

JSON Example

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

```
Request URI:
GET: https://<connection-server>/vmrest/callhandlertemplates
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":"1"
  "CallhandlerTemplate":  [
  {
    "URI":"/vmrest/callhandlertemplates/7a022382-8d0a-4289-880d-d2a432494b02"
    "CreationTime":"2013-02-25T09:39:23Z"
    "Language":"1033"
    "DisplayName":"System Call Handler Template"
    "UseDefaultLanguage":"true"
    "UseDefaultTimeZone":"true"
    "Undeletable":"true"
    "LocationObjectId":"cff1347e-87af-4409-bead-d1970625f82e"
    "LocationURI":"/vmrest/locations/connectionlocations/cff1347e-87af-4409-bead-
    d1970625f82e"
    "EditMsg":"true"
    "IsPrimary":"false"
    "MaxMsgLen":"300"
    "OneKeyDelay":"1500"
    "ScheduleSetObjectId":"5fc5a5d7-eaf6-4f4d-80cf-f76f3893ac0e"
    "ScheduleSetURI":"/vmrest/schedulesets/5fc5a5d7-eaf6-4f4d-80cf-f76f3893ac0e"
    "SendUrgentMsg":"0"
    "IsTemplate":"true"
    "ObjectId":"7a022382-8d0a-4289-880d-d2a432494b02"
    "TenantObjectId": "fe6541fb-b42c-44f2-8404-ded14cbf7438",
    "RecipientDistributionListObjectId":"dea18b5b-4493-4715-a558-cb85778fd823"
    "RecipientDistributionListURI":"/vmrest/distributionlists/dea18b5b-4493-4715-a558-
    cb85778fd823"
    "AfterMessageAction":"2"
    "AfterMessageTargetConversation":"PHGreeting"
    "AfterMessageTargetHandlerObjectId":"c6af281b-dc8b-45b4-a1e9-eccc523d5fb2"
    "TimeZone":"190"
    "MediaSwitchObjectId":"0ad0b88c-4a70-4cf7-913e-d5d7a921caca"
    "PhoneSystemURI":"/vmrest/phonesystems/0ad0b88c-4a70-4cf7-913e-d5d7a921caca"
    "UseCallLanguage":"true"
    "SendSecureMsg":"false"
    "EnablePrependDigits":"false"
    "DispatchDelivery":"false"
    "CallSearchSpaceObjectId":"2e836e16-f715-4a18-bb7c-ee5e33281706"
    "CallSearchSpaceURI":"/vmrest/searchspaces/2e836e16-f715-4a18-bb7c-
    ee5e33281706"
    "InheritSearchSpaceFromCall":"true"
    "PartitionObjectId":"97bf6afe-346e-4275-967e-43c50be79d32"
    "PartitionURI":"/vmrest/partitions/97bf6afe-346e-4275-967e-43c50be79d32"
    "PlayPostGreetingRecording":"0"
    "SendPrivateMsg":"0"
    "PlayAfterMessage":"1"
    "GreetingsURI":"/vmrest/callhandlertemplates/7a022382-8d0a-4289-880d-
    d2a432494b02/templategreetings"
    "TransferOptionsURI":"/vmrest/callhandlertemplates/7a022382-8d0a-4289-880d-
    d2a432494b02/templatetransferoptions"
    "MenuEntriesURI":"/vmrest/callhandlertemplates/7a022382-8d0a-4289-880d-
    d2a432494b02/templatemenuentries"
  }
  ]
}
```

```
Response Code: 200
```

Listing Specific Tenant Related Call Handler Templates 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 handler templates using the following URI:

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

To get the TenantObjectID, use the following URI:

