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Call Handler APIs

Call handlers answer calls, greet callers with recorded prompts, provide callers with information and options, route calls, and take messages. They are a basic component of Cisco Unity Connection. Your plan for call handlers can be simple, using only the predefined call handlers, or you can create up to 40,000 new call handlers. You may want to use call handlers in the following ways:

- As an automated attendant---A call handler can be used in place of a human operator to answer and direct calls by playing greetings and responding to key presses. The automated attendant can provide a menu of options. For example, "For Sales, press 1; for Service, press 2; for our business hours, press 3".
- To offer prerecorded audio text---A call handler can be used to provide information that customers request frequently. For example, "Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m.", or to play a pre-recorded message that all callers hear before they can interact with the system.
- As a message recipient---A call handler can be used to take messages for the organization. For example, "All of our customer service representatives are busy. Please state your name, phone number, and account number, and we will return your call as soon as possible."
- To transfer calls---A call handler can be used to route callers to a user. For example, after hours, you could transfer calls that come to a technical support call handler directly to the mobile phone of the person who is on call, or to another call handler.

Administrator can use this API to create/update/delete/fetch the call handler. You can update various attributes of call handler using this API.

Listing the Call Handlers

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

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

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

```
<Callhandlers total="2">
  <Callhandler>
    <URI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3</URI>
    <CreationTime>2013-01-02T15:42:48Z</CreationTime>
    <Language>1033</Language>
    <Undeletable>true</Undeletable>
    <VoiceName>9d168d20-303d-4019-b381-cd430e478540.wav</VoiceName>
    <VoiceFileURI>/vmrest/voicefiles/99cbec60-ef57-41a5-a0bd-5d1b79e6b7f7</VoiceFileURI>
    <VoiceNameURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-9971e02418f3/voicename</VoiceNameURI>
    <LocationObjectId>fa15de52-b98d-4de9-a868-ed02f957e38f</LocationObjectId>
    <LocationURI>/vmrest/locations/connectionlocations/fa15de52-b98d-4de9-a868-ed02f957e38f</LocationURI>
    <EditMsg>true</EditMsg>
    <IsPrimary>>false</IsPrimary>
    <OneKeyDelay>1500</OneKeyDelay>
    <ScheduleSetObjectId>2eee2b88-8e45-4b77-8b4c-f52aaa1e39e4</ScheduleSetObjectId>
    <ScheduleSetURI>/vmrest/schedulesets/2eee2b88-8e45-4b77-8b4c-f52aaa1e39e4</ScheduleSetURI>
    <SendUrgentMsg>0</SendUrgentMsg>
    <MaxMsgLen>300</MaxMsgLen>
    <IsTemplate>>false</IsTemplate>
    <ObjectId>fc922cfc-6583-471b-b8ab-9971e02418f3</ObjectId>
    <TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
    <RecipientDistributionListObjectId>e93ca9db-8659-4e07-bee6-7af3f5c1a1db</RecipientDistributionListObjectId>
    <RecipientDistributionListURI>/vmrest/distributionlists/e93ca9db-8659-4e07-bee6-7af3f5c1a1db</RecipientDistributionListURI>
    <DisplayName>Opening Greeting</DisplayName>
    <AfterMessageAction>2</AfterMessageAction>
    <AfterMessageTargetConversation>PHGreeting</AfterMessageTargetConversation>
    <AfterMessageTargetHandlerObjectId>2f4b7240-f56a-4644-b22a-b1a346a5a9b2</AfterMessageTargetHandlerObjectId>
    <TimeZone>190</TimeZone>
    <UseDefaultLanguage>true</UseDefaultLanguage>
    <UseDefaultTimeZone>true</UseDefaultTimeZone>
    <MediaSwitchObjectId>2dcf1e57-80d6-43d3-b245-3693fe78397d</MediaSwitchObjectId>
    <PhoneSystemURI>/vmrest/phonesystems/2dcf1e57-80d6-43d3-b245-3693fe78397d</PhoneSystemURI>
    <UseCallLanguage>true</UseCallLanguage>
    <SendSecureMsg>>false</SendSecureMsg>
    <EnablePrependDigits>>false</EnablePrependDigits>
    <DispatchDelivery>>false</DispatchDelivery>
    <CallSearchSpaceObjectId>1736fdd9-b6f9-4a92-ad25-17d5b8228700</CallSearchSpaceObjectId>
    <CallSearchSpaceURI>/vmrest/searchspaces/1736fdd9-b6f9-4a92-ad25-17d5b8228700</CallSearchSpaceURI>
    <InheritSearchSpaceFromCall>true</InheritSearchSpaceFromCall>
    <PartitionObjectId>0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionObjectId>
    <PartitionURI>/vmrest/partitions/0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionURI>
    <PlayPostGreetingRecording>0</PlayPostGreetingRecording>
    <SendPrivateMsg>0</SendPrivateMsg>
```

