



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

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## Phone Menu API

### Listing Phone Menu Fields

All the parameters of Phone Menu are present at the URI:

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

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

## Listing Phone Menu Fields

```

<User>
  <URI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1</URI>
  <ObjectId>4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1</ObjectId>
  <UseDefaultLanguage>true</UseDefaultLanguage>
  <Alias>undeliverablemessagesmailbox</Alias>
  <DisplayName>Undeliverable Messages</DisplayName>
  <TimeZone>190</TimeZone>
  <CreationTime>2013-03-05T10:54:38Z</CreationTime>
  <IsTemplate>>false</IsTemplate>
  <CosObjectId>610c9c71-32be-4465-b61a-523f24a9d828</CosObjectId>
  <CosURI>/vmrest/coses/610c9c71-32be-4465-b61a-523f24a9d828</CosURI>
  <Language>1033</Language>
  <LocationObjectId>42a9ab40-490d-4819-9bfb-8ddce4f430ff</LocationObjectId>
<LocationURI>/vmrest/locations/connectionlocations/42a9ab40-490d-4819-9bfb-8ddce4f430ff</LocationURI>

  <AddressMode>0</AddressMode>
  <ClockMode>0</ClockMode>
  <ConversationTui>SubMenu</ConversationTui>
  <GreetByName>true</GreetByName>
  <ListInDirectory>>false</ListInDirectory>
  <IsVmEnrolled>true</IsVmEnrolled>
  <SayCopiedNames>true</SayCopiedNames>
  <SayDistributionList>true</SayDistributionList>
  <SayMsgNumber>true</SayMsgNumber>
  <SaySender>true</SaySender>
  <SayTimestampAfter>true</SayTimestampAfter>
  <SayTimestampBefore>>false</SayTimestampBefore>
  <SayTotalNew>>false</SayTotalNew>
  <SayTotalNewEmail>>false</SayTotalNewEmail>
  <SayTotalNewFax>>false</SayTotalNewFax>
  <SayTotalNewVoice>true</SayTotalNewVoice>
  <SayTotalReceipts>>false</SayTotalReceipts>
  <SayTotalSaved>true</SayTotalSaved>
  <Speed>100</Speed>
  <MediaSwitchObjectId>ec1e2636-fc14-44fc-8cda-d6c1a3d61150</MediaSwitchObjectId>
  <PhoneSystemURI>/vmrest/phonesystems/ec1e2636-fc14-44fc-8cda-d6c1a3d61150</PhoneSystemURI>

  <Undeletable>true</Undeletable>
  <UseBriefPrompts>>false</UseBriefPrompts>
  <Volume>50</Volume>
  <EnAltGreetDontRingPhone>>false</EnAltGreetDontRingPhone>
  <EnAltGreetPreventSkip>>false</EnAltGreetPreventSkip>
  <EnAltGreetPreventMsg>>false</EnAltGreetPreventMsg>
  <EncryptPrivateMessages>>false</EncryptPrivateMessages>
  <DeletedMessageSortOrder>2</DeletedMessageSortOrder>
  <SayAltGreetWarning>>false</SayAltGreetWarning>
  <SaySenderExtension>>false</SaySenderExtension>
  <SayAni>>false</SayAni>
  <CallAnswerTimeout>4</CallAnswerTimeout>
  <CallHandlerObjectId>13a3c5fc-f706-4bd0-aeeb-32dad2c4a29b</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/13a3c5fc-f706-4bd0-aeeb-32dad2c4a29b</CallhandlerURI>

  <MessageTypeMenu>>false</MessageTypeMenu>
  <NewMessageSortOrder>1</NewMessageSortOrder>
  <SavedMessageSortOrder>2</SavedMessageSortOrder>
  <MessageLocatorSortOrder>1</MessageLocatorSortOrder>
  <NewMessageStackOrder>1234567</NewMessageStackOrder>
  <SavedMessageStackOrder>1234567</SavedMessageStackOrder>
  <EnablePersonalRules>true</EnablePersonalRules>
  <RecordUnknownCallerName>true</RecordUnknownCallerName>
  <RingPrimaryPhoneFirst>>false</RingPrimaryPhoneFirst>
  <ExitAction>2</ExitAction>