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

Viewing the Details of Specific Call Handler Template

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

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

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

```
<CallhandlerTemplate>
    <URI>/vmrest/callhandlertemplates/edcd2336-2c01-49d1-89ff-8746466e0a5e</URI>
    <CreationTime>2013-01-12T11:40:19Z</CreationTime>
    <Language>1033</Language>
    <DisplayName>CallHandler1</DisplayName>
    <UseDefaultLanguage>false</UseDefaultLanguage>
    <UseDefaultTimeZone>true</UseDefaultTimeZone>
    <Undeletable>false</Undeletable>
    <LocationObjectId>22646a82-1f17-4b42-beec-9cdfd69508c5</LocationObjectId>
    <LocationURI>/vmrest/locations/connectionlocations/22646a82-1f17-4b42-beec-
    9cdfd69508c5</LocationURI>
    <EditMsg>true</EditMsg>
    <IsPrimary>false</IsPrimary>
    <MaxMsgLen>300</MaxMsgLen>
    <OneKeyDelay>1500</OneKeyDelay>
    <ScheduleSetObjectId>10fee566-b137-4652-a378-db8a872a161d</ScheduleSetObjectId>
    <ScheduleSetURI>/vmrest/schedulesets/10fee566-b137-4652-a378-
    db8a872a161d</ScheduleSetURI>
    <SendUrgentMsg>0</SendUrgentMsg>
    <IsTemplate>true</IsTemplate>
    <ObjectId>edcd2336-2c01-49d1-89ff-8746466e0a5e</ObjectId>
    <RecipientSubscriberObjectId>f74c4f98-598e-4c47-bf1a-
    2b78fc2c2953</RecipientSubscriberObjectId>
    <RecipientUserURI>/vmrest/users/f74c4f98-598e-4c47-bf1a-2b78fc2c2953</RecipientUserURI>

    <AfterMessageAction>1</AfterMessageAction>
    <TimeZone>190</TimeZone>
    <MediaSwitchObjectId>abf4b7d1-89d5-45c2-bdc8-d3b13f5040f5</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/abf4b7d1-89d5-45c2-bdc8-
    d3b13f5040f5</PhoneSystemURI>
    <UseCallLanguage>false</UseCallLanguage>
    <SendSecureMsg>false</SendSecureMsg>
    <EnablePrependDigits>false</EnablePrependDigits>
    <DispatchDelivery>false</DispatchDelivery>
    <CallSearchSpaceObjectId>f3beb4e4-0be5-417f-9491-e233c6d4a40e</CallSearchSpaceObjectId>

    <CallSearchSpaceURI>/vmrest/searchspaces/f3beb4e4-0be5-417f-9491-
    e233c6d4a40e</CallSearchSpaceURI>
    <InheritSearchSpaceFromCall>true</InheritSearchSpaceFromCall>
    <PartitionObjectId>5ec15c45-ace9-41ad-a6c4-b56081c79717</PartitionObjectId>
    <PartitionURI>/vmrest/partitions/5ec15c45-ace9-41ad-a6c4-b56081c79717</PartitionURI>
    <PlayPostGreetingRecording>0</PlayPostGreetingRecording>
    <SendPrivateMsg>0</SendPrivateMsg>
    <PlayAfterMessage>1</PlayAfterMessage>
    <GreetingsURI>/vmrest/callhandlertemplates/edcd2336-2c01-49d1-89ff-
    8746466e0a5e/templategreetings</GreetingsURI>
    <TransferOptionsURI>/vmrest/callhandlertemplates/edcd2336-2c01-49d1-89ff-
    8746466e0a5e/templatetransferoptions</TransferOptionsURI>
    <MenuEntriesURI>/vmrest/callhandlertemplates/edcd2336-2c01-49d1-89ff-
    8746466e0a5e/templatemenuentries</MenuEntriesURI>
</CallhandlerTemplate>
```

```
Response Code: 200
```

JSON Example

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

```
Request URI:
GET: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-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/callhandlertemplates/93b8ada5-c92f-47e6-8d24-9c269293d63c"
    "CreationTime":"2013-02-26T06:45:09Z"
    "Language":"1033"
    "DisplayName":"Call_Handler1"
    "UseDefaultLanguage":"true"
    "UseDefaultTimeZone":"false"
    "Undeletable":"false"
    "LocationObjectId":"cff1347e-87af-4409-bead-d1970625f82e"
    "LocationURI":"/vmrest/locations/connectionlocations/cff1347e-87af-4409-bead-
    d1970625f82e"
    "EditMsg":"true"
    "IsPrimary":"false"
    "MaxMsgLen":"500"
    "OneKeyDelay":"1500"
    "ScheduleSetObjectId":"5c42abd2-84a5-4fcf-84cf-d0a19c70f207"
    "ScheduleSetURI":"/vmrest/schedulesets/5c42abd2-84a5-4fcf-84cf-d0a19c70f207"
    "SendUrgentMsg":"1"
    "IsTemplate":"true"
    "ObjectId":"93b8ada5-c92f-47e6-8d24-9c269293d63c"
    "RecipientDistributionListObjectId":"8337a757-b074-42ff-85bd-acda2dfd5d28"
    "RecipientDistributionListURI":"/vmrest/distributionlists/8337a757-b074-42ff-85bd-
    acda2dfd5d28"
    "AfterMessageAction":"2"
    "AfterMessageTargetConversation":"AD"
    "AfterMessageTargetHandlerObjectId":"4783cb28-79a6-409a-bf57-18f8208b4e61"
    "TimeZone":"190"
    "MediaSwitchObjectId":"343dc222-2d1a-4a19-a5b6-894725542475"
    "PhoneSystemURI":"/vmrest/phonesystems/343dc222-2d1a-4a19-a5b6-894725542475"
    "UseCallLanguage":"true"
    "SendSecureMsg":"false"
    "EnablePrependDigits":"false"
    "DispatchDelivery":"true"
    "CallSearchSpaceObjectId":"2e836e16-f715-4a18-bb7c-ee5e33281706"
    "CallSearchSpaceURI":"/vmrest/searchspaces/2e836e16-f715-4a18-bb7c-ee5e33281706"
    "InheritSearchSpaceFromCall":"true"
    "PartitionObjectId":"44bdcf73-d5c1-4866-957d-fb35686cbe76"
    "PartitionURI":"/vmrest/partitions/44bdcf73-d5c1-4866-957d-fb35686cbe76"
    "PlayPostGreetingRecording":"2"
    "SendPrivateMsg":"0"
    "PlayAfterMessage":"2"
    "GreetingsURI":"/vmrest/callhandlertemplates/93b8ada5-c92f-47e6-8d24-
    9c269293d63c/templategreetings"
    "TransferOptionsURI":"/vmrest/callhandlertemplates/93b8ada5-c92f-47e6-8d24-
    9c269293d63c/templatetransferoptions"
}
```

```
Response Code: 200
```

Creating a New Call Handler Template

Mandatory parameters are:

- Display Name
- Phone System - Fetch phone systems using URI: https://<connection-server>/vmrest/phonesystems
- Message recipient - The message recipient can be a distribution list or a user. Use the following URI to fetch users or distribution lists respectively.