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```
<PlayAfterMessage>1</PlayAfterMessage>
<GreetingsURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-
9971e02418f3/greetings</GreetingsURI>
<TransferOptionsURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-
9971e02418f3/transferoptions</TransferOptionsURI>
<MenuEntriesURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-
9971e02418f3/menueentries</MenuEntriesURI>
<CallHandlerOwnerURI>/vmrest/handlers/callhandlers/fc922cfc-6583-471b-b8ab-
9971e02418f3/callhandlerowners</CallHandlerOwnerURI>
</Callhandler>
<Callhandler>
  <URI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-b1a346a5a9b2</URI>
  <CreationTime>2013-01-02T15:42:49Z</CreationTime>
  <Language>1033</Language>
  <Undeletable>>true</Undeletable>
  <VoiceName>a797edef-e693-400f-bb7c-8fe889c3d758.wav</VoiceName>
  <VoiceFileURI>/vmrest/voicefiles/9ala20ca-acb3-4ddc-9cde-
0d10a2921427</VoiceFileURI>
  <VoiceNameURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/voicename</VoiceNameURI>
  <LocationObjectId>fa15de52-b98d-4de9-a868-ed02f957e38f</LocationObjectId>
  <LocationURI>/vmrest/locations/connectionlocations/fa15de52-b98d-4de9-a868-
ed02f957e38f</LocationURI>
  <EditMsg>>true</EditMsg>
  <IsPrimary>>false</IsPrimary>
  <OneKeyDelay>1500</OneKeyDelay>
  <ScheduleSetObjectid>1cd28472-ced0-44ce-a8f7-cd7692ce7594</ScheduleSetObjectid>
  <ScheduleSetURI>/vmrest/schedulesets/1cd28472-ced0-44ce-a8f7-
cd7692ce7594</ScheduleSetURI>
  <SendUrgentMsg>0</SendUrgentMsg>
  <MaxMsgLen>300</MaxMsgLen>
  <IsTemplate>>false</IsTemplate>
  <ObjectId>2f4b7240-f56a-4644-b22a-b1a346a5a9b2</ObjectId>
  <RecipientDistributionListObjectid>e93ca9db-8659-4e07-bee6-
7af3f5c1a1db</RecipientDistributionListObjectid>
  <RecipientDistributionListURI>/vmrest/distributionlists/e93ca9db-8659-4e07-bee6-
7af3f5c1a1db</RecipientDistributionListURI>
  <DisplayName>Goodbye</DisplayName>
  <AfterMessageAction>1</AfterMessageAction>
  <TimeZone>190</TimeZone>
  <UseDefaultLanguage>>true</UseDefaultLanguage>
  <UseDefaultTimeZone>>true</UseDefaultTimeZone>
  <MediaSwitchObjectid>2dcf1e57-80d6-43d3-b245-
3693fe78397d</MediaSwitchObjectid>
  <PhoneSystemURI>/vmrest/phonesystems/2dcf1e57-80d6-43d3-b245-
3693fe78397d</PhoneSystemURI>
  <UseCallLanguage>>true</UseCallLanguage>
  <SendSecureMsg>>false</SendSecureMsg>
  <EnablePrependDigits>>false</EnablePrependDigits>
  <DispatchDelivery>>false</DispatchDelivery>
  <CallSearchSpaceObjectid>1736fdd9-b6f9-4a92-ad25-
17d5b8228700</CallSearchSpaceObjectid>
  <CallSearchSpaceURI>/vmrest/searchspaces/1736fdd9-b6f9-4a92-ad25-
17d5b8228700</CallSearchSpaceURI>
  <InheritSearchSpaceFromCall>>true</InheritSearchSpaceFromCall>
  <PartitionObjectid>0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionObjectid>
  <PartitionURI>/vmrest/partitions/0017febb-15bf-4454-9a5c-3b26e19aa14a</PartitionURI>
  <PlayPostGreetingRecording>0</PlayPostGreetingRecording>
  <SendPrivateMsg>0</SendPrivateMsg>
  <PlayAfterMessage>1</PlayAfterMessage>
  <GreetingsURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/greetings</GreetingsURI>
  <TransferOptionsURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-
b1a346a5a9b2/transferoptions</TransferOptionsURI>
```

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```
<MenuEntriesURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-b1a346a5a9b2/menuentries</MenuEntriesURI>
<CallHandlerOwnerURI>/vmrest/handlers/callhandlers/2f4b7240-f56a-4644-b22a-b1a346a5a9b2/callhandlerowners</CallHandlerOwnerURI>
</Callhandler>
</Callhandlers>
```

