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## Classes of Service

A class of service (COS) defines limits and permissions for accounts with voice mailboxes. For example, a COS.

- Controls user access to licensed features such as the Cisco Unity Connection Web Inbox (Connection 8.5 and later) or Messaging Inbox (Connection 8.0). (When a COS includes access to a feature that requires individual licenses, you can assign groups of users to the COS only if enough licenses are available.)
- Controls user access to non-licensed features such as personal call transfer rules.
- Controls how users interact with Connection. For example, a COS dictates the maximum length of user messages and greetings, and whether users can choose to be listed in the corporate directory.
- Controls call transfer options.
- Specifies the number of private distribution lists allowed to users, and the number of members allowed on each list.
- Specifies the restriction tables used to control the phone numbers that users can use for transfers and when placing calls.

A COS is not specified for the individual accounts or templates that are associated with users without voice mailboxes (typically, these are administrator accounts). Permissions associated with administrator accounts are instead controlled by roles in Connection Administration.

### Default Classes of Service in Cisco Unity Connection

Voicemail User COS	Contains settings that are applicable to end users. By default, this COS is associated with the default Voicemail User template
--------------------	---

System	A COS that special default user accounts are members of. This COS is read-only and cannot be modified or deleted
--------	--

Administrator can use this API to create/update/delete/fetch the Class of Service. Various attributes of Class of Service can also be updated using this API.

## Listing the Class of Services

The following is an example of the GET request that lists all the class of services:

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

The following is an example of the response from the above \*GET\* request:

```
<Coses total="3">
  <Cos>
    <URI>/vmrest/coses/6e2c52a8-6bb6-40b0-b31e-27627293520c</URI>
    <ObjectId>6e2c52a8-6bb6-40b0-b31e-27627293520c</ObjectId>
    <DisplayName>Voice Mail User COS</DisplayName>
  </Cos>
  <Cos>
    <URI>/vmrest/coses/4af565ec-47d5-43be-9c3b-49d5ea995f63</URI>
    <ObjectId>4af565ec-47d5-43be-9c3b-49d5ea995f63</ObjectId>
    <DisplayName>System</DisplayName>
  </Cos>
  <Cos>
    <URI>/vmrest/coses/870f9a46-cc28-4d55-8fbd-e89cd02b9ff8</URI>
    <ObjectId>870f9a46-cc28-4d55-8fbd-e89cd02b9ff8</ObjectId>
    <DisplayName>Taxoma_COS_1</DisplayName>
  </Cos>
</Coses>
```

Response Code: 200

## JSON Example

To list all class of services, do the following: <pre> Request URI: GET <https://<connection-server>/vmrest/coses> Accept: application /json Connection: keep-alive </pre> The following is the response from the above \*GET\* request and the actual response will depend upon the information given by you:

```
{
  "@total": "3",
  "Coses": [
    {
      "URI": "/vmrest/coses/6e2c52a8-6bb6-40b0-b31e-27627293520c",
      "ObjectId": "6e2c52a8-6bb6-40b0-b31e-27627293520c",
      "DisplayName": "Voice Mail User COS"
    },
    {
      "URI": "/vmrest/coses/4af565ec-47d5-43be-9c3b-49d5ea995f63",
      "ObjectId": "4af565ec-47d5-43be-9c3b-49d5ea995f63",
      "DisplayName": "System"
    },
    {
      "URI": "/vmrest/coses/870f9a46-cc28-4d55-8fbd-e89cd02b9ff8",
      "ObjectId": "870f9a46-cc28-4d55-8fbd-e89cd02b9ff8",

```

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```
"DisplayName": "Taxoma_COS_1"  
}  
]  
}
```

Response Code: 200

### Viewing the Specific Class of Services

The following is an example of the GET request that lists the details of specific class of services represented by the provided value of class of services object ID:

```
GET https://<connection-server>/vmrest/coses/<cosobjectid>
```

The following is the response from the above \*GET\* request:

```
<Cos>  
  <URI>/vmrest/coses/77862e8e-42f3-4dac-811d-0be5291a9504</URI>  
  <ObjectId>77862e8e-42f3-4dac-811d-0be5291a9504</ObjectId>  
  <AccessFaxMail>>false</AccessFaxMail>  
  <AccessTts>>false</AccessTts>  
  <CallHoldAvailable>>false</CallHoldAvailable>  
  <CallScreenAvailable>>false</CallScreenAvailable>  
  <CanRecordName>>true</CanRecordName>  
  <FaxRestrictionObjectId>8045d752-6723-4062-9fc3-22090b85b5d7</FaxRestrictionObjectId>  
  <ListInDirectoryStatus>>true</ListInDirectoryStatus>  
  <LocationObjectId>359e627b-c481-4428-8674-bc28f40e8d43</LocationObjectId>  
  <LocationURI>/vmrest/locations/connectionlocations/359e627b-c481-4428-8674-bc28f40e8d43</Locat  
  <MaxGreetingLength>90</MaxGreetingLength>  
  <MaxMsgLength>300</MaxMsgLength>  
  <MaxNameLength>30</MaxNameLength>  
  <MaxPrivateDlists>25</MaxPrivateDlists>  
  <MovetoDeleteFolder>>true</MovetoDeleteFolder>  
  <OutcallRestrictionObjectId>9c07accb-2187-4ca4-baf4-6ae0613f605a</OutcallRestrictionObjectId>  
  <PersonalAdministrator>>true</PersonalAdministrator>  
  <DisplayName>HELLO_COS_1</DisplayName>  
  <XferRestrictionObjectId>9c040521-fb05-4ba7-ba8f-d4f06f140b4c</XferRestrictionObjectId>  
  <Undeletable>>false</Undeletable>  
  <WarnIntervalMsgEnd>0</WarnIntervalMsgEnd>  
  <CanSendToPublicDl>>true</CanSendToPublicDl>  
  <EnableEnhancedSecurity>>false</EnableEnhancedSecurity>  
  <AccessVmi>>false</AccessVmi>  
  <AccessLiveReply>>false</AccessLiveReply>  
  <UaAlternateExtensionAccess>0</UaAlternateExtensionAccess>  
  <AccessCallRoutingRules>>false</AccessCallRoutingRules>  
  <WarnMinMsgLength>0</WarnMinMsgLength>  
  <SendBroadcastMessage>>false</SendBroadcastMessage>  
  <UpdateBroadcastMessage>>false</UpdateBroadcastMessage>  
  <AccessVui>>false</AccessVui>  
  <ImapCanFetchMessageBody>>true</ImapCanFetchMessageBody>  
  <ImapCanFetchPrivateMessageBody>>false</ImapCanFetchPrivateMessageBody>  
  <MaxMembersPVL>99</MaxMembersPVL>  
  <AccessIMAP>>false</AccessIMAP>  
  <ReadOnly>>false</ReadOnly>  
  <AccessAdvancedUserFeatures>>false</AccessAdvancedUserFeatures>  
  <AccessAdvancedUser>>false</AccessAdvancedUser>  
  <AccessUnifiedClient>>false</AccessUnifiedClient>  
  <RequireSecureMessages>4</RequireSecureMessages>  
  <AccessOutsideLiveReply>>false</AccessOutsideLiveReply>
```

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```
<AccessSTT>>false</AccessSTT>
<EnableSTTSecureMessage>0</EnableSTTSecureMessage>
<MessagePlaybackRestriction>0</MessagePlaybackRestriction>
<SttType>1</SttType>
</Cos>
```

Response Code: 200

### JSON Example

To view individual class of services, do the following:

