



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

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## Transfer Rule API

First get the call handler URI of a particular user: GET

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

From call handler URI get for transfer options: GET

```
https://<Connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>/transferoptions
```

For alternate transfer rule: GET

```
https://<Connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>/transferoptions/Alternate
```

For closed transfer rule: GET

```
https://<Connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>/transferoptions/Off%20Hours
```

For Standard transfer rule: GET

```
https://<Connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>/transferoptions/Standard
```

## Listing All Transfer Rules

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

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

## Listing All Transfer Rules

```

<TransferOptions total="2">
  <TransferOption>

<URI>/vmrest/callhandlerprimarytemplates/939d4d12-cec8-4fee-ae47-fbf0cf20c33e/transferoptions/Off%20Hours</URI>

  <CallHandlerObjectId>939d4d12-cec8-4fee-ae47-fbf0cf20c33e</CallHandlerObjectId>

<CallhandlerURI>/vmrest/handlers/callhandlers/939d4d12-cec8-4fee-ae47-fbf0cf20c33e</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>ec1e2636-fc14-44fc-8cda-d6c1a3d61150</MediaSwitchObjectId>

<PhoneSystemURI>/vmrest/phonesystems/ec1e2636-fc14-44fc-8cda-d6c1a3d61150</PhoneSystemURI>

  <UsePrimaryExtension>>true</UsePrimaryExtension>
  <PlayTransferPrompt>>true</PlayTransferPrompt>
  <PersonalCallTransfer>>false</PersonalCallTransfer>
  <Enabled>>true</Enabled>
</TransferOption>
<TransferOption>

<URI>/vmrest/handlers/callhandlers/939d4d12-cec8-4fee-ae47-fbf0cf20c33e/transferoptions/Standard</URI>

  <CallHandlerObjectId>939d4d12-cec8-4fee-ae47-fbf0cf20c33e</CallHandlerObjectId>

<CallhandlerURI>/vmrest/handlers/callhandlers/939d4d12-cec8-4fee-ae47-fbf0cf20c33e</CallhandlerURI>

  <TransferOptionType>Standard</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>ec1e2636-fc14-44fc-8cda-d6c1a3d61150</MediaSwitchObjectId>

<PhoneSystemURI>/vmrest/phonesystems/ec1e2636-fc14-44fc-8cda-d6c1a3d61150</PhoneSystemURI>

  <UsePrimaryExtension>>true</UsePrimaryExtension>
  <PlayTransferPrompt>>true</PlayTransferPrompt>
  <PersonalCallTransfer>>false</PersonalCallTransfer>
  <Enabled>>true</Enabled>
</TransferOption>
</TransferOptions>

```

Response Code: 200

## Viewing the Alternate Transfer Rule

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

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

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

```
<TransferOption>
<URI>/vmrest/callhandlerprimarytemplates/45e0a6f4-43c4-472a-8ffb-f6124aa549d0/transferoptions/Alternate</URI>
  <CallHandlerObjectId>45e0a6f4-43c4-472a-8ffb-f6124aa549d0</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/45e0a6f4-43c4-472a-8ffb-f6124aa549d0</CallhandlerURI>
  <TransferOptionType>Alternate</TransferOptionType>
  <Action>1</Action>
  <RnaAction>1</RnaAction>
  <TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
  <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>221ee752-5147-4326-9990-d4a138674f9e</MediaSwitchObjectId>
  <PhoneSystemURI>/vmrest/phonesystems/221ee752-5147-4326-9990-d4a138674f9e</PhoneSystemURI>
  <UsePrimaryExtension>true</UsePrimaryExtension>
  <PlayTransferPrompt>true</PlayTransferPrompt>
  <PersonalCallTransfer>false</PersonalCallTransfer>
  <Enabled>false</Enabled>
</TransferOption>
```

```
Response Code: 200
```

### JSON Example

To view the alternate transfer rule, do the following:

```
GET
https://<connection-server>/vmrest/handlers/<callhandlerObjectId>/transferoptions/Alternate
Accept: application/json
Connection: keep-alive
```

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

```
{
  "URI":"/vmrest/handlers/callhandlers/43bb6590-e9e3-43ca-972e-e3e158a96126/transferoptions/Alternate"
  "CallHandlerObjectId":"43bb6590-e9e3-43ca-972e-e3e158a96126"
  "CallHandlerURI":"/vmrest/handlers/callhandlers/43bb6590-e9e3-43ca-972e-e3e158a96126"
  "TransferOptionType":"Alternate"
  "Action":"0"
  "RnaAction":"1"
  "TimeExpires":"1972-01-01 00:00:00.0"
  "TransferAnnounce":"false"
  "TransferConfirm":"false"
  "TransferDtDetect":"false"
  "TransferHoldingMode":"0"
  "TransferIntroduce":"false"
  "TransferRings":"4"
  "TransferScreening":"false"
  "TransferType":"0"
  "MediaSwitchObjectId":"e912b134-1bd0-45f9-baae-9f1e096ae3b9"
  "PhoneSystemURI":"/vmrest/phonesystems/e912b134-1bd0-45f9-baae-9f1e096ae3b9"
  "UsePrimaryExtension":"true"
  "PlayTransferPrompt":"true"
  "PersonalCallTransfer":"false"
  "Enabled":"false"
}
```