Response Code: 200

JSON Example

To list of the call handlers, do the following:

```
Request URI:
GET https://<connection-server>/vmrest/handlers/callhandlers
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",
  "Callhandler": [
    {
      "URI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898",
      "CreationTime": "2013-02-14T05:05:43Z",
      "Language": "1033",
      "Undeletable": "true",
      "VoiceName": "43145be7-0101-4ba1-9448-76834baa153f.wav",
      "VoiceFileURI": "/vmrest/voicefiles/2374c796-b006-4b29-a35e-8b0b1d576e50",
      "VoiceNameURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-35c595213898/voicename",
      "LocationObjectId": "bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
      "LocationURI": "/vmrest/locations/connectionlocations/bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
      "EditMsg": "true",
      "IsPrimary": "false",
      "OneKeyDelay": "1500",
      "ScheduleSetObjectId": "96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
      "ScheduleSetURI": "/vmrest/schedulesets/96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
      "SendUrgentMsg": "0",
      "MaxMsgLen": "300",
      "IsTemplate": "false",
      "ObjectId": "6702cce8-853f-4cbd-8579-35c595213898",
      "TenantObjectId": "fe6541fb-b42c-44f2-8404-ded14cbf7438",
      "RecipientDistributionListObjectId": "24865f76-fa95-412d-bc56-a48ef9e1531a",
      "RecipientDistributionListURI": "/vmrest/distributionlists/24865f76-fa95-412d-bc56-a48ef9e1531a",
      "DisplayName": "Opening Greeting",
      "AfterMessageAction": "2",
      "AfterMessageTargetConversation": "PHGreeting",
      "AfterMessageTargetHandlerObjectId": "8c400830-7e92-4908-9ca6-a4b123f1bd19",
      "TimeZone": "190",
      "UseDefaultLanguage": "true",
      "UseDefaultTimeZone": "true",
      "MediaSwitchObjectId": "a984674b-98d1-442e-83a9-2dcc0824af9e",
      "PhoneSystemURI": "/vmrest/phonesystems/a984674b-98d1-442e-83a9-2dcc0824af9e",
      "UseCallLanguage": "true",
      "SendSecureMsg": "false",
      "EnablePrependDigits": "false",
      "DispatchDelivery": "false",
```