- https://<connection-server>/vmrest/users
- https://<connection-server>/vmrest/distributionlists

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

```
POST https://<connection-server>/vmrest/callhandlertemplates
Request Body:
  <CallhandlerTemplate>
    <DisplayName>System Call Handler Template1</DisplayName>
    <RecipientSubscriberObjectId>f74c4f98-598e-4c47-bf1a-
    2b78fc2c2953</RecipientSubscriberObjectId>
    <MediaSwitchObjectId>abf4b7d1-89d5-45c2-bdc8-d3b13f5040f5</MediaSwitchObjectId>
  </CallhandlerTemplate>
```

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
```

JSON Example

To create a new call handler template, do the following:

```
Request URI:
POST: https://<connection-server>/vmrest/callhandlertemplates
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
"DisplayName":"Tenant",
"RecipientDistributionListObjectId":"8337a757-b074-42ff-85bd-acda2dfd5d28",
"MediaSwitchObjectId":"343dc222-2d1a-4a19-a5b6-894725542475"
}
```

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
```

Delete the Call Handler Template

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

```
DELETE https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-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 template, do the following:

```
Request URI:
DELETE:
https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-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 to a Call Handler Template

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

```
PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
The ScheduleSetObjectId can be fetched using the URI
https://<connection-server>/vmrest/schedulesets.
```

```
<CallhandlerTemplate>
    <ScheduleSetObjectId>eb11c6cc-fc9e-4651-8c01-8f0b2e421918</ScheduleSetObjectId>
</CallhandlerTemplate>
```

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

```
Request URI:
PUT: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
```

```
{
    "ScheduleSetObjectId":"5c42abd2-84a5-4fcf-84cf-d0a19c70f207"
}
```

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
```

Updating Partition of the Call Handler Template

This PUT request can be used to assign partition to a call handler template.

```
PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
```

To fetch PartitionObjectId, use the URI https://<connection-server>/vmrest/partitions.

```
<CallhandlerTemplate>
    <PartitionObjectId>46a0377b-00d7-40a0-8738-81106fc730ea</PartitionObjectId>
</CallhandlerTemplate>
```

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 partition of call handler template, do the following:

```
<pre>
PUT: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
</pre>
```

```
{
"PartitionObjectId":"fe2fe907-bdcb-416e-89b7-c1bb130d0f98"
}
```

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
```

Updating Language Option of the Call Handler Template

This PUT request can be used to update language for a call handler template. To know languages installed on the server following URI can be used:

```
PUT https://<connection-server>/vmrest/installedlanguages
PUT https://<connection-server>/vmrest/callhandlertemplates<callhandlertemplate-objectid>
```

Example 1: The Inherit language field from the call is selected but the UseDefaultLanguage field is not updated

```
<CallhandlerTemplate>
    <UseDefaultLanguage>true</UseDefaultLanguage>
    <UseCallLanguage>false</UseCallLanguage>
</CallhandlerTemplate>
```

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
```

Note The Inherit Language field from the call is selected but this the UseDefaultLanguage field is not updated in the database as the language field is missing as the Language field is NULL and UseDefaultLanguage is by default set to TRUE.

Example 2: The Inherit language field from the call is selected and the UseDefaultLanguage field is updated

```
Request Body:
<CallhandlerTemplate>
    <UseCallLanguage>true</UseCallLanguage>
    <UseDefaultLanguage>false</UseDefaultLanguage>
    <Language>1033</Language>
</CallhandlerTemplate>
```

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
```

Note The Inherit Language field from the call is selected but the UseDefaultLanguage field is updated in the database as the Language field is specified. The Inherit Language field from the call is selected but the UseDefaultLanguage field is updated in the database as the Language field is specified. Language code for installed language can be fetched from: https://<connection-server>/vmrest/installedlanguages Language code can be fetched from the URI: 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.

JSON Example

To update language option of call handler template, do the follwoing:

```
Request URI:
PUT: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
    "UseCallLanguage":"true",
    "UseDefaultLanguage":"false",
    "Language":"1033"
}
```

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
```

Updating Timezone of a Call Handler Template

This PUT request can be used to update timezone for a call handler template. It can be set to default or particular timezone. The mandatory fields for this request are:

- UseDefaultTimeZone
- TimeZone

To know timzones installed on the server following URI can be used:
https://<connection-server>/vmrest/timezones

```
PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
Request Body:
<CallhandlerTemplate>
    <UseDefaultTimeZone>false</UseDefaultTimeZone>
    <TimeZone>190</TimeZone>
</CallhandlerTemplate>
```

```
Response Code: 204
```

JSON Example

To update timezone of call handler template, do the following:

```
Request URI:
PUT: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
    "UseDefaultTimeZone":"false",
    "TimeZone":"190"
}
```