```

```

<ExitTargetConversation>PHGreeting</ExitTargetConversation>
<PromptSpeed>100</PromptSpeed>
<ExitTargetHandlerObjectId>939d4d12-cec8-4fee-ae47-fbf0cf20c33e</ExitTargetHandlerObjectId>

<RepeatMenu>1</RepeatMenu>
<FirstDigitTimeout>5000</FirstDigitTimeout>
<InterdigitDelay>3000</InterdigitDelay>
<PromptVolume>50</PromptVolume>
<ExitCallActionObjectId>d6507973-3041-4798-ac83-c6c691cb9187</ExitCallActionObjectId>
<AddressAfterRecord>>false</AddressAfterRecord>
<DtmfAccessId>99999</DtmfAccessId>
<ConfirmDeleteMessage>>false</ConfirmDeleteMessage>
<ConfirmDeleteDeletedMessage>>false</ConfirmDeleteDeletedMessage>
<ConfirmDeleteMultipleMessages>>true</ConfirmDeleteMultipleMessages>
<IsClockMode24Hour>>false</IsClockMode24Hour>
<SynchScheduleObjectId>821f40e6-3a97-412c-ae7f-6c7ade9a754b</SynchScheduleObjectId>
<SynchScheduleURI>/vmrest/schedules/821f40e6-3a97-412c-ae7f-6c7ade9a754b</SynchScheduleURI>

<RouteNDRToSender>>true</RouteNDRToSender>
<IsSetForVmEnrollment>>true</IsSetForVmEnrollment>
<VoiceNameRequired>>false</VoiceNameRequired>
<SendBroadcastMsg>>false</SendBroadcastMsg>
<UpdateBroadcastMsg>>false</UpdateBroadcastMsg>
<ConversationVui>VuiStart</ConversationVui>
<ConversationName>SubMenu</ConversationName>
<SpeechCompleteTimeout>0</SpeechCompleteTimeout>
<SpeechIncompleteTimeout>750</SpeechIncompleteTimeout>
<UseVui>>false</UseVui>
<SkipPasswordForKnownDevice>>false</SkipPasswordForKnownDevice>
<JumpToMessagesOnLogin>>false</JumpToMessagesOnLogin>
<UseDefaultTimeZone>>true</UseDefaultTimeZone>
<EnableMessageLocator>>false</EnableMessageLocator>
<AssistantRowsPerPage>5</AssistantRowsPerPage>
<InboxMessagesPerPage>20</InboxMessagesPerPage>
<InboxAutoRefresh>15</InboxAutoRefresh>
<InboxAutoResolveMessageRecipients>>true</InboxAutoResolveMessageRecipients>
<PcaAddressBookRowsPerPage>5</PcaAddressBookRowsPerPage>
<ReadOnly>>false</ReadOnly>
<EnableTts>>true</EnableTts>
<SmtpAddress>undeliverablemessagesmailbox@ucbu-aricent-vm463.cisco.com</SmtpAddress>
<ConfirmationConfidenceThreshold>60</ConfirmationConfidenceThreshold>
<AnnounceUpcomingMeetings>60</AnnounceUpcomingMeetings>
<SpeechConfidenceThreshold>40</SpeechConfidenceThreshold>
<SpeechSpeedVsAccuracy>50</SpeechSpeedVsAccuracy>
<SpeechSensitivity>50</SpeechSensitivity>
<EnableVisualMessageLocator>>false</EnableVisualMessageLocator>
<ContinuousAddMode>>false</ContinuousAddMode>
<NameConfirmation>>false</NameConfirmation>
<CommandDigitTimeout>1500</CommandDigitTimeout>
<SaveMessageOnHangup>>false</SaveMessageOnHangup>
<SendMessageOnHangup>1</SendMessageOnHangup>
<SkipForwardTime>5000</SkipForwardTime>
<SkipReverseTime>5000</SkipReverseTime>
<UseShortPollForCache>>false</UseShortPollForCache>

<SearchByExtensionSearchSpaceObjectId>877942bf-6600-4b7a-809d-159199cfc2ec</SearchByExtensionSearchSpaceObjectId>

<SearchByExtensionSearchSpaceURL>/vmrest/searchspaces/877942bf-6600-4b7a-809d-159199cfc2ec</SearchByExtensionSearchSpaceURL>

<SearchByNameSearchSpaceObjectId>877942bf-6600-4b7a-809d-159199cfc2ec</SearchByNameSearchSpaceObjectId>