Response Code: 200

## Updating Transfer Option

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

```
PUT
https://<connection-server>/vmrest/handlers/callhandlers/<CallHandlerObjectId>/transferoptions/Alternate
```

```
<TransferOption>
  <Action>0</Action>
  <TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
  <TransferAnnounce>>false</TransferAnnounce>
  <TransferConfirm>>false</TransferConfirm>
  <TransferHoldingMode>0</TransferHoldingMode>
  <TransferIntroduce>>false</TransferIntroduce>
  <TransferRings>4</TransferRings>
  <TransferScreening>>false</TransferScreening>
  <TransferType>0</TransferType>
</TransferOption>
```

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

Response Code: 204

### JSON Example

To update the transfer rule, do the following:

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

```
{
  "Action": "1",
  "TransferAnnounce": "false",
  "TransferConfirm": "false",
  "TransferHoldingMode": "0",
  "TransferIntroduce": "false",
  "TransferRings": "4",
  "TransferScreening": "false",
  "TransferType": "0"
}
```

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
TransferOptionType	String(64)	Read Only	The type of transfer option, e.g. "Standard," "Off Hours," or "Alternate."
Enabled	Boolean	ReadWrite	To enable transfer rules. Possible values: <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul> Default value: false
TimeExpires	DateTime	ReadWrite	The date and time when this transfer option expires. If the transfer rule is enabled, the value is NULL or a date in the future. If the transfer rule is disabled, the value is a past date.
Actions	Integer	ReadWrite	A flag indicating whether Cisco Unity Connection transfers the call to the call handler greeting or attempts to transfer the call to an extension. Values can be: <ul style="list-style-type: none"> <li>• 0: Greeting</li> <li>• 1: Extension</li> </ul>

Parameter	Data Type	Operations	Comments
TransferType	Integer	ReadWrite	The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer).  Values: <ul style="list-style-type: none"> <li>• 0: Release to Switch</li> <li>• 1: Supervise Transfer</li> </ul>
TransferRings	Integer	ReadWrite	The number of times the extension rings before Cisco Unity Connection considers it a "ring no answer" and plays the subscriber or handler greeting.  Applies only when the "TransferType" column is set to supervised (1). This value should never be less than 2 for a supervised transfer. Possible Values: 2-20 Default value: 4
PlayTransferPrompt	Boolean	ReadWrite	Enables "Wait While I Transfer Your Call" Prompt.  Values: <ul style="list-style-type: none"> <li>• false: System will not play the "Wait while I transfer your call" prompt prior to transfer.</li> <li>• true: System will play the "Wait while I transfer your call" prompt prior to transfer.</li> </ul> Default value: true
TransferHoldingMode	Integer	ReadWrite	The action Cisco Unity Connection will take when the extension is busy.  Applies only when the "TransferType" column is set to supervised (1). Values: <ul style="list-style-type: none"> <li>• 0: Send callers to voicemail.</li> <li>• 1: Put callers on hold without asking.</li> <li>• 2: Ask callers to hold.</li> </ul>
TransferAnnounce	Boolean	ReadWrite	A flag indicating whether Cisco Unity Connection plays "transferring call" when the subscriber answers the phone.  Requires a "TransferType" of supervised (1). Values: <ul style="list-style-type: none"> <li>• false: Do not say "Transferring call" when the subscriber answers the phone</li> <li>• true: Say "Transferring call" when the subscriber answers the phone</li> </ul> Default value: false

Parameter	Data Type	Operations	Comments
TransferIntroduce	Boolean	ReadWrite	<p>A flag indicating whether Cisco Unity Connection will say "call for &lt;recorded name of the call handler&gt;" when the subscriber answers the phone.</p> <p>Requires a "TransferType" of supervised (1). This functionality is normally used when a single extension number is being shared by multiple subscribers or a scenario where the subscriber who is the message recipient takes calls for more than one dialed extension. The introduction alerts the subscriber who answers that the call is for the call handler. Default value: false</p>
TransferConfirm	Boolean	ReadWrite	<p>A flag indicating whether Cisco Unity Connection prompts the subscriber to accept or refuse a call ("Press 1 to take the call or 2 and I'll take a message"). If the call is accepted, it is transferred to the subscriber phone. If the call is refused, Cisco Unity Connection plays the applicable subscriber greeting.</p> <p>Requires a "TransferType" of supervised (1). Typically this 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. Values:</p> <ul style="list-style-type: none"> <li>• false: Transfer confirm disabled</li> <li>• true: Transfer confirm enabled</li> </ul> <p>Default value: false</p>
TransferScreening	Boolean	ReadWrite	<p>Requires a "TransferType" of supervised (1).</p> <p>Normally this column is used along with "TransferConfirm" to allow the subscriber to screen calls. Values:</p> <ul style="list-style-type: none"> <li>• false: Call screening disabled</li> <li>• true: Ask and record caller name</li> </ul> <p>Default value: false</p>