Request URI:

```
GET https://<connection-server>/vmrest/coses/<cosobjectid>
```

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/coses/77862e8e-42f3-4dac-811d-0be5291a9504",
  "ObjectId": "77862e8e-42f3-4dac-811d-0be5291a9504",
  "AccessFaxMail": "false",
  "AccessTts": "false",
  "CallHoldAvailable": "false",
  "CallScreenAvailable": "false",
  "CanRecordName": "true",
  "FaxRestrictionObjectId": "8045d752-6723-4062-9fc3-22090b85b5d7",
  "ListInDirectoryStatus": "true",
  "LocationObjectId": "359e627b-c481-4428-8674-bc28f40e8d43",
  "LocationURI": "/vmrest/locations/connectionlocations/359e627b-c481-4428-8674-bc28f40e8d43",
  "MaxGreetingLength": "90",
  "MaxMsgLength": "300",
  "MaxNameLength": "30",
  "MaxPrivateDlists": "25",
  "MovetoDeleteFolder": "true",
  "OutcallRestrictionObjectId": "9c07accb-2187-4ca4-baf4-6ae0613f605a",
  "PersonalAdministrator": "true",
  "DisplayName": "HELLO_COS_1",
  "XferRestrictionObjectId": "9c040521-fb05-4ba7-ba8f-d4f06f140b4c",
  "Undeletable": "false",
  "WarnIntervalMsgEnd": "0",
  "CanSendToPublicDl": "true",
  "EnableEnhancedSecurity": "false",
  "AccessVmi": "false",
  "AccessLiveReply": "false",
  "UaAlternateExtensionAccess": "0",
  "AccessCallRoutingRules": "false",
  "WarnMinMsgLength": "0",
  "SendBroadcastMessage": "false",
  "UpdateBroadcastMessage": "false",
  "AccessVui": "false",
  "ImapCanFetchMessageBody": "true",
  "ImapCanFetchPrivateMessageBody": "false",
  "MaxMembersPVL": "99",
  "AccessIMAP": "false",
  "ReadOnly": "false",
  "AccessAdvancedUserFeatures": "false",
  "AccessAdvancedUser": "false",
  "AccessUnifiedClient": "false",
  "RequireSecureMessages": "4",
```

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```
"AccessOutsideLiveReply": "false",
"AccessSTT": "false",
"EnableSTTSecureMessage": "0",
"MessagePlaybackRestriction": "0",
"SttType": "1"
}
```

Response Code: 200

### Creating a Class of Services

You can create a new class of services in a generic way or by giving restriction tables as input.

#### Example 1: In a generic way

```
POST https://<connection-server>/vmrest/coses
Request Body:
<Cos>
<DisplayName>Texoma_cos_1</DisplayName>
</Cos>
```

The following is an example of the \*POST\* request that creates a new class of service in a generic way:

Response Code: 201

#### JSON Example

To create new COS, do the following:

```
Request URI:
POST https://<connection-server>/vmrest/coses
Accept: application/json
Content-Type: application/json
Connection: keep-alive
Request Body:
{
  "DisplayName": "Texoma_cos_1"
}
```

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

#### Example 2: Giving restriction tables as input

The following is an example of the \*POST\* request that creates a new class of services by giving restriction tables as input:

```
POST https://<connection-server>/vmrest/coses
Request Body:
<cos>
  <DisplayName>Texoma_cos</DisplayName>
  <FaxRestrictionObjectId>3da15ac5-e56f-4fac-b631-9f08826e1472</FaxRestrictionObjectId>
  <OutcallRestrictionObjectId>3da15ac5-e56f-4fac-b631-9f08826e1472</OutcallRestrictionObjectId>
  <XferRestrictionObjectId>3da15ac5-e56f-4fac-b631-9f08826e1472</XferRestrictionObjectId>
```

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</cos>

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

### JSON Example:

Request URI:

POST https://<connection-server>/vmrest/coses

Accept: application/json

Content-Type: application/json

Connection: keep-alive

Request Body:

```
{
  "FaxRestrictionObjectId": "3da15ac5-e56f-4fac-b631-9f08826e1472",
  "OutcallRestrictionObjectId": "3da15ac5-e56f-4fac-b631-9f08826e1472",
  "XferRestrictionObjectId": "3da15ac5-e56f-4fac-b631-9f08826e1472"
}
```

The following is the response from the above \*POST\* request and the actual response will depend upon

<pre>

Response Code: 201

## Updating the Class of Services

**Example 1: The following is an example of the PUT request that allows you to update the display name of the class of services:**

PUT https://<connection-server>/vmrest/coses/<cosobjectid>

Request Body:

```
<Cos>
  <DisplayName>Texoma_123</DisplayName>
</Cos>
```

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 display name of COS, do the following:

Request URI:

PUT https://<connection-server>/vmrest/coses/<cosobjectid>

Accept: application/json

Content-Type: application/json

Connection: keep-alive

Request Body:

```
{
  "DisplayName": "Texoma_123"
}
```

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

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Response Code: 204

**Example 2: The following is an example of the PUT request that allows you to update the other fields of the class of services:**

```
PUT https://<connection-server>/vmrest/coses/<cosobjectid>
Request Body:
<Cos>
  <MaxGreetingLength>45</MaxGreetingLength>
  <MaxMsgLength>500</MaxMsgLength>
  <MaxNameLength>50</MaxNameLength>
  <MaxPrivateDlists>30</MaxPrivateDlists>
</Cos>
```

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

```
Request URI:
PUT https://<connection-server>/vmrest/coses/<cosobjectid>
Accept: application/json
Content-Type: application/json
Connection: keep-alive
Request Body:
{
  "MaxGreetingLength": "45",
  "MaxMsgLength": "500",
  "MaxNameLength": "50",
  "MaxPrivateDlists": "30"
}
```

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

### Deleting the Class of Services

The following is an example of the DELETE request that deletes a specific class of services where you need to mention the class of service object ID:

```
DELETE https://<connection-server>/vmrest/coses/<cosobjectid>
```