```

```

<SearchByNameSearchSpaceURI>/vmrest/searchspaces/877942bf-6600-4b7a-809d-159199cfc2ec</SearchByNameSearchSpaceURI>

  <PartitionObjectId>da2114bf-cde7-43d8-9709-cd3895a9d41b</PartitionObjectId>
  <PartitionURI>/vmrest/partitions/da2114bf-cde7-43d8-9709-cd3895a9d41b</PartitionURI>
  <UseDynamicNameSearchWeight>>false</UseDynamicNameSearchWeight>
  <LdapType>0</LdapType>
  <CreateSmtpProxyFromCorp>>false</CreateSmtpProxyFromCorp>
  <MwisURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1/mwis</MwisURI>

<NotificationDevicesURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1/notificationdevices</NotificationDevicesURI>

<MessageHandlersURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1/messagehandlers</MessageHandlersURI>

  <ExternalServiceAccountsURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-
  d48e7e9b73c1/externalserviceaccounts</ExternalServiceAccountsURI>

<AlternateExtensionsURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1/alternateextensions</AlternateExtensionsURI>

<PrivateListsURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1/privatelists</PrivateListsURI>

<UserWebPasswordURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1/credential/password</UserWebPasswordURI>

<UserVoicePinURI>/vmrest/users/4d5df6e3-a036-4f16-8f1e-d48e7e9b73c1/credential/pin</UserVoicePinURI>

<SmtpProxyAddressesURI>/vmrest/smtpproxyaddresses?query=(ObjectGlobalUserId%20is%204d5df6e3-a036-4f16-8f1e-d48e7e9b73c1)

  </SmtpProxyAddressesURI>

<AlternateNamesURI>/vmrest/alternatenames?query=(GlobalUserId%20is%204d5df6e3-a036-4f16-8f1e-d48e7e9b73c1)
  </AlternateNamesURI>
</User>

```

Response Code: 200

## Updating Phone menu fields

To update the attributes of Phone Menu, the following steps can be followed:

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

```

<User>
  <UseBriefPrompts>>true</UseBriefPrompts>
  <PromptVolume>100</PromptVolume>
  <PromptSpeed>100</PromptSpeed>
  <IsClockMode24Hour>>false</IsClockMode24Hour>
  <ConversationTui>SubMenu</ConversationTui>
  <MessageLocatorSortOrder>1</MessageLocatorSortOrder>
  <JumpToMessagesOnLogin>>false</JumpToMessagesOnLogin>
</User>

```

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 Conversation fields

### Example 1: Edit call actions

```
<User>  
  <ExitAction>1</ExitAction>  
</User>
```

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

```
Response Code: 204
```

### Example 2: Edit call handler

```
<User>  
  <ExitAction>2</ExitAction>  
  <ExitTargetConversation>PHTransfer</ExitTargetConversation>  
  <ExitTargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</ExitTargetHandlerObjectId>  
</User>
```

The following URI can be used to view call handler template object ID:

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

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

```
Response Code: 204
```