```
Response Code: 204
```

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

Explanation of Data Fields

Parameter	Operations	Data Type	Comments
URI	Read Only	String	Call Handler Template URI
AfterMessageAction	Read/Write	Integer	Specifies the after message action.Possible Values Refer to the table 1 under the section Enum Type as given at the end of the document Default value:1

Parameter	Operations	Data Type	Comments
AfterMessageTargetConversation	Read/Write	String	Specifies DisplayName of the conversation to go to after taking a message. Possible Values Refer to the table 11 under the section Enum type as given at the end of document.
AfterMessageTargetHandlerObjectId	Read/Write	String(36)	The Unique Identifier of the call action object that Cisco Unity Connection performs after taking a message.
CallSearchspaceObjectId	Read/Write	String(36)	Is present only if a search space is selected. URI To fetch possible values of CallSearchspaceObjectId :https://<connection-server>//vmrest/searchspaces
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 is false
DisplayName	Read/Write	String(64)	Name of the Call Handler Template
EditMsg	Read/Write	Boolean	A flag that determines whether the caller can edit messages. Possible Values • false : Callers cannot edit messages • true : Callers can edit messages Default value is true.
EnablePrependDigits	Read/Write	Boolean	Specifies if Prepend Digits to Dialed Extensions is enabled. Possible Values • false:- System will not prepend digits when dialing the transfer extension • true:- System will prepend digits when dialing the transfer extension Default value is false

Parameter	Operations	Data Type	Comments
InheritSeachSpaceFromCall	Read/Write	Boolean	Specifies if the search space is to be inherited from the call. Possible Values: • true:- Inherit from call. • false:- Do not inherit from call. Default value is true
IsPrimary	Read Only	Boolean	A flag indicating whether this is a "primary" call handler for a subscriber, or an "application" call handler. 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: • false: Not a primary call handler • true: Primary call handler Default value is false.
IsTemplate	Read Only	Boolean	Used to provide default values for selected columns when creating new call handlers. Possible Values: • false: Not a template • true: Is a template Default value is true
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(36)	The unique identifier of the Location object to which this handler belongs.
LocationURI	Read Only	String	Specifies the URI of locations
MaxMsgLen	Read/Write	Integer	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. 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. Possible Values: Range 1-3600 default value is 300

Parameter	Operations	Data Type	Comments
MediaSwitchObjectId	Read/Write	String(36)	Specifies the object Id of the Phone System the call handler belongs to. URI To fetch MediaSwitchObjectId :https://<connection-server>/vmrest/phonesystems
PhoneSystemURI	Read Only	String	Specifies the URI of Phone Systems
ObjectId	Read Only	String(36)	Object Id of the Call Handler Template.
TenantObjectId	Read Only	String(36)	The unique identifier of the tenant to which the call handler templates belong. This field is reflected in the response only if the call handler template belong to a particular tenant.
OneKeyDelay	Read/Write	Integer	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. 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. Possible Values: Range:- 0 - 10000 Default value is1500
PartitionObjectId	Read/Write	String(36)	Specifies the object Id of the partition the Call Handler belongs to. URI To fetch PartitionObjectId :https://<connection-server>/vmrest/partitions
PartitionURI	Read Only	String	Specifies the URI of partitions.
PlayAfterMessage	Read/Write	Integer	Specifies what should be played after the message Possible Values: Refer to the table 3 under the section Enum Type as given at the end of the document Default Value:1
PlayAfterMessageRecodingObjectId	Read/Write	String(36)	Object Id of the recording. URI To fetch its value :https://<connection-server>/vmrest/postgreetingrecordings from above URI get objectid.

Parameter	Operations	Data Type	Comments
PlayPostGreetingReording	Read/Write	Integer	Indicates whether the recording referenced by PostGreetingRecordingObjectId should be played. Possible Values: Refer to the table 2 under the section Enum type as given at the end of document. Default value is 0
PostGreetingRecordingObjectId	Read/Write	String(36)	Specifies the object Id of the Post Greeting recording. URI To fetch its value: https://<connection-server>/vmrest/postgreetingrecordings from above URI get objectid.
PostGreetingURI	Read Only	String	URI of the Post Greeting Recording
PrependDigits	Read/Write	String	Touch-Tone digits to be prepended to extension when dialing transfer number (#, 0,1...9,*). Digits, plus, hash and asterisk only are allowed
RecipientDistributionListObjectId	Read/Write	String(36)	Object Id of the distribution list that is the message recipient. URI To fetch its value: https://<connection-server>/vmrest/ from above URI get objectid.
RecipientDistributaionListURI	Read Only	String	URI of distribution lists
RecipientSubscriberObjectId	Read/Write	String(36)	Object id of a User with a mailbox that is the message recipient.
SchduleSetObjectId	Read/Write	String(36)	Object Id of the schedule set assigned to the Call Handler.
SchduleSetURI	Read Only	String	Specifies the URI of schedule sets.
SendPrivateMsg	Read/Write	Integer	Determines if an outside caller can mark their message as private. Possible Values: Refer to the table 4 under the section Enum type as given at the end of document. Default value is 0
SendSecureMsg	Read/Write	Boolean	A flag indicating whether an unidentified caller can mark a message as "secure." Default value is false
SendUrgentMsg	Read/Write	Integer	A flag indicating whether an unidentified caller can mark a message as "urgent." Possible Values: Refer to the table 5 under the section Enum type as given at the end of document. Default value is 0(Never)
TimeZone	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: https://<connection-server>/vmrest/timezones Example: 190 is the code for (GMT+05:30) Asia/Kolkata

Parameter	Operations	Data Type	Comments
UseCallLanguage	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection will use the language assigned to the call. Possible values: • true • false Default value is true
UseDefaultLanguage	Read/Write	Boolean	A flag that is dependent on the value of Language Field. if Language is set to Null, UseDefaultLanguage is set to true.if any language is specified, UseDefaultLanguage is set to false