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 class of services, do the following:

```
Request URI:
DELETE https://<connection-server>/vmrest/coses/<cosobjectid>
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

## Explanation of Data Fields

The following chart lists all of the data fields:

| Parameter     | Operations | Data Type   | Comments  |
|---------------|------------|-------------|---|
| URI           | Read Only  | String      | Specifies URI for class of service  |
| ObjectId      | Read Only  | String (36) | Specifies object id of class of service   |
| accessfaxmail | Read/Write | Boolean     | <p>A flag indicating whether a subscriber assigned this COS is allowed to manage their fax messages over the phone or from the Cisco Unity Connection Inbox.</p> <p>Future feature, 3rd-party fax is not supported in Cisco Unity Connection. Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Do not allow access to fax mail</li> <li>• true: Allow access to fax mail</li> </ul> <p>To allow subscribers to have their e-mail messages delivered to a fax machine, both this column and "AccessTts" must be set to ?true". Default Value: false.</p> |
| accesstts     | Read/Write | Boolean     | <p>A flag indicating whether a subscriber assigned this COS can have to their e-mail messages read to them by an e-mail reader over the phone.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot have e-mail messages read over the phone</li> <li>• true: Can have e-mail messages read over the phone</li> </ul> <p>To allow subscribers to have their e-mail messages delivered to a fax machine, both this column and "AccessFaxMail" must be</p>  |



|                        |            |         |   |
|------------------------|------------|---------|---|
|                        |            |         | set to "true". Default Value: false.  |
| callholdavailable      | Read/Write | Boolean | <p>A flag indicating whether the subscriber has the ability to change their own call holding options by using the Cisco Unity Connection Assistant. Call holding settings apply when calls are transferred from the automated attendant or a directory handler to subscriber phones. They do not apply when an outsider caller or another subscriber dials a subscriber extension directly.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot change call holding settings via Cisco Unity Assistant</li> <li>• true: Can change call holding settings via Cisco Unity Assistant</li> </ul> <p>Default Value: false.</p> |
| callscreenavailable    | Read/Write | Boolean | <p>A flag indicating whether the subscriber has the ability to change their own call screening options by using the Cisco Unity Assistant. Call screening settings apply when calls are transferred from the automated attendant or a directory handler to subscriber phones. They do not apply when an outsider caller or another subscriber dials a subscriber extension directly.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot change call screening settings via Cisco Unity Assistant</li> <li>• true: Can change call screening settings via Cisco Unity Assistant</li> </ul> <p>Default Value: false.</p>    |
| canrecordname          | Read/Write | Boolean | <p>Used to prevent subscribers from recording their own names (for example, if an organization has all names and greetings recorded in one voice).</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot record their name</li> <li>• true: Can record their name</li> </ul> <p>Default Value: true.</p>   |
| faxrestrictionobjectid |            | String  |   |

|                       |                    |         |   |
|-----------------------|--------------------|---------|---|
|                       | Read/Write<br>(36) |         | The unique identifier for the RestrictionTable objects that Cisco Unity Connection uses to limit phone numbers that the subscriber can enter in fax dialing settings.   |
| listindirectorystatus | Read/Write         | Boolean | <p>A flag indicating whether subscribers can choose to be listed or not in the phone directory. The phone directory (directory assistance) is the audio listing that subscribers and unidentified callers use to reach subscribers and to leave messages.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot choose whether or not to be listed in phone directory</li> <li>• true: Can choose whether or not to be listed in phone directory</li> </ul> <p>Default value is: true.</p> |
| locationobjectid      | Read Only          | String  | The unique identifier of the LocationVMS to which this COS belongs.   |
| locationURI           | Read Only          | String  | URI of the LocationVMS.   |
| maxgreetinglength     | Read/Write         | Integer | <p>The maximum recording length (in seconds) allowed to the subscriber for recording their greeting.</p> <p>The range can vary from 1 to 1200. Default Value: 90.</p>   |
| maxmsglength          | Read/Write         | Integer | <p>The maximum recording length (in seconds) allowed to the subscriber for recording messages and conversations.</p> <p>The range can vary from 1 to 3600. Default Value: 300</p>   |
| maxnamelength         | Read/Write         | Integer | <p>The maximum recording length (in seconds) allowed to the subscriber for recording their voice name.</p> <p>The range can vary from 1 to 100. Default Value: 30</p>   |