### Example 3: Interview handler

```
<User>  
  <ExitAction>2</ExitAction>  
  <ExitTargetConversation>PHInterview</ExitTargetConversation>  
  <ExitTargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</ExitTargetHandlerObjectId>  
</User>
```

The following is an example of the GET request that shows the interview handler template object ID:

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

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

```
Response Code: 204
```

### Example 4: Directory handler

The following is an example of the GET request that shows the directory handler template object ID:

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

```

<User>
  <ExitAction>2</ExitAction>
  <ExitTargetConversation>AD</ExitTargetConversation>
  <ExitTargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</ExitTargetHandlerObjectId>
</User>

```

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

```
Response Code: 204
```

### Example 5: Conversation

Request Body: for broadcast message administrator

```

<User>
  <ExitAction>2</ExitAction>
  <ExitTargetConversation>BroadcastMessageAdministrator</ExitTargetConversation>
</UserTemplate>

```

The following is the response from the \*PUT\* request for broadcast message administrator and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: for caller system transfer

```

<User>
  <ExitAction>2</ExitAction>
  <ExitTargetConversation>SystemTransfer</ExitTargetConversation>
</User>

```

The following is the response from the \*PUT\* request for caller system transfer and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: for greeting administrator

```

<User>
  <ExitAction>2</ExitAction>
  <ExitTargetConversation>GreetingAdministrator</ExitTargetConversation>
</User>

```

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

```
Response Code: 204
```

Request Body: for sign in

```

<UserTemplate>
  <ExitAction>2</ExitAction>
  <ExitTargetConversation>SubSignIn</ExitTargetConversation>
</UserTemplate>

```

The following is the response from the \*PUT\* request for sign in and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Request Body: for user system transfer

```
<User>
  <ExitAction>2</ExitAction>
  <ExitTargetConversation>SubSysTransfer</ExitTargetConversation>
</User>
```

The following is the response from the \*PUT\* request for user system transfer and the actual response will depend upon the information given by you:

```
Response Code: 204
```

Example 6: Users with Mailbox

```
<User>
  <ExitAction>2</ExitAction>
  <ExitTargetConversation>PHTransfer</ExitTargetConversation>
  <ExitTargetHandlerObjectId>71cb381b-fd16-4ba8-8a1d-e71684e57b0e</ExitTargetHandlerObjectId>
</User>
```

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

```
Response Code: 204
```

**JSON Example** To set exit action, do the following:

```
PUT https://<connection-server>/vmrest/users/<userobjectid>
Accept: application/json
Content-type: application/json
Connection: keep-alive
```

```
{
  "ExitAction": "2",
  "ExitTargetConversation": "SubSysTransfer"
}
```

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

```
Response Code: 204
```

## Explanation of Data Fields

Field Name	Data Type	Operation	Description
UseBriefPrompts	Boolean	Read/Write	<p>A flag indicating whether the subscriber hears brief or full phone menus when accessing Cisco Unity Connection over the phone.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• true: Brief</li> <li>• false: Full</li> </ul>
PromptVolume	Integer	Read/Write	<p>The volume level for playback of system prompts. The range can vary from 0 to 100.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 25: Low</li> <li>• 50: Medium</li> <li>• 100: High</li> </ul> <p>Default Value: 50</p>
PromptSpeed	Integer	Read/Write	<p>The audio speed Cisco Unity Connection uses to play back prompts to the subscriber.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 50: Slow</li> <li>• 100: Normal</li> <li>• 150: Fast</li> <li>• 200: Fastest</li> </ul> <p>Default Value: 100</p>