UseDefaultTimeZone	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection will use the system default Time Zone. Possible values: • true • false Default value is false
GreetingsURI	Read Only	String	Specifies the URI of greetings.
TransferOptionsURI	Read Only	String	Specifies the URI of transfer options.
MenuEntriesURI	Read Only	String	Specifies the URI of menu entries.

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

Enumeration Type

Call Actions

Name	Value	Description
Ignore	0	Ignore - no action taken.
Hangup	1	Hangup - the call is immediately terminated.
Goto	2	Goto - go to an object such as a call handler, directory handler or interview handler.
Error	3	Error - play the error greeting.
TakeMsg	4	Take a message.
SkipGreeting	5	Skip greeting.

Name	Value	Description
RestartGreeting	6	RestartGreeting - restart greeting on current handler
TransferAltContact	7	Transfer to Alternate Contact Number
RouteFromNextRule	8	Route From Next Call Routing Rule

Play Post Greeting Recording

Name	Value	Description
No	0	Don't play the recording
Always	1	Always play the configured recording
External	2	Play the recording for external calls only

Play After Message Recording

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

Send Private Message

Name	Value	Description
Never	0	No messages are marked private.
Always	1	All messages are marked private.
Ask	2	Ask the outside caller if they wish to mark the message as private.

Send Urgent Message

Name	Value	Description
Never	0	Messages left by unidentified calls are never marked urgent.
Always	1	All messages left by unidentified callers are marked urgent.
Ask	2	Cisco Unity Connection asks unidentified callers whether to mark their messages urgent.

Play What

Name	Value	Description
SystemGreeting	0	Cisco Unity Connection plays a prerecorded greeting along with the recorded name of the subscriber (for example, "Sorry, <subscriber name> is not available"). If the subscriber does not have a recorded name, Cisco Unity Connection plays the subscriber extension instead. When a greeting is enabled but not recorded, Cisco Unity Connection plays a prerecorded system greeting.
Recorded Greeting	1	Use a personal recording for the call handler (or subscriber). This can be recorded over the phone or from the Cisco Unity Connection Administration and CPCA administrative interfaces on the call handler/subscriber.
NoGreeting	2	No greeting is played.

Transfer Rule Action

Name	Value	Description
PlayGreeting	0	Cisco Unity Connection transfers the call to the call handler greeting.
Transfer	1	Cisco Unity Connection transfers the call to the number in the "Extension" column in tbl_TransferOption.

Call Handler RNA Action

Name	Value	Description
PlayGreeting	1	After the number of rings (as defined by "TransferRings" column), pull back the call and transfer the call to the appropriate greeting.
Release	0	Release the call to the phone system.

Call Handler Hold Mode

Name	Value	Description
No	0	Cisco Unity Connection prompts the caller to leave a message and allows the caller to dial another extension.
Yes	1	Cisco Unity Connection plays a prompt indicating that the extension is busy. The caller is put on hold. Note that this hold is not performed by the phone system.
Ask	2	Cisco Unity Connection gives the caller the options of holding, leaving a message, or dialing another extension.

Transfer Type

Name	Value	Description
Supervised	1	Listen for busy, ring no answer.
Unsupervised	0	Just let the switch to do the transfer, and do not stay on the line and take action on RNA or busy.

AfterMessageTargetConversation/ AfterGreetingTargetConversation/ TargetConversation

The AfterMessageTargetConversation/AfterGreetingTargetConversation/TargetConversation fields are read/write, and can take the following values. Although it is not an enumeration type, only certain string values are valid conversation names. For some conversations, it is required to specify their respective TargetHandlerObjectIds as well AfterMessageHandlerObjectid, AfterGreetingHandlerObjectId, and TargethandlerObjectId.

Value	Description	Target Handler
AD	Directory conversation	Directory Handler
PHTransfer	Transfer to a user or call handler	Use or Call Handler
PHGreeting	Play greeting of a user or call handler	Use or Call Handler
PHInterview	Interview Conversation	Interview Handler
Attempt Forward	Forwards the call to the user's greeting if the forwarding number matches a user	NA
Attempt SignIn	Sends the call to a user's sign-in if the calling number matches a user	NA
BroadcastMessageAdministrator	Sends the call to a conversation for sending broadcast messages	NA
SystemTransfer	Sends the call to a conversation allowing the caller to transfer to a number they specify (assuming the restriction table allows it).	NA
CheckedOutGuest	Sends the call to a conversation for checked-out hotel guests.	NA
GreetingsAdministrator	Sends the call to a conversation allowing changing greetings by phone.	NA
ReverseTrapConv	Connects to Visual Voicemail.	NA
SubSignIn	Sends the call to the sign-in conversation, which prompts the user to enter their ID.	NA
ConvUtilsLiveRecord	Sends the call to the live-record pilot number configured on Call Manager.	NA
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.	NA

Greeting Type

Greeting	Description
Alternate	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	Busy - plays when the extension is busy. A busy greeting overrides the standard, off hours, and internal greetings.
Error	Error - plays when a caller attempts to dial an extension that does not exist on the system during a greeting.
Internal	Internal - plays to internal callers only. An internal greeting overrides the standard and off hours greetings.
Off Hours	Off hours - plays during the closed (non business) 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	Standard - plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
Holiday	Holiday - plays when holiday schedule is encountered unless overridden by an alternate greeting.

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

Greetings API

The following URI can be used to view the user template object ID:

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

From the above URI, get the call handler object ID:

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

The following URI can be used to view the greetings:

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

The following URI can be used to view the alternate greeting:

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

The following URI can be used to view the busy greeting:

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

The following URI can be used to view the error greeting:

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

The following URI can be used to view the closed greeting:

```
GET
https://<connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>/greetings/Off%20Hours
```

The following URI can be used to view the standard greeting:

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

The following URI can be used to view the holiday greeting:

```
GET https://<connection-server>/vmrest/callhandlers/<CallhandlerObjectId>/greetings/Holiday
```

Listing the Greetings

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

```
GET https://<connection-server>/vmrest/ callhandlertemplates/<callhandlertemplate-
  objectid>/templategreetings
```

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

```
<TemplateGreetings total="2">
  <TemplateGreeting>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
    836910ac1a4c/templategreetings/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>
  </TemplateGreeting>
  <TemplateGreeting>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
    836910ac1a4c/templategreetings/Busy</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>Busy</GreetingType>
    <AfterGreetingAction>4</AfterGreetingAction>
    <PlayRecordMessagePrompt>true</PlayRecordMessagePrompt>
    <EnableTransfer>false</EnableTransfer>
  </TemplateGreeting>
</TemplateGreetings>
```

```
Response Code: 200
```

JSON Example

To view the list of greetings, do the following:

```
Request URI:
GET:
https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/templategreetings
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":"2"
  "TemplateGreeting": [
  {
    "URI":"/vmrest/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a/templategreetings/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"
  },
  {
    "URI":"/vmrest/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a/templategreetings/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"
  },
  ]
}
```

```
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/callhandlertemplates/<callhandlertemplate-
  objectid>/templategreetings/<Greetingname>
```

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

```
<TemplateGreeting>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
836910ac1a4c/templategreetings/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>
</TemplateGreeting>
```

```
Response Code: 200
```

JSON Example

To view a specific greeting, do the following:

```
Request URI:
GET:
https://<connection-server>/vmrest/callhandlertemplates/<Callhandlertemplate-objectid>/templategreetings/<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/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a/templategreetings/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"
}
```

```
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/callhandlertemplates/<callhandlertemplate-objectid>/templategreetings/<Greetingname>
Response Body:
<TemplateGreeting>
    <PlayWhat>1</PlayWhat>
    <PlayRecordMessagePrompt>true</PlayRecordMessagePrompt>
</TemplateGreeting>
```

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:

```
Request URI:
PUT:
https://<connection-server>/vmrest/callhandlertemplates/<Callhandlertemplate-objectid>/templategreetings/<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
```

Explanation of Data Fields

Parameter	Operations	Data Type	Comments
URI	Read Only	String	URI of greetings
CallHandlerObjectId	Read Only	String	The unique identifier of the call handler object to which this greeting rule belongs.
TemplateCallHandlerURI	Read/Write	String	URI of the call handler.

Parameter	Operations	Data Type	Comments
IgnoreDigits	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection takes action in response to touchtone keys pressed by callers during the greeting. 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. Possible values: • false: Caller input enabled during greeting • true: Caller input ignored during greeting Default Value: false
PlayWhat	Read/Write	Integer	The source for the greeting when this greeting is active. Refer to the section Enumeration Type.<<Link will be mentioned later>> Default Value: 0
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. Possible values: • 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. Possible values: • 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

Parameter	Operations	Data Type	Comments
GreetingType	Read Only	String	Specifies the greeting type. Refer to the section Enumeration Type.<<Link will be mentioned later>> Default value: Standard
AfterGreetingAction	Read/Write	Integer	The type of call action to take, e.g., hang-up, goto another object, etc. Refer to the section Enumeration Type.<<Link will be mentioned later>> Default value: 4
AfterGreetingTargetConversation	Read/Write	String	Specifies the conversation to go to after the greeting is played. Refer to the section Enumeration Type.<<Link will be mentioned later>
AfterGreetingTargetHandlerObjectId	Read/Write	String	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: • 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: • true: Allows transfer • false: Does not allow Default Value: false

Cisco Unity Connection Provisioning Interface (CUPI) API -- Message Settings APIs

Message Settings APIs

Administrator can use this API to fetch the message settings.

Updating a Message Setting

The following is an example of the PUT request that updates the message settings:

```
PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandler-objectid>
Request Body:
<CallhandlerTemplate>
    <AfterMessageAction>2</AfterMessageAction>
    <AfterMessageTargetConversation>SystemTransfer</AfterMessageTargetConversation>
</CallhandlerTemplate>
```

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 message setting, do the following:

```
Request URI:
PUT:  https://<connection-server>/vmrest/callhandlertemplates/<calhandler-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
"AfterMessageAction":"2",
"AfterMessageTargetConversation":"SystemTransfer"
}
```

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
```

Cisco Unity Connection Provisioning Interface (CUPI) API -- Post Greeting Recordings APIs

Post Greeting Recordings APIs

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

Updating a Post Greeting Recordings

The following is an example of the PUT request that updates the post greeting recordings:

```
PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
Request Body:
<CallhandlerTemplate>
    <PlayPostGreetingRecording>2</PlayPostGreetingRecording>
    <PostGreetingRecordingObjectId>0c6ab589-f289-4d4b-b3b7-
e4ec96bb783e</PostGreetingRecordingObjectId>
</CallhandlerTemplate>
```

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 post greeting recordings, do the following:

```
Request URI:
PUT: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>
Accept: applicaiton/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
"PlayPostGreetingRecording":"1",
"PostGreetingRecordingObjectId":"0c6ab589-f289-4d4b-b3b7-e4ec96bb783e"
}
```

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
```

Cisco Unity Connection Provisioning Interface (CUPI) API -- Transfer Rule APIs

TransferRulesAPIs

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

Listing the Transfer Rules

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

```
GET https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
   objectid>/templatetransferoptions
```

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