| maxprivatedlists      | Read/Write         | Integer | <p>The maximum number of personal voice mail lists the subscriber is allowed to create.</p> <p>The range can vary from 1 to 99.</p> <p>Default Value: 25</p>  |

|                            |                    |         |   |
|----------------------------|--------------------|---------|---|
| movetodeletefolder         | Read/Write         | Boolean | <p>A flag indicating whether Cisco Unity Connection moves deleted messages for the subscriber to a Deleted Items folder or physically deletes the message.</p> <p>true='deletion' moves messages to the DeletedItems folder, where it ages until it evaporates. false='deletion' physically deletes the message. When this column is set to "1," a subscriber can:</p> <ul style="list-style-type: none"> <li>• Use the phone and the Cisco Unity Connection Inbox (as applicable) to permanently delete messages stored in their Deleted Items folder.</li> <li>• Use the phone and the Cisco Unity Connection Inbox to listen to, reply to, or forward messages in their Deleted Items folder, or to restore them to the Inbox.</li> </ul> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Deleted messages are not moved to a Deleted Items folder, rather they are permanently deleted.</li> <li>• true: Deleted messages are moved to a Deleted Items folder.</li> </ul> <p>Default Value: true.</p> |
| outcallrestrictionobjectid | Read/Write<br>(36) | String  | <p>The unique identifier of the Restriction Table object that Cisco Unity Connection uses to limit phone numbers that the subscriber can enter in message delivery settings. The restriction table also restricts the subscriber extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.</p>   |
| personaladministrator      | Read/Write         | Boolean | <p>A flag indicating whether Cisco Unity Connection allows a subscriber to use the Cisco Unity Assistant to personalize their Cisco Unity Connection setting -- including their recorded greetings and message delivery options -- or to set up message notification devices and create private lists.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot use Cisco Unity Assistant</li> </ul>  |

|                         |                    |         |  |
|-------------------------|--------------------|---------|--|
|                         |                    |         | <ul style="list-style-type: none"> <li>• true: Can use Cisco Unity Assistant</li> </ul> <p>Default Value: true.</p>  |
| displayname             | Read/Write<br>(64) | String  | The unique text name of this COS, e.g. "Default COS," "Basic Voice Mail." Used when displaying entries in the administrative console, e.g. Cisco Unity Connection Administration. DisplayName is a required when creating a new COS. DisplayName Length allowed is 64.   |
| xferrestrictionobjectid | Read/Write<br>(36) | String  | The unique identifier of the RestrictionTable objects that Cisco Unity Connection uses to limit phone numbers that the subscriber can enter in call transfer settings.   |
| undeletable             | Read/Write         | Boolean | <p>A flag indicating whether this COS can be deleted via an administrative application such as Cisco Unity Connection Administration. It is used to prevent deletion of factory defaults.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: COS can be deleted</li> <li>• true: COS cannot be deleted</li> </ul> <p>Default Value: false.</p>  |
| warnintervalmsgend      | Read/Write         | Integer | <p>This column works together with "WarnMinMsgLength" enabling the record termination warning feature. If the feature is enabled by the settings of these two columns, callers will hear a warning tone sound before the maximum message length is reached.</p> <p>Call termination warning only works with the Unified Communications Manager integration. Possible values are:</p> <ul style="list-style-type: none"> <li>• 0: Record termination warning disabled</li> <li>• 1-30000: The number of milliseconds from the end of the maximum recording time when the record termination warning tone is played.</li> </ul> <p>Default Value: 0.</p> |
| cansendtopublicdl       | Read/Write         | Boolean | A flag indicating whether the subscriber can send messages to system (formerly called  |

|                        |            |         |  |
|------------------------|------------|---------|--|
|                        |            |         | <p>"public") distribution lists.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot send messages to system distribution lists</li> <li>• true: Can send messages to system distribution lists</li> </ul> <p>Default Value: true.</p>  |
| enableenhancedsecurity | Read/Write | Boolean | <p>A flag indicating whether the subscriber uses regular or enhanced phone security. Enhanced phone security adds RSA two-factor authentication to regular security.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Regular security</li> <li>• true: Enhanced phone security (RSA two-factor security)</li> </ul> <p>Default Value: false.</p>   |
