



# Cisco Unity Connection Provisioning Interface (CUPI) API -- User Greetings

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## 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
```

## Updating Fields of Greeting

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

Request Body: Enable greeting

```
<Greeting>
  <EnableTransfer>true</EnableTransfer>
</Greeting>
```

The following is the response from the \*PUT\* request to enable greeting and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: enable with no end date

```
<Greeting>
  <EnableTransfer>true</EnableTransfer>
  <TimeExpires></TimeExpires>
</Greeting>
```

The following is the response from the \*PUT\* request to enable with no end date and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: enable until

```
<Greeting>
  <EnableTransfer>true</EnableTransfer>
  <TimeExpires>2014-12-31 05:30:00.000</TimeExpires>
</Greeting>
```

The following is the response from the \*PUT\* request to enable until and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: edit caller hears

```
<Greeting>
  <PlayWhat>2</PlayWhat>
  <PlayRecordMessagePrompt>true</PlayRecordMessagePrompt>
</Greeting>
```

The following is the response from the \*PUT\* request to edit caller hears and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: enable ignore caller inputs

```
<Greeting>
  <IgnoreDigits>true</IgnoreDigits>
</Greeting>
```

The following is the response from the \*PUT\* request to enable ignore caller inputs and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: enable allow transfers to numbers not associated with users or call handlers

```
<Greeting>
  <IgnoreDigits>>false</IgnoreDigits>
  <EnableTransfer>true</EnableTransfer>
</Greeting>
```

The following is the response from the \*PUT\* request to enable allow transfers to numbers not associated with users or call handlers and the actual response will depend upon the information given by you:

```
Response Code: 204
```

### JSON Example

```
PUT
https://<connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>/greetings/Alternate
Accept: application/json
Content-type: application/json
Connection: keep-alive
```

```
{
  "EnableTransfer":"true","IgnoreDigits":"false"
}
```

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	Data Type	Operations	Comments
ObjectId	String(36)	Read Only	Unique identifier of the directory entry.
CallHandlerObjectId	String(36)	Read Only	The unique identifier of the call handler object to which this greeting rule belongs.

Parameter	Data Type	Operations	Comments
IgnoreDigits	Boolean	Read/Write	<p>A flag indicating whether Cisco Unity Connection takes action in response to touchtone keys pressed by callers during the greeting.</p> <p>Values can be:</p> <ul style="list-style-type: none"> <li>• false: Caller input enabled during greeting</li> <li>• true: Caller input ignored during greeting</li> </ul> <p>Default Value: false</p>
PlayWhat	Integer(2)	Read/Write	<p>The source for the greeting when this greeting is active.</p> <p>Default Value: 0 Default Values can be:</p> <ul style="list-style-type: none"> <li>• Call handler - 1 (recording)</li> <li>• Subscriber - 0 (system)</li> </ul>
RepromptDelay	Integer(2)	Read/Write	<p>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.</p> <p>Default Value:2 Values can be:</p> <ul style="list-style-type: none"> <li>• 0: Do not wait without receiving caller input and do not replay greeting.</li> <li>• 1 or greater: Wait this number of seconds without receiving any input from the caller before playing the greeting again.</li> </ul>
Reprompts	Integer(2)	Read/Write	<p>The number of times to reprompt a caller. After the number of times indicated here, Cisco Unity Connection performs the after-greeting action.</p> <p>Default Value: 0 Values can be:</p> <ul style="list-style-type: none"> <li>• 0: Do not reprompt - Cisco Unity Connection will play the greeting once and then the after-greeting action is taken.</li> <li>• 1 or greater: Number of times to reprompt.</li> </ul>
TimeExpires	Data Time(8)	Read/Write	<p>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.</p>
GreetingType	String(12)	Read Only	<p>The type of greeting, e.g. "Standard," "Off Hours," "Busy," etc.</p>

Parameter	Data Type	Operations	Comments
AfterGreetingAction	Integer(2)	Read/Write	AfterMessageAction can only accept integer with value 1, 2, 4, 6, 8  Values can be: <ul style="list-style-type: none"> <li>• 1: Hang up</li> <li>• 2: for other actions with object id (call handler, interview handler, directory handler)</li> <li>• 4: Take Message</li> <li>• 6: Restart greeting</li> <li>• 8: Route from next call routing rule.</li> </ul>
AfterGreetingActionObjectId	String(36)	Read/Write	The unique identifier of the CallAction object that determines what action Cisco Unity Connection will take on the call after the greeting is played.
AfterGreetingTargetConversion	String(64)	Read/Write	The name of the conversation to which the caller is routed.
AfterGreetingTargetHandleObjectId	String(36)	Read/Write	The unique identifier of the specific object to send along to the target conversation.
PlayRecordMessagePrompt	Integer(2)	Read/Write	A flag indicating whether the "Record your message at the tone..." prompt prior to recording a message.  Values can be: <ul style="list-style-type: none"> <li>• 0: System will not play the "Record your message at the tone..." prompt prior to recording a message.</li> <li>• 1: System will play the "Record your message at the tone..." prompt prior to recording a message.</li> </ul> Default Value: 1

Parameter	Data Type	Operations	Comments
EnableTransfer	Boolean	Read/Write	<p>A flag indicating when an extension is dialed at the greeting and the extension is not available whether to transfer to another extension.</p> <p>Default value: 0 Values can be:</p> <ul style="list-style-type: none"> <li>• 0: User cannot be transferred to another extension.</li> <li>• 1: User can "be transferred to another extension."</li> </ul> <p><b>Greeting Type</b></p> <ul style="list-style-type: none"> <li>• 1.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.</li> <li>• 2.Busy - plays when the extension is busy. A busy greeting overrides the standard, off hours, and internal greetings.</li> <li>• 3.Error - plays when a caller attempts to dial an extension that does not exist on the system during a greeting.</li> <li>• 4.Internal - plays to internal callers only. An internal greeting overrides the standard and off hours greetings.</li> <li>• 5.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.</li> <li>• 6.Standard - plays at all times unless overridden by another greeting. You cannot disable the standard greeting.</li> <li>• 7.Holiday - plays when holiday schedule is encountered unless overridden by an alternate greeting.</li> </ul>