```
<TemplateTransferOptions total="2">
  <TemplateTransferOption>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
    836910ac1a4c/templatetransferoptions/Alternate</URI>
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-
    836910ac1a4c</CallhandlerURI>
    <TransferOptionType>Alternate</TransferOptionType>
    <Action>0</Action>
    <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>abf4b7d1-89d5-45c2-bdc8-
    d3b13f5040f5</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/abf4b7d1-89d5-45c2-bdc8-
    d3b13f5040f5</PhoneSystemURI>
    <UsePrimaryExtension>true</UsePrimaryExtension>
    <PlayTransferPrompt>true</PlayTransferPrompt>
    <PersonalCallTransfer>false</PersonalCallTransfer>
    <Enabled>true</Enabled>
  </TemplateTransferOption>
  <TemplateTransferOption>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
    836910ac1a4c/templatetransferoptions/Off Hours</URI>
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-
    836910ac1a4c</CallhandlerURI>
    <TransferOptionType>Off Hours</TransferOptionType>
    <Action>0</Action>
    <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>abf4b7d1-89d5-45c2-bdc8-
    d3b13f5040f5</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/abf4b7d1-89d5-45c2-bdc8-
    d3b13f5040f5</PhoneSystemURI>
    <UsePrimaryExtension>true</UsePrimaryExtension>
    <PlayTransferPrompt>true</PlayTransferPrompt>
    <PersonalCallTransfer>false</PersonalCallTransfer>
    <Enabled>true</Enabled>
  </TemplateTransferOption>
</TemplateTransferOptions>
```

```
Response Code: 200
```

JSON Example

To list the transfer rules, do the following:

```
Request URI:
GET:
https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/templatetransferoptions
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"
  "TemplateTransferOption":   [
  {
    "URI":"/vmrest/callhandlertemplates/e07ee639-bf8a-4c37-9d6a-
    0b51beee65c7/templatetransferoptions/Alternate"
    "CallHandlerObjectId":"e07ee639-bf8a-4c37-9d6a-0b51beee65c7"
    "CallhandlerURI":"/vmrest/handlers/callhandlers/e07ee639-bf8a-4c37-9d6a-
    0b51beee65c7"
    "TransferOptionType":"Alternate"
    "Action":"0"
    "RnaAction":"1"
    "TransferAnnounce":"false"
    "TransferConfirm":"false"
    "TransferDtDetect":"false"
    "TransferHoldingMode":"0"
    "TransferIntroduce":"false"
    "TransferRings":"4"
    "TransferScreening":"false"
    "TransferType":"1"
    "MediaSwitchObjectId":"f92e948f-6bd4-4891-ab8b-a3d930688305"
    "PhoneSystemURI":"/vmrest/phonesystems/f92e948f-6bd4-4891-ab8b-a3d930688305"
    "UsePrimaryExtension":"true"
    "PlayTransferPrompt":"true"
    "PersonalCallTransfer":"false"
    "Enabled":"true"
  },
  {
    "URI":"/vmrest/callhandlertemplates/e07ee639-bf8a-4c37-9d6a-
    0b51beee65c7/templatetransferoptions/Off Hours"
    "CallHandlerObjectId":"e07ee639-bf8a-4c37-9d6a-0b51beee65c7"
    "CallhandlerURI":"/vmrest/handlers/callhandlers/e07ee639-bf8a-4c37-9d6a-
    0b51beee65c7"
    "TransferOptionType":"Off Hours"
    "Action":"0"
    "RnaAction":"1"
    "TransferAnnounce":"false"
    "TransferConfirm":"false"
    "TransferDtDetect":"false"
    "TransferHoldingMode":"0"
    "TransferIntroduce":"false"
    "TransferRings":"4"
    "TransferScreening":"false"
    "TransferType":"0"
    "MediaSwitchObjectId":"f92e948f-6bd4-4891-ab8b-a3d930688305"
    "PhoneSystemURI":"/vmrest/phonesystems/f92e948f-6bd4-4891-ab8b-a3d930688305"
    "UsePrimaryExtension":"true"
    "PlayTransferPrompt":"true"
    "PersonalCallTransfer":"false"
    "Enabled":"true"
  }
  ]
}
```

```
Response Code: 200
```

Viewing the Details of Specific Transfer Rule

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

```
GET https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
  objectId>/templatetransferoptions/<TransferOptionType>
The following is the response from the above *GET* request and the actual response will
depend upon the information given by you:
<TemplateTransferOption>
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
836910ac1a4c/templatetransferoptions/Alternate</URI>
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-
836910ac1a4c</CallhandlerURI>
    <TransferOptionType>Alternate</TransferOptionType>
    <Action>0</Action>
    <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>abf4b7d1-89d5-45c2-bdc8-d3b13f5040f5</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/abf4b7d1-89d5-45c2-bdc8-
d3b13f5040f5</PhoneSystemURI>
    <UsePrimaryExtension>true</UsePrimaryExtension>
    <PlayTransferPrompt>true</PlayTransferPrompt>
    <PersonalCallTransfer>false</PersonalCallTransfer>
    <Enabled>true</Enabled>
</TemplateTransferOption>
```

```
Response Code: 200
```

JSON Example

To view the details of a specific transfer rule, do the following:

```
Request URI:
GET: https://<connection-server>/vmrest/callhandlertemplates/<Callhandlertemplate-
objectid>/templatetransferoptions/<TransferOptionType>
Accept: applciation/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/callhandlertemplates/e07ee639-bf8a-4c37-9d6a-
    0b51beee65c7/templatetransferoptions/Alternate"
    "CallHandlerObjectId":"e07ee639-bf8a-4c37-9d6a-0b51beee65c7"
    "CallhandlerURI":"/vmrest/handlers/callhandlers/e07ee639-bf8a-4c37-9d6a-
    0b51beee65c7"
    "TransferOptionType":"Alternate"
    "Action":"0"
    "RnaAction":"1"
    "TransferAnnounce":"false"
    "TransferConfirm":"false"
    "TransferDtDetect":"false"
    "TransferHoldingMode":"0"
    "TransferIntroduce":"false"
    "TransferRings":"4"
    "TransferScreening":"false"
    "TransferType":"1"
    "MediaSwitchObjectId":"f92e948f-6bd4-4891-ab8b-a3d930688305"
    "PhoneSystemURI":"/vmrest/phonesystems/f92e948f-6bd4-4891-ab8b-a3d930688305"
    "UsePrimaryExtension":"true"
    "PlayTransferPrompt":"true"
    "PersonalCallTransfer":"false"
    "Enabled":"true"
}
```