| accessvmi              | Read/Write | Boolean | <p>A flag indicating whether a subscriber assigned this COS can use the Cisco Unity Connection Inbox to listen to, compose, reply to, forward, and delete voice messages. If the subscriber has "AccessFaxMail" set, they can also use it to manage their faxes. This is a licensed feature.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot use Cisco Unity Connection Inbox</li> <li>• true: Can use Cisco Unity Connection Inbox</li> </ul> <p>Default Value: false.</p> |
| accesslivereply        | Read/Write | Boolean | <p>A flag indicating whether a subscriber assigned this COS can after listening to a message from another subscriber press 4-4, and Cisco Unity Connection will call the subscriber who left the message. Generally referred to as "Live Reply."</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot "live reply" to another subscriber</li> </ul>  |

|                            |            |         |  |
|----------------------------|------------|---------|--|
|                            |            |         | <ul style="list-style-type: none"> <li>• true: Can "live reply" to another subscriber after listening to message from another subscriber</li> </ul> <p>Default Value: false.</p>   |
| uaalternateextensionaccess | Read/Write | Integer | <p>The abilities a subscriber has to manage administer-defined alternate extensions assigned to the subscriber. Determines whether subscribers can view the administrator-defined alternate extensions, and whether subscribers can manage (add, modify, and delete) their own set of alternate extensions in the Cisco Unity Assistant. If enabled, subscribers can define up to 5 alternate extensions in addition to the 9 alternate extensions that an administrator can define for them.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• 3: CRUD access - subscriber can view administrator-defined alternate extensions and manage (create, modify, and delete) their own subscriber-defined alternate extensions</li> <li>• 2: CUD access - subscriber can manage (create, modify, and delete) their own subscriber-defined alternate extensions.</li> <li>• 1: Read access - subscriber can view administrator-defined alternate extensions.</li> <li>• 0: No access - subscriber cannot view or manage alternate extensions.</li> </ul> <p>Default Value: 0.</p> |
| accesscallroutingrules     | Read/Write | Boolean | <p>A flag indicating whether a subscriber assigned this COS can access personal call routing rules.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot access to Personal Call Routing rules</li> <li>• true: Can access to Personal Call Routing rules</li> </ul> <p>Default Value: false.</p>  |

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| warnminmsglength        | Read/Write | Integer | <p>The minimum length (in milliseconds) that the maximum recording time has to be before the record termination warning feature is active. When the record termination feature is active, Cisco Unity Connection plays a warning tone indicating to the caller that they are almost out of recording time.</p> <p>The range of this field can vary from 0 to 99999. Default Value: 0.</p> |
| sendbroadcastmessage    | Read/Write | Boolean | <p>A flag indicating whether the subscriber has the ability to send broadcast messages to all subscribers on the VMS.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot send broadcast messages.</li> <li>• true: Can send broadcast messages.</li> </ul> <p>Default Value: false.</p>   |
| updatebroadcastmessage  | Read/Write | Boolean | <p>A flag indicating whether the subscriber has the ability to update broadcast messages that are active or will be active in the future.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot update broadcast messages.</li> <li>• true: Can update broadcast messages.</li> </ul> <p>Default Value: false.</p>                                       |
| accessvui               | Read/Write | Boolean | <p>A flag indicating whether a subscriber assigned this COS can use the voice driven inbox conversation.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot use the voice driven inbox conversation</li> <li>• true: Can use the voice driven inbox conversation</li> </ul> <p>Default Value: false.</p>  |
| imapcanfetchmessagebody | Read/Write | Boolean | <p>A flag indicating whether the subscriber can fetch the body of a non-private message using IMAP.</p>   |

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|--------------------------------|------------|---------|--|
|                                |            |         | <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot fetch message body of non-private messages.</li> <li>• true: Using IMAP, subscriber can fetch message body of non-private messages.</li> </ul> <p>Default Value: true.</p>  |
| imapcanfetchprivatemessagebody | Read/Write | Boolean | <p>A flag indicating whether the subscriber can fetch the body of a private message using IMAP.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot fetch message body of private messages.</li> <li>• true: Using IMAP, subscriber can fetch message body of private messages.</li> </ul> <p>Default Value: false.</p> |
| maxmemberspvl                  | Read/Write | Integer | <p>The maximum number of members allowed in a personal voice mail list. Range 1-999. default value is 99</p>   |