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```
"CallSearchSpaceObjectId": "5a07d332-6fc5-4a3f-baba-3cb4ea630280",
"CallSearchSpaceURI": "/vmrest/searchspaces/5a07d332-6fc5-4a3f-baba-
3cb4ea630280",
"InheritSearchSpaceFromCall": "true",
"PartitionObjectId": "d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
"PartitionURI": "/vmrest/partitions/d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
"PlayPostGreetingRecording": "0",
"SendPrivateMsg": "0",
"PlayAfterMessage": "1",
"GreetingsURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-
35c595213898/greetings",
"TransferOptionsURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-
35c595213898/transferoptions",
"MenuEntriesURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-
35c595213898/menuentries",
"CallHandlerOwnerURI": "/vmrest/handlers/callhandlers/6702cce8-853f-4cbd-8579-
35c595213898/callhandlerowners"
}
{
  "URI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5",
  "CreationTime": "2013-02-14T05:05:44Z",
  "Language": "1033",
  "Undeletable": "true",
  "VoiceName": "389d2d11-f74c-4df1-9766-098800b8fe74.wav",
  "VoiceFileURI": "/vmrest/voicefiles/c8cd8b94-8d2f-47d6-841e-cald3a02bdc2",
  "VoiceNameURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-
63db2c0704c5/voicename",
  "LocationObjectId": "bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
  "LocationURI": "/vmrest/locations/connectionlocations/bbf3e6ed-0278-479c-9a6e-
2da8756eeb6f",
  "EditMsg": "true",
  "IsPrimary": "false",
  "OneKeyDelay": "1500",
  "ScheduleSetObjectId": "96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
  "ScheduleSetURI": "/vmrest/schedulesets/96e43ab7-b6c1-49b1-ba27-008b8f8870e4",
  "SendUrgentMsg": "0",
  "MaxMsgLen": "300",
  "IsTemplate": "false",
  "ObjectId": "426e4f1c-0cf1-43dc-a52b-63db2c0704c5",
  "RecipientSubscriberObjectId": "053afdf6-78e8-4a54-9384-e6c32c68dacd",
  "RecipientUserURI": "/vmrest/users/053afdf6-78e8-4a54-9384-e6c32c68dacd",
  "DisplayName": "Operator",
  "AfterMessageAction": "2",
  "AfterMessageTargetConversation": "PHGreeting",
  "AfterMessageTargetHandlerObjectId": "8c400830-7e92-4908-9ca6-a4b123f1bd19",
  "DtmfAccessId": "0",
  "TimeZone": "190",
  "UseDefaultLanguage": "true",
  "UseDefaultTimeZone": "true",
  "MediaSwitchObjectId": "a984674b-98d1-442e-83a9-2dcc0824af9e",
  "PhoneSystemURI": "/vmrest/phonesystems/a984674b-98d1-442e-83a9-2dcc0824af9e",
  "UseCallLanguage": "true",
  "SendSecureMsg": "false",
  "EnablePrependDigits": "false",
  "DispatchDelivery": "false",
  "CallSearchSpaceObjectId": "5a07d332-6fc5-4a3f-baba-3cb4ea630280",
  "CallSearchSpaceURI": "/vmrest/searchspaces/5a07d332-6fc5-4a3f-baba-
3cb4ea630280",
  "InheritSearchSpaceFromCall": "true",
  "PartitionObjectId": "d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
  "PartitionURI": "/vmrest/partitions/d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
  "PlayPostGreetingRecording": "0",
  "SendPrivateMsg": "0",
  "PlayAfterMessage": "1",
```

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```
"GreetingsURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/greetings",
"TransferOptionsURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/transferoptions",
"MenuEntriesURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/menuentries",
"CallHandlerOwnerURI": "/vmrest/handlers/callhandlers/426e4f1c-0cf1-43dc-a52b-63db2c0704c5/callhandlerowners"
}
]
}
```

Response Code: 200

Listing Specific Tenant Related Call Handlers 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 handlers using the following URI:

```
GET https://<connection-server>/vmrest/handlers/callhandlers?query=(TenantObjectId is <Tenant-Obj
```

To get the `TenantObjectID`, use the following URI:

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

Viewing the Specific Call Handler

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

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

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

```
<Callhandler>
  <URI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11</URI>
  <CreationTime>2012-12-14T09:32:50Z</CreationTime>
  <Language>1033</Language>
  <Undeletable>>false</Undeletable>
  <VoiceName>a6b5b738-6aa3-467e-a1c9-2061e9f078b2.wav</VoiceName>
  <VoiceFileURI>/vmrest/voicefiles/009caa53-375b-4c84-b287-2d593550b185</VoiceFileURI>
  <VoiceNameURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-6359bd518f11/voicename</VoiceNameURI>
  <LocationObjectID>36342486-2f03-4dee-9f92-e0324f25e31c</LocationObjectID>
  <LocationURI>/vmrest/locations/connectionlocations/36342486-2f03-4dee-9f92-e0324f25e31c</LocationURI>
  <EditMsg>>true</EditMsg>
  <IsPrimary>>false</IsPrimary>
  <OneKeyDelay>1500</OneKeyDelay>
  <ScheduleSetObjectID>fc3d37bd-eb5e-4425-9820-bd913f77683b</ScheduleSetObjectID>
  <ScheduleSetURI>/vmrest/schedulesets/fc3d37bd-eb5e-4425-9820-bd913f77683b</ScheduleSetURI>
  <SendUrgentMsg>0</SendUrgentMsg>
  <MaxMsgLen>300</MaxMsgLen>
  <IsTemplate>>false</IsTemplate>
  <ObjectID>4afc0de6-c52c-42e4-99bb-6359bd518f11</ObjectID>
  <RecipientSubscriberObjectID>0a082dcd-9f31-4897-b819-dedff7e67484</RecipientSubscriberObjectID>
  <RecipientUserURI>/vmrest/users/0a082dcd-9f31-4897-b819-
```

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```
dedff7e67484</RecipientUserURI>
  <DisplayName>test</DisplayName>
  <AfterMessageAction>2</AfterMessageAction>
  <AfterMessageTargetConversation>SystemTransfer</AfterMessageTargetConversation>
  <DtmfAccessId>2345</DtmfAccessId>
  <TimeZone>190</TimeZone>
  <UseDefaultLanguage>true</UseDefaultLanguage>
  <UseDefaultTimeZone>true</UseDefaultTimeZone>
  <MediaSwitchObjectId>7a04d1f8-e71f-431b-a86c-1bb84da153e6</MediaSwitchObjectId>
  <PhoneSystemURI>/vmrest/phonesystems/7a04d1f8-e71f-431b-a86c-
1bb84da153e6</PhoneSystemURI>
  <UseCallLanguage>>false</UseCallLanguage>
  <SendSecureMsg>true</SendSecureMsg>
  <EnablePrependDigits>>false</EnablePrependDigits>
  <DispatchDelivery>>false</DispatchDelivery>
  <CallSearchSpaceObjectId>d4885446-alf9-4e4c-810f-168bcc8489af</CallSearchSpaceObjectId>
  <CallSearchSpaceURI>/vmrest/searchspaces/d4885446-alf9-4e4c-810f-
168bcc8489af</CallSearchSpaceURI>
  <InheritSearchSpaceFromCall>true</InheritSearchSpaceFromCall>
  <PartitionObjectId>a7108db5-c354-4b71-a72f-2c945291bda2</PartitionObjectId>
  <PartitionURI>/vmrest/partitions/a7108db5-c354-4b71-a72f-2c945291bda2</PartitionURI>
  <PlayPostGreetingRecording>2</PlayPostGreetingRecording>
  <PostGreetingRecordingObjectId>1b13cab3-8ae8-4b39-a9e8-
51464dc5216d</PostGreetingRecordingObjectId>
  <SendPrivateMsg>2</SendPrivateMsg>
  <PlayAfterMessage>1</PlayAfterMessage>
  <GreetingsURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-
6359bd518f11/greetings</GreetingsURI>
  <TransferOptionsURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-
6359bd518f11/transferoptions</TransferOptionsURI>
  <MenuEntriesURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-
6359bd518f11/menuentries</MenuEntriesURI>
  <CallHandlerOwnerURI>/vmrest/handlers/callhandlers/4afc0de6-c52c-42e4-99bb-
6359bd518f11/callhandlerowners</CallHandlerOwnerURI>
</Callhandler>
```

Response Code: 200

JSON Example

To view a specific call handler, do the following:

Request URI:

```
GET https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-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/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19",
  "CreationTime": "2013-02-14T05:05:44Z",
  "Language": "1033",
  "Undeletable": "true",
  "VoiceName": "a05d6040-1494-49eb-94bf-b9019eb79813.wav",
  "VoiceFileURI": "/vmrest/voicefiles/e90706a2-d264-4104-abdf-f8e146799588",
  "VoiceNameURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-
a4b123f1bd19/voicename",
  "LocationObjectId": "bbf3e6ed-0278-479c-9a6e-2da8756eeb6f",
  "LocationURI": "/vmrest/locations/connectionlocations/bbf3e6ed-0278-479c-9a6e-
2da8756eeb6f",
```

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```
"EditMsg": "true",
"IsPrimary": "false",
"OneKeyDelay": "1500",
"ScheduleSetObjectId": "74205ca1-1f58-466b-a543-13ad7bd4798e",
"ScheduleSetURI": "/vmrest/schedulesets/74205ca1-1f58-466b-a543-13ad7bd4798e",
"SendUrgentMsg": "0",
"MaxMsgLen": "300",
"IsTemplate": "false",
"ObjectId": "8c400830-7e92-4908-9ca6-a4b123f1bd19",
"RecipientDistributionListObjectId": "24865f76-fa95-412d-bc56-a48ef9e1531a",
"RecipientDistributionListURI": "/vmrest/distributionlists/24865f76-fa95-412d-bc56-a48ef9e1531a",
"DisplayName": "Goodbye",
"AfterMessageAction": "1",
"TimeZone": "190",
"UseDefaultLanguage": "true",
"UseDefaultTimeZone": "true",
"MediaSwitchObjectId": "a984674b-98d1-442e-83a9-2dcc0824af9e",
"PhoneSystemURI": "/vmrest/phonesystems/a984674b-98d1-442e-83a9-2dcc0824af9e",
"UseCallLanguage": "true",
"SendSecureMsg": "false",
"EnablePrependDigits": "false",
"DispatchDelivery": "false",
"CallSearchSpaceObjectId": "5a07d332-6fc5-4a3f-baba-3cb4ea630280",
"CallSearchSpaceURI": "/vmrest/searchspaces/5a07d332-6fc5-4a3f-baba-3cb4ea630280",
"InheritSearchSpaceFromCall": "true",
"PartitionObjectId": "d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
"PartitionURI": "/vmrest/partitions/d50e9d0b-656e-416d-b5b7-43c4d2e2fd0b",
"PlayPostGreetingRecording": "0",
"SendPrivateMsg": "0",
"PlayAfterMessage": "1",
"GreetingsURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/greetings",
"TransferOptionsURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/transferoptions",
"MenuEntriesURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/menuentries",
"CallHandlerOwnerURI": "/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19/callhandlerowners"
}
}
```

Response Code: 200

Creating a Call Handler

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

```
POST https://<connection-server>/vmrest/handlers/callhandlers?templateObjectId=<callHandlerTemplateId>
Request Body:
<pre>
<CallHandler>
  <DisplayName>Taxoma_Test</DisplayName>
</CallHandler>
```

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
/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19
```

JSON Example

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To create a new call handler, do the following:

```
POST https://<connection-server>/vmrest/handlers/callhandlers?templateObjectId=<callHandlerTemplateId>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "DisplayName": "Texoma1"
}
```

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
/vmrest/handlers/callhandlers/8c400830-7e92-4908-9ca6-a4b123f1bd19
```

Delete the Call Handler

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

```
DELETE https://<connection-server>/vmrest/callhandlers/<callhandler-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, do the following:

```
DELETE https://<connection-server>/vmrest/callhandlers/<callhandler-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 Set to a Call Handler

