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CUPI Guide Contents
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About Caller Input Keys

(Note that this content is applicable to Cisco Unity Connection 7.1(3) and later)

In order to use the CUPI API to update caller input keys, you need to determine the object ID of the call handler whose caller input key you want to change.

To make an update to caller input keys for a user, you need to determine the object ID of the user's call handler. Every user who has caller input keys has a call handler. When looking at the user data returned from the following GET, the object ID is under the element <CallHandlerObjectId>:

```
GET https://<server>/vmrest/users/<userobjectid>
```

When you have determined the object ID of the call handler that you want to change, you can do any of the following operations.

Ignore

The default setting of most keys is "Ignore." To set a key to ignore, do the following PUT request:

```
PUT  https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
```

```
<MenuEntry>
<Action>0</Action>
</MenuEntry>
```

The Action field is a custom type used to determine at a basic level what the caller input key is going to do. The 0 value denotes that this key should be ignored.

Hang Up

To set a key to hang up, do the following PUT request:

```
PUT  https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>1</Action>
</MenuEntry>
```

The Action field of 1 denotes that this key should terminate the call.

Restart Greeting

To set a key to restart the greeting, do the following PUT request:

```
PUT  https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>6</Action>
</MenuEntry>
```

The Action field of 6 denotes that this key should restart playback of the greeting from the beginning.

Route from Next Call Routing Rule

To set a key to route the call starting from the next call routing rule, do the following PUT request:

```
PUT  https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>8</Action>
</MenuEntry>
```

The Action field of 8 denotes that this key should route the call starting from the next call routing rule.

Skip Greeting

To set a key to skip the greeting, do the following PUT request:

```
PUT  https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>5</Action>
</MenuEntry>
```

The Action field of 5 denotes that this key should skip the remainder of the greeting and take the caller directly to the after greeting action.

Take a Message

To set a key to take a message, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>4</Action>
</MenuEntry>
```

The Action field of 4 denotes that this key should prompt the caller to record a message.

Transfer to an Alternate Contact Number

To transfer a caller to an alternate contact number, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>7</Action>
<TransferNumber>number to transfer to</TransferNumber>
</MenuEntry>
```

The Action field of 7 denotes that this key should transfer the caller to an alternate contact number. The TransferNumber is the number that the caller will be release-transferred to. Note that including a TransferNumber is optional; if you choose not to include a TransferNumber, users can configure their own alternate contact numbers by phone (by providing a number to transfers caller to).

Currently, the CUPI API does not allow you to set the TransferNumber to an empty string. Therefore, if you set the TransferNumber, you can change it later to a different number, but you cannot leave it empty. In addition, the CUPI API does not allow read or write access to which type of transfer the alternate contact number uses (release transfer vs. supervised transfer).

Transfer to a User or a Call Handler

To transfer a caller to a user or a call handler, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
```

```
<Action>2</Action>
<TargetConversation>PHTransfer</TargetConversation>
<TargetHandlerObjectId>05d9e169-5c87-4415-aaed-c58a14816c8d</TargetHandlerObjectId>
</MenuEntry>
```

The Action field of 2 denotes that this key should transfer the caller to another conversation. This is used to transfer callers to other objects, or to send callers to other conversations such as the system transfer conversation.

The TargetConversation should be set to PHTransfer if you want to transfer to the call handler in question. If you want to have the call go directly the call handler greeting, set it to PHGreeting instead.

The TargetHandlerObjectId is the object ID of the call handler that you want the key to transfer the caller to.

Transfer to an Interview Handler

To transfer a caller to an interview handler, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>2</Action>
<TargetConversation>PHInterview</TargetConversation>
<TargetHandlerObjectId>interview handler object id</TargetHandlerObjectId>
</MenuEntry>
```

The TargetConversation should be set to PHInterview. The TargetHandlerObjectId is the object ID of the interview handler that you want to the caller input key to go to.

Transfer to a Directory Handler

To transfer a caller to a directory handler, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>2</Action>
<TargetConversation>AD</TargetConversation>
<TargetHandlerObjectId>object id of directory handler</TargetHandlerObjectId>
</MenuEntry>
```

The TargetConversation should be set to AD. The TargetHandlerObjectId is the object ID of the directory handler that you want to the caller input key to go to.

Transfer to the Broadcast Message Administrator Conversation

To transfer a caller to the Broadcast Message Administrator conversation, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
```

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>2</Action>
<TargetConversation>BroadcastMessageAdministrator</TargetConversation>
</MenuEntry>
```

Transfer to the Caller System Transfer Conversation

To transfer a caller to the Caller System Transfer conversation, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>2</Action>
<TargetConversation>SystemTransfer</TargetConversation>
</MenuEntry>
```

Transfer to the Greetings Administrator Conversation

To transfer a caller to the Greetings Administrator conversation, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>2</Action>
<TargetConversation>GreetingsAdministrator</TargetConversation>
</MenuEntry>
```

Transfer to the Sign-In Conversation

To transfer a caller to the sign-in conversation, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>2</Action>
<TargetConversation>SubSignIn</TargetConversation>
</MenuEntry>
```

Transfer to the User System Transfer Conversation

To transfer a caller to the subscriber system transfer conversation, do the following PUT request:

```
PUT https://<server>/vmrest/handlers/callhandlers/<callhandlerobjectid>/menuentries/<key>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<MenuEntry>
<Action>2</Action>
<TargetConversation>SubSysTransfer</TargetConversation>
```

```
</MenuEntry>
```