```
Response Code: 200
```

Updating a Transfer Rule

The following is an example of the PUT request that updates a transfer rule:

```
PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
objectid>/templatetransferoptions/<TransferOptionType>
Request Body:
<TemplateTransferOption>
    <Action>1</Action>
    <Extension>1000</Extension>
    <TimeExpires>2012-12-31 12:00:00.0</TimeExpires>
    <Enabled>true</Enabled>
    <PlayTransferPrompt>true</PlayTransferPrompt>
    <TransferAnnounce>true</TransferAnnounce>
    <TransferConfirm>true</TransferConfirm>
    <TransferIntroduce>true</TransferIntroduce>
    <TransferScreening>true</TransferScreening>
    <TransferType>1</TransferType>
</TemplateTransferOption>
```

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 transfer rule, do the following:

```
GET: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
objectid>/templatetransferoptions/<TransferOptionType>
Accept: applciation/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
    "Action":"1",
    "TimeExpires":"2012-12-31 12:00:00.0",
    "Extension":"1002",
    "PlayTransferPrompt":"true",
    "TransferAnnounce":"true",
    "TransferConfirm":"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

Parameters	Operations	Data Type	Comments
URI	Read Only	String	URI of the call handler transfer options.
CallHandlerTemplateObjectId	Read Only	String	Specifies the call handler object ID
CallHandlerTemplateURI	Read Only	String	URI of the call handler being referenced.
TransferOptionType	Read Only	String	Specifies the transfer option type. There are 3 transfer option type available: • Alternate - in effect at all times, overrides standard and offhours. • OffHours - off or closed hours based on specified schedule. • Standard - standard hours based on specified schedule.
Action	Read/Write	Integer	Specifies the transfer rule action. Custom type is Transfer Rule Action. Refer to the section Enumeration Type.<<Link will be mentioned later>> Default value: 0
RnaAction	Read/Write	Integer	Action to take on Ring-No-Answer (RNA) condition. Refer to the section Enumeration Type.<<Link will be mentioned later>>

Parameters	Operations	Data Type	Comments
TimeExpires	Read/Write	Datetime	Rather than use 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 is 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 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 field requires a "TransferType" of supervised (1). Values can be: • 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

Parameters	Operations	Data Type	Comments
TransferConfirm	Read/Write	Boolean	The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer). Requires a "TransferType" of supervised. • 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. 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. Default Value: false. Values can be: • false: Transfer confirm disabled • true: Transfer confirm enabled Default value: false
TransferDtDetect	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection will check for dial tone before attempting to transfer the call. Requires a "TransferType" of supervised (1). This is usually used for phone systems that do not have "positive disconnect" capabilities to avoid sending terminated calls to the operator console, for instance. Possible values can be: • false: Do not check for dial tone prior to transferring a call • true: Check for dial tone prior to transferring a call Default value:false
TransferHoldingMode	Read/Write	Integer	The action Cisco Unity Connection will take when the extension is busy. Requires a TransferType column value = "Supervised" (1). Default Value: 0

Parameters	Operations	Data Type	Comments
TransferIntroduce	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection will say "call for <recorded name of the call handler>" when the subscriber answers the phone. 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.
TransferRings	Read/Write	Integer	The number of times the extension rings before Cisco Unity Connection considers it a "ring no answer" and plays the subscriber or handler greeting. Requires a "TransferType" of supervised (1). The value of this column should never be less than 2 for a supervised transfer. The range can vary from 2 to 20. Default Value: 4
TransferScreening	Read/Write	Boolean	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). Normally this column is used along with "TransferConfirm" to allow the subscriber to screen calls. Values can be: • false: Call screening disabled • true: Ask and record caller name Default Value: false
TransferType	Read/Write	Integer	The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer). • 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. Default value: 0

Parameters	Operations	Data Type	Comments
MediaSwitchObjectId	Read Only	String	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	If extension is null this will be set to 1 (true) to indicate we are using instead the DtmfAccessId for the owning handler or subscriber. Possible Values: • false • true Default value: true
Extension	Read/Write	Integer	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. **Note**- Digits, hash, comma, asterisk, plus are allowed.
PlayTransferprompt	Read/Write	Boolean	A flag indicating whether the "Wait while I transfer your call" prompt should be played prior to transferring a call. Values can be: • true - Play Transfer prompt is enabled. • false - Play transfer prompt is disabled. Default Value: true
PersonalCallTransfer	Read/Write	Boolean	A flag indicating whether or not Personal Call Transfer Rules are used for the specific Transfer Option. Values can be: • false: Not enabled • true: Enabled Default value: false
Enabled	Read/Write	Boolean	Indicate whether the transfer option is enabled or not.To enable rule till particular end date TimeExpires should also be specified and to enable transfer rule with no end date, the TimeExpires field should be empty. Possible value: • true: enabled • false: disabled Default value: true This means transfer rules are enabled with no end date by default.