| accessimap                     | Read/Write | Boolean | <p>A flag indicating whether a subscriber assigned this COS can access VM via an IMAP client.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot access voice mail via IMAP</li> <li>• true: Can access voice mail via IMAP</li> </ul> <p>Default Value: false.</p>  |
| accessunifiedclient            | Read/Write | Boolean | <p>A flag indicating whether a subscriber can use the unified client.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot access voice mail using unified client</li> <li>• true: Can access voice mail using unified client</li> </ul> <p>Default Value: true.</p>   |
| readonly                       | Read/Write | Boolean |  |



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|                            |            |         | <p>A flag indicating that this COS is read only. It cannot be modified from the Connection Administration.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Can modify this COS.</li> <li>• true: Cannot modify this COS.</li> </ul> <p>Default Value: false.</p>  |
| accessadvanceduserfeatures | Read/Write | Boolean | <p>A flag indicating whether or not the subscriber has access to advanced user features. Currently, there are two advanced user features: TTS and VUI.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: The Subscriber cannot access advanced user features.</li> <li>• true: The Subscriber can access advanced user features.</li> </ul> <p>Default Value: false.</p>  |
| requiresecuremessages      | Read/Write | Integer | <p>Specifies when to mark message secure.</p> <p>Possible values are: 1: Always mark secure 2: Never mark secure 3: Ask 4: Set private messages secure Default Value: 4.</p>  |
| accessoutsidelivereply     | Read/Write | Boolean | <p>A flag indicating whether a subscriber, assigned this COS, can after listening to a message from outside caller issue a command to call the outside caller. When a VUI or TUI command is issued, Cisco Unity Connection will call the outside caller who left the message. Generally referred to as "Return Call to Outside Caller."</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: User cannot "Use Live Reply to Unidentified Callers"</li> <li>• true: User can "Use Live Reply to Unidentified Callers"after listening to message."</li> </ul> <p>Default Value: false.</p> |
| accessstt                  | Read/Write | Boolean | <p>An integer value indicating whether a subscriber assigned this COS can have to their voice messages transcribed to text.</p>   |

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|----------------------------|------------|---------|--|
|                            |            |         | <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Do not use transcription service (speech view).</li> <li>• true: Use speech view transcription service.</li> </ul> <p>Default Value: false.</p>  |
| autoalternateextension     | Read/Write | Boolean | <p>A flag indicating whether a subscriber assigned this COS can have automatic alternate extension.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• false: Cannot have automatic alternate extension.</li> <li>• true: Can have automatic alternate extension.</li> </ul> <p>Default Value: false.</p>  |
| enablesttsecuremessage     | Read/Write | Integer | <p>Controls transcriptions and notification of secure messages for Speech To Text transcription feature.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• 0: Do not transcribe secure messages</li> <li>• 1: Allow transcriptions of secure messages</li> <li>• 2: Allow transcriptions and notifications of secure messages</li> </ul> <p>Default Value: 0.</p> |
| messageplaybackrestriction | Read/Write | Integer | <p>Playback restrictions for GUI clients. Allows restricting playback to phone only or computer only.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• 0: No restrictions on message playback</li> <li>• 1: Allow playback on computer speakers only</li> <li>• 2: Allow playback on phone only</li> </ul> <p>Default Value: 0.</p>                              |
| stttype                    | Read/Write | Integer | <p>An integer value indicating whether a subscriber assigned standard or PRO COS for STT.</p>  |

Cisco\_Unity\_Connection\_Provisioning\_Interface\_(CUPI)\_API\_--\_Class\_of\_Service\_(COS)\_APIs

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|                      |            |         | <p>Possible values are:</p> <ul style="list-style-type: none"> <li>• 1: Use speech view standard transcription service.</li> <li>• 2: Use speech view pro transcription service.</li> </ul> <p>Default Value: 1.</p>   |
| enablevideomessaging | Read/Write | Boolean | <p>Allows video messaging for the users in this class of service.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• true : allow Video messaging</li> <li>• false: Do not allow video messaging</li> </ul> <p>Default value: false.</p>   |
| accessadvanceduser   | Read/Write | Boolean | <p>Duplicate of AdvnacedUserFeatures for licensing code purposes.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false: The Subscriber cannot access advanced user features.</li> <li>• true: The Subscriber can access advanced user features.</li> </ul> <p>Default: false</p> |