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

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Request Body:
<Callhandler>
  <ScheduleSetObjectId>9dd6c1d5-249e-4715-8953-396ce2f26314</ScheduleSetObjectId>
</Callhandler>
```

```
Response Code: 204
```

JSON Example

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

Delete the Call Handler

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```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "ScheduleSetObjectId": "74205ca1-1f58-466b-a543-13ad7bd4798e"
}
```

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

Specify Message Recipient for a Call Handler

The following is an example of the PUT request that can be used to specify message recipient for a call handler:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Request Body:
<Callhandler>
  <RecipientSubscriberObjectId>3c700079-33bb-4897-b1a5-
  23cf19194ecf</RecipientSubscriberObjectId>
</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

JSON Example

To specify message recipient for a call handler, do the following:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Accept: application/json
Content_type: application/json
Connection: keep_alive
Request Body:
{
  "RecipientSubscriberObjectId": "571412d0-6330-433d-8a1f-7f7cb102a09f"
}
```

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

Caller Input Keys

http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Provisioning_Interface_%28CUPI%29_API_--_Caller_Input_Keys

Updating Caller Input Keys

http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Provisioning_Interface_%28CUPI%29_API_--_Updating_Caller_Input_Keys

Update the Language of Call Handler

To fetch the language code, use the following URI:

```
GET 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.

Updating Time Zone of Call Handler

This PUT request can be used to update time zone for a call handler template. It can be set to default or particular time zone. To know time zones installed on the server, you can use the following URI:

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

For updating time zone of a call handler, the mandatory fields are:

- UseDefaultTimeZone
- TimeZone

```
PUT https://<connection-server>/vmrest/handlers/callhandlers/<callhandler-objectid>
Request Body:
<Callhandler>
  <UseDefaultTimeZone>false</UseDefaultTimeZone>
  <TimeZone>190</TimeZone>
</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

JSON Example

To update time zone of call handler:

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

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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	Call Handler URI
AfterMessageAction	Read/Write	Integer	Specifies the after message action. Refer to the section Enumeration Type.
AfterMessageTargetConversation	Read/Write	String	The name of the conversation to which the caller is routed. Refer to the section Enumeration Type
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)	The unique identifier of the SearchSpace that is used limit visibility to dialable objects when searching by extension (dial string).
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: <ul style="list-style-type: none"> • false: specifies no dispatch delivery. • true: specifies dispatch delivery. Default value: false
DisplayName	Read/Write	String(64)	Name of the call handler.
DtmfAccessId	Read/Write	String(40)	Extension of the call handler.
EditMsg	Read/Write	Boolean	A flag that determines whether the caller can edit messages.

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			<p>Possible values:</p> <ul style="list-style-type: none"> • false : Callers cannot edit messages • true : Callers can edit messages <p>Default value: true.</p>
EnablePrependDigits	Read/Write	Boolean	<p>Specifies if Prepend Digits to Dialed Extensions is enabled.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • false:- System will not prepend digits when dialing the transfer extension • true:- System will prepend digits when dialing the transfer extension <p>Default value: false</p>
InheritSeachSpaceFromCall	Read/Write	Boolean	<p>Specifies if the search space is to be inherited from the call.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • true ? Inherit from call. • false ? Do not inherit from call <p>Default value: true</p>
IsPrimary	Read Only	Boolean	<p>A flag indicating whether this is a "primary" call handler for a subscriber, or an "application" call handler.</p> <p>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.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • false: Not a primary call handler • true: Primary call handler <p>Default value: false.</p>
IsTemplate	Read Only	Boolean	<p>A flag indicating whether this CallHandler is a "template" for creating new call handlers. It is used to provide default values for selected columns when creating new call handlers.</p>

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			<p>Possible values:</p> <ul style="list-style-type: none"> • false: Not a template • true: Is a template <p>Default value: false</p>
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	<p>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.</p> <p>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. The range of this field can vary from 1-3600. Default value: 300</p>
MediaSwitchObjectId	Read/Write	String(36)	Specifies the object Id of the Phone System the call handler belongs to.
PhoneSystemURI	Read Only	String	Specifies the URI of Phone Systems.
ObjectId	Read Only	String(36)	Specifies an object ID of the call handler.
TenantObjectId	Read Only	String(36)	The unique identifier of the tenant to which the call handler belongs. This field is reflected in the response only if the call handler belongs to a particular tenant.
OneKeyDelay		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

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			<p>assigned to the single key.</p> <p>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 .The range of this field can vary from 1 to 10000. Default value: 1500</p>
PartitionObjectId	Read/Write	String(36)	Specifies the object Id of the partition the Call Handler belongs to.
PartitionURI	Read Only	String	Specifies the URI of partitions.
PlayAfterMessage	Read/Write	Integer	Specifies what should be played after the message. Refer to the section Enumeration Type.
PlayAfterMessageRecordingObjectId	Read/Write	String(36)	Specifies an object ID of the recording.
PlayPostGreetingReording	Read/Write	Integer	<p>Indicates whether the recording referenced by PostGreetingRecordingObjectId should be played.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • 0 : No • 1 : Always • 2 : External <p>Default value: 0</p>
PostGreetingRecordingObjectId	Read/Write	String(36)	Specifies the object Id of the Post Greeting recording.
PostGreetingURI	Read Only	String	URI of the Post Greeting Recording
PrependDigits	Read/Write	String	Specifies the touchtone digits to be prepended to extension when dialing transfer number (#, 0,1...9,*). Digits,

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			plus, hash and asterisk only are allowed
RecipientDistributionListObjectId	Read/Write	String(36)	Specifies an object ID of the distribution list that is the message recipient.
RecipientDistributaionListURI	Read Only	String(36)	Object ID of a User with a mailbox that is the message recipient.
ScheduleSetObjectId	Read/Write	String(36)	Object ID of the schedule set assigned to the Call Handler.
ScheduleSetURI	Read Only	String	Specifies the URI of schedule sets.
SendPrivateMsg	Read/Write	Integer	<p>Determines if an outside caller can mark their message as private.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • 0 : Never • 1 : Always • 2 : Ask <p>Default value: 0</p>
SendSecureMsg	Read/Write	Boolean	<p>A flag indicating whether an unidentified caller can mark a message as "secure."</p> <p>Default value: false</p>
SendUrgentMsg	Read/Write	Integer	<p>A flag indicating whether an unidentified caller can mark a message as "urgent."</p> <p>Possible values:</p> <ul style="list-style-type: none"> • 0 : Never • 1 : Always • 2 : Ask <p>Default value: 0(Never)</p>
TimeZone	Read/Write	Integer	<p>Used when the UseDefaultTimezone is set to false.</p> <p>To know the Integer Time Zone codes for the Time Zones installed on the server following URI can be used: <a href="https://<connection-server>/vmrest/timezones">https://<connection-server>/vmrest/timezones. Example: 190 is the code for (GMT+05:30) Asia/Kolkata</p>
UseCallLanguage	Read/Write	Boolean	A flag indicating whether Cisco Unity Connection will use the language assigned to the call.

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			<p>Possible Values:</p> <ul style="list-style-type: none"> • true • false <p>Default value: true</p>
UseDefaultLanguage	Read/Write	Boolean	<p>A flag that is dependent on the value of the Language field. If Language is set to Null, UseDefaultLanguage is set to true. If any language is specified, UseDefaultLanguage is set to false.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> • true • false
UseDefaultTimeZone	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection will use the system default Time Zone.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> • true • false <p>Default value: false</p>
CallHandlerOwnerURI	Read Only	String	URI of the call handler owner API.
VoiceName	Read Only	String	<p>The name of the WAV file containing the recorded audio (voice name, greeting, etc.) for the parent object.</p> <p>It is displayed once a voice-name is recorded.</p>
VoiceFileURI	Read Only	String	It is displayed once a voice-name is recorded.
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
VoiceNameURI	Read Only	String	URI for voice name once it is recorded.