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

Links to Other API pages: Cisco_Unity_Connection_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 Caller Inputs

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

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

```
<MenuEntry>
  <URI>/vmrest/handlers/callhandlers/287cdcc0-9f77-48e0-a7b1-0f9b1a5ac842/menuentries/1</URI>

  <CallHandlerObjectId>287cdcc0-9f77-48e0-a7b1-0f9b1a5ac842</CallHandlerObjectId>

<CallhandlerURI>/vmrest/handlers/callhandlers/287cdcc0-9f77-48e0-a7b1-0f9b1a5ac842</CallhandlerURI>

  <TouchtoneKey>1</TouchtoneKey>
  <Locked>false</Locked>
  <Action>7</Action>
  <TargetConversation>BroadcastMessageAdministrator</TargetConversation>
  <ObjectId>d2a363af-d3f6-46cf-81c9-5ad48d2dccd7</ObjectId>
  <DisplayName>abc</DisplayName>
  <TransferType>0</TransferType>
```

```
  <TransferRings>9</TransferRings>
</MenuEntry>
```

JSON Example

```
GET
https://<Connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>/menuentries/4
Accept: application/json
Connection:  keep-alive

{
  "URI":"/vmrest/handlers/callhandlers/43bb6590-e9e3-43ca-972e-e3e158a96126/menuentries/4"
  "CallHandlerObjectId":"43bb6590-e9e3-43ca-972e-e3e158a96126"
  "CallhandlerURI":"/vmrest/handlers/callhandlers/43bb6590-e9e3-43ca-972e-e3e158a96126"
  "TouchtoneKey":"4"
  "Locked":"false"
  "Action":"2"
  "TargetConversation":"AD"
  "TargetHandlerObjectId":"80b1b22b-2fd8-458e-abd1-294e83a9ec55"
  "ObjectId":"a164d69a-5d0a-4c07-b2e2-d972448950db"
}

Response code: 200
```

Updating Caller Input Parameters

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

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<CallhandlerObjectId>
<Callhandler>
  <OneKeyDelay>9999</OneKeyDelay>
  <EnablePrependDigits>true</EnablePrependDigits>
  <PrependDigits>4545</PrependDigits>
</Callhandler>
```

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

```
Response Code: 204
```

Note <Prepend Digits> parameter must be having digits only (extension parameter)

Updating Caller Input Keys

The following is an example of the PUT request that updates the call input keys:

```
PUT
https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId>/menuentries
```

The following is an example of the PUT request that edits the call input keys for (*):

```
PUT
https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId>/menuentries/*
Request Body:
<MenuEntry>
    <Locked>true</Locked>
</MenuEntry>
```

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

```
Response Code: 204
```

Values	Parameters
0	Ignore
1	Hang Up
4	Take Message
5	Skip Greeting
6	Restart Greeting
7	Transfer to alternate contact number
8	Route from next call routing rule

Example 1: Edit call actions

```
Request Body:
<MenuEntry>
    <Action>7</Action>
    <TransferType>1</TransferType>
    <TransferNumber>2344</TransferNumber>
    <TransferRings>4</TransferRings>
</MenuEntry>
```

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 The following is an example of the PUT request that shows the call handler object ID:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers
Request Body:
<MenuEntry>
    <Action>2</Action>
    <TargetConversation>PHGreeting</TargetConversation>
    <TargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</TargetHandlerObjectId>
</MenuEntry>
```

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

```
Request Body:
<MenuEntry>
    <Action>2</Action>
    <TargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</TargetHandlerObjectId>
</MenuEntry>
```

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

```
Request Body:
<MenuEntry>
    <Action>2</Action>
    <TargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</TargetHandlerObjectId>
</MenuEntry>
```

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
</MenuEntry>
    <Action>2</Action>
    <TargetConversation>BroadcastMessageAdministrator</TargetConversation>
</MenuEntry>
```

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
<MenuEntry>
    <Action>2</Action>
    <TargetConversation>SystemTransfer</TargetConversation>
</MenuEntry>
```

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
<MenuEntry>
    <Action>2</Action>
    <TargetConversation>GreetingAdministrator</TargetConversation>
</MenuEntry>
```

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
<MenuEntry>
    <Action>2</Action>
    <TargetConversation>SubSignIn</TargetConversation>
</MenuEntry>
```

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
<MenuEntry>
    <Action>2</Action>
    <TargetConversation>SubSysTransfer</TargetConversation>
</MenuEntry>
```

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 4: Users with Mailbox

```
Request Body:
<MenuEntry>
    <Action>2</Action>
    <TargetConversation>PHTransfer</TargetConversation>
    <TargetHandlerObjectId>71cb381b-fd16-4ba8-8a1d-e71684e57b0e</TargetHandlerObjectId>
</MenuEntry>
```

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

For conversation, do the following:

```
Request URI:
PUT
https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId>/menuentries/4
Accept: application/json
Content-type: application/json
Connection: keep-alive
Request Body:
{
    "Action":"2",
    "TargetConversation":"SubSignIn"
}
```

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
OneKeyDelay	Integer	Read/Write	Indicate the amount of time that System waits for additional input after callers press a single key that is not locked. If there is no input within this time, system performs the action assigned to the single key. We recommend a value of 1,500 milliseconds (one and one-half seconds). **Note** • This option is unavailable if Ignore Caller Input is enabled on the Greetings page. • OneKeyDelay can only accept integer with value 0 through 10000
ObjectId	String(36)	Read Only	Unique Id for menu entry.
EnablePrependDigits	Boolean	Read/Write	To simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox. Possible values: • true • false Default value: false.
PrependDigits	Integer	Read/Write	Digits that are prepended to any extension that a caller dials while listening to the greeting of the user.
MenuEntriesURI	String(36)	Read Only	Parameters for caller input keys are present in menu entries URI. **Note** For # touchtone key, symbol %23 is used in the URI.
TouchtoneKey	String(1)	Read Only	Indicates the phone keypad key to which the settings apply.
Locked	Boolean	Read/Write	A locked menu entry does not allow additional dialing after this choice is entered. Values can be: • false: Unlocked - Additional dialing after this choice is entered is allowed • true: Locked - Additional dialing is ignored Default value: false.
Action	Integer	Read/Write	Takes values from 0-8. See table for values. Default value: 0
CallHandlerObjectId	String(36)	Read Only	Menu entries can only belong to call handlers. No other object can own a menu entry.
TargetConversation	String(36)	Read/Write	The name of the conversation to which the caller is routed.

Parameter	Data Type	Operations	Comments
TargetHandlerObjectId	String(36)	Read/Write	The unique identifier of the specific object to send along to the target conversation.
TransferNumber	Integer	Read/Write	Extension to which call is transferred.
DisplayName	String(24)	Read/Write	Descriptive name of the handler being used.
TransferType	Integer	Read/Write	The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer). Possible Values: • 0: Release to switch • 1: Supervise transfer Default Value: 0 TransferRings Integer Read/Write Applies only when the "TransferType" column is set to supervised (1). This value should never be less than 2 for a supervised transfer. Possible value: 2-20 Default value: 4