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Caller Input APIs

Administrator can use this API to fetch the caller inputs. It can be used to fetch the list of caller inputs and also a single instance of caller inputs.

Listing the Caller Inputs

The following is an example of the GET request that fetch the list of caller inputs:

```
GET https://<connection-server>/vmrest/ callhandlertemplates/<callhandlertemplate-  
objectid>/templatemenuentries
```

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

```
<TemplateMenuEntries total="2">  
  <TemplateMenuEntry>  
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-  
836910ac1a4c/templatemenuentries/*</URI>  
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>  
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-  
836910ac1a4c</CallhandlerURI>  
    <TouchtoneKey>*</TouchtoneKey>  
    <Locked>>false</Locked>  
    <Action>4</Action>  
    <ObjectId>de3dce46-1887-489c-9244-ae8b421fe107</ObjectId>  
  </TemplateMenuEntry>  
  <TemplateMenuEntry>  
    <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-  
836910ac1a4c/templatemenuentries/#</URI>  
    <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>  
    <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-  
836910ac1a4c</CallhandlerURI>  
    <TouchtoneKey>#</TouchtoneKey>  
    <Locked>>false</Locked>  
    <Action>5</Action>
```

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```
<ObjectId>17ec06a9-6990-4a95-8417-6e22957fcbe5</ObjectId>
</TemplateMenuEntry>
</TemplateMenuEntries>
```

Response Code: 200

JSON Example

To view the list of caller inputs, do the following:

Request URI:

GET: <https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/templ>

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"
  "TemplateMenuEntry":
  {
    "URI": "/vmrest/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a/templatemenuentries/*"
    "CallHandlerObjectId": "a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a"
    "CallhandlerURI": "/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a"
    "TouchtoneKey": "*"
    "Locked": "true"
    "Action": "2"
    "TargetConversation": "SubSignIn"
    "ObjectId": "17184311-90ac-4654-8e26-cfbc08138851"
  },
  {
    "URI": "/vmrest/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a/templatemenuentries/#"
    "CallHandlerObjectId": "a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a"
    "CallhandlerURI": "/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-
    bff0308b5b1a"
    "TouchtoneKey": "#"
    "Locked": "true"
    "Action": "5"
    "ObjectId": "27eb298c-22a1-4ed7-813b-61c144bc0fdc"
  },
]
}
```

Response Code: 200

Viewing the Details of Specific Caller Input

The following is an example of the GET request that lists the details of specific caller input:

```
GET https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
objectId>/templatemenuentries/<TouchToneKey>
```

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

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```
<TemplateMenuEntry>
  <URI>/vmrest/callhandlertemplates/5f6e1043-5edf-4646-90ac-
836910ac1a4c/templatemenueentries/5</URI>
  <CallHandlerObjectId>5f6e1043-5edf-4646-90ac-836910ac1a4c</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/handlers/callhandlers/5f6e1043-5edf-4646-90ac-
836910ac1a4c</CallhandlerURI>
  <TouchtoneKey>5</TouchtoneKey>
  <Locked>>false</Locked>
  <Action>0</Action>
  <ObjectId>f076155c-80b1-4538-bcc7-c901a6eafbae</ObjectId>
</TemplateMenuEntry>
```

Response Code: 200

JSON Example

To view a particular caller input, do the following:

Request URI:

GET: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/templa

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/callhandlertemplates/a2f8fb8f-68ee-4a17-90a0-
bff0308b5b1a/templatemenueentries/*"
  "CallHandlerObjectId": "a2f8fb8f-68ee-4a17-90a0-bff0308b5b1a"
  "CallhandlerURI": "/vmrest/handlers/callhandlers/a2f8fb8f-68ee-4a17-90a0-
bff0308b5b1a"
  "TouchtoneKey": "*"
  "Locked": "true"
  "Action": "2"
  "TargetConversation": "SubSignIn"
  "ObjectId": "17184311-90ac-4654-8e26-cfbe08138851"
}
```

Response Code: 200

Updating a Caller Input

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

PUT https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-
objectid>/templatemenueentries/<TouchToneKey>

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

```
<TemplateMenuEntry>
  <Action>7</Action>
  <TransferNumber>1000</TransferNumber>
  <TransferType> 1</TransferType>
  <TransferRings>2</TransferRings>
</TemplateMenuEntry>
```

Viewing the Details of Specific Caller Input

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Response Code: 204

JSON Example

To update a particular caller input, do the following:

Request URI:

PUT: https://<connection-server>/vmrest/callhandlertemplates/<callhandlertemplate-objectid>/template

Accept: application/json

Content_type: application/json

Connection: keep_alive

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

```
{
  "Action": "7",
  "TransferNumber": "1000",
  "TransferType": 1,
  "TransferRing": "2"
}
```

Response Code: 204

Explanation of Data Fields

Parameter	Operations	Data Type	Comments
URI	Read Only	String	URI of the call handler menu entries.
CallHandlerObjectId	Read Only	String	A transfer rule can belong only to a call handler object. No other object can own a menu entry.
CallHandlerURI	Read Only	String	URI of the call handler that is being referenced.
TouchtoneKey	Read Only	String	The character on the touch-tone keypad that this menu entry corresponds to (*, #, 0,1...9).
Locked	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection ignores additional input after callers press this key.</p> <p>A locked menu entry does not allow additional dialing after this choice is entered, but Cisco Unity Connection will immediately take the associated action. If the action is set to "Ignore" (0), the key is thrown out and the greeting continues playing as normal. Any other action is taken immediately without waiting to determine if the caller is going to dial an extension.</p> <p>Possible Values:</p> <ul style="list-style-type: none">• false: Unlocked - Additional dialing after this choice is entered is allowed• true: Locked - Additional dialing is ignored

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			Default value: false
Action	Read/Write	Integer	Specifies the action to be taken in the event of the key press. Refer to the section Enumeration Type.<<Link will be mentioned later>> Default value: 0
TargetConversation	Read/Write	String	Specifies the conversation to go to after taking a message. Refer to the section Enumeration Type.<<Link will be mentioned later>> Default value: 0
TargetHandlerObjectId	Read/Write	String	The unique identifier of the specific object to send along to the target conversation.
ObjectId	Read Only	String	Object ID of the caller input.
TransferNumber	Read/Write	Integer	The phone number associated with the alternate contact.
DisplayName	Read/Write	String	The display name associated with the alternate contact number.
TransferType	Read/Write	Integer	The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer). Refer to the section Enumeration Type.<<Link will be mentioned later>> Default value: 0
TransferRings	Read/Write	Integer	The number of times the extension rings before Cisco Unity Connection considers it a "ring no answer" and plays the subscriber or handler greeting Possible value can range from 2-20 Default Value: 4