Field Name	Data Type	Operation	Description
IsClockMode24Hour	Boolean	Read/Write	<p>The time format used for the message timestamps that the subscriber hears when they listen to their messages over the phone.</p> <p>Possible values: • true: 24-Hour Clock (00:00 - 23:59) • false: 12-Hour Clock (12:00 AM - 11:59 PM)</p> <p>EnableMessageLocator Boolean Read/Write A flag indicating whether the message locator feature is enabled for the subscriber. Possible Values: • false: Message locator feature is disabled for subscriber • true: Message locator feature is enabled for subscriber</p> <p>Default Value: false</p> <p>RepeatMenu Integer Read/Write The number of times to repeat a menu in touchtone conversation. The range can vary from 0 to 250. Default value: 1</p> <p>ConversationTui String Read/Write The name of the conversation the subscriber uses to set up, send, and retrieve messages. Possible values:</p> <ul style="list-style-type: none"> <li>• SubMenu: Classic Conversation</li> <li>• SubMenu_Alternate_Custom: Custom keypad mapping1</li> <li>• SubMenu_Alternate_Custom1: Custom keypad mapping1</li> <li>• SubMenu_AlternateN: Alternate Keypad Mapping(N)</li> <li>• SubMenu_AlternateS: Alternate Keypad Mapping(S)</li> <li>• SubMenu_AlternateX: Alternate Keypad Mapping (X)</li> <li>• SubMenuOpt1: Optional conversation1</li> <li>• SubMenu_AlternateI: Standard Conversation</li> </ul>
MessageLocatorSortOrder	Integer	Read/Write	<p>The order in which system will sort messages when the "Message Locator" feature is enabled.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• 1: Last In, First Out</li> <li>• 2: First In, First Out</li> </ul> <p>Default Value: 1</p>
FirstDigitTimeout	Integer	Read/Write	<p>The amount of time to wait (in milliseconds) for first digit when collecting touchtone. The range can vary from 500 to 10000.</p> <p>Default value: 5000</p>
InterdigitDelay	Integer	Read/Write	<p>The amount of time to wait (in milliseconds) for input between touch tones when collecting digits in touchtone conversation. The range can vary from 1000 to 10000.</p> <p>Default Value: 3000</p>
CommandDigitTimeout	Integer	Read/Write	<p>The amount of time (in milliseconds) between digits on a multiple digit menu command entry (i.e. different than the inter digit timeout that is used for strings of digits such as extensions and transfer strings). The range can vary from 250 to 5000.</p> <p>Default value: 1500</p>

Field Name	Data Type	Operation	Description
GreetByName	Boolean	Read/Write	A flag indicating whether the subscriber hears his/her name when they log into their mailbox over the phone.  Possible Values: <ul style="list-style-type: none"> <li>• false: Do not play the name.</li> <li>• true: Play the recorded voice name.</li> </ul> Default Value: true
SayAltGreetWarning	Boolean	Read/Write	A flag indicating whether Cisco Unity Connection notifies the subscriber when they login via the phone (plays conversation) or CPCA (displays a warning banner) if their alternate greeting is turned on.  <ul style="list-style-type: none"> <li>• true- Notify the subscriber when they login if their alternate greeting is turned on</li> <li>• false: Do not notify the subscriber that their alternate greeting is turned on</li> </ul> Default Value: false
JumpToMessagesOnLogin	Boolean	Read/Write	A flag indicating whether the subscriber conversation jumps directly to the first message in the message stack after subscriber sign-in.  Possible values: <ul style="list-style-type: none"> <li>• false: Subscriber conversation does not jump directly to first message in the message stack after subscriber sign-in.</li> <li>• true: Subscriber conversation jumps directly to the first message in the message stack after subscriber sign-in.</li> </ul> Default Value: true
ExitCallActionObjectId	String(36)	Read Only	The unique identifier of the CallAction object that is taken when a caller exits the subscriber conversation by pressing the * key or timing out.
ExitAction	Integer	Read/Write	The type of call action to take, e.g., hang-up, goto another object, etc.  Possible values: 0-8 Default Value: 0
ExitTargetConversation	String(64)	Read/Write	The name of the conversation to which the caller is routed.
ExitTargetHandleObjectId	String(36)	Read Only	The unique identifier of the specific object to send along to the target conversation.

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