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About Transfer Options

Every user with a mailbox has an associated call handler, and thus transfer options. Transfer Options are also referred to as Transfer Rules.

Listing

The settings on each transfer option can be read by the following GET command:

```
GET /vmrest/user/transferoptions/{transfer option type}
```

Which would produce a response similar to the following:

```
200
OK
<?xml version="1.0" encoding="UTF-8"?>
<TransferOption>
  <TransferOptionType>{transfer option type}</TransferOptionType>
  <Action>1</Action>
  <Extension>5555</Extension>
  <TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
  <TransferRings>4</TransferRings>
  <TransferType>0</TransferType>
  <UsePrimaryExtension>true</UsePrimaryExtension>
  <PersonalCallTransfer>false</PersonalCallTransfer>
</TransferOption>
```

Every user and call handler has three transfer options:

- Standard
- Off Hours
- Alternate

Each transfer option can be accessed through a GET request:

```
GET /vmrest/user/transferoptions/Standard
GET /vmrest/user/transferoptions/Off%20Hours
GET /vmrest/user/transferoptions/Alternate
```

TimeExpires is the field that determines if a transfer option is enabled or disabled. To enable a transfer option, TimeExpires must be set to a future date, which is the date that the transfer option will expire (be disabled). To disable a transfer option, simply set TimeExpires to a date in the past. Also, if TimeExpires is set to null that means it is enabled indefinitely (however, note that currently CUPI offers no ability to set this field to null).

TimeExpires is always treated as GMT. Any required time zone conversion is the responsibility of the client.

Action is the field that determines if the transfer option will transfer calls to an extension or directly to the greetings. The Action field is a custom type. A value of 0 denotes that the call will be sent directly to the greetings. A value of 1 denotes that the call will be transferred to an extension.

Several settings are specific to how the transfer option should transfer the call (assuming that the Action is set to 1):

- TransferType
- Extension
- TransferRings

TransferType determines whether the transfer will be released (a value of 0) or supervised (a value of 1).

Extension indicates the extension that the call will transfer to.

TransferRings is the number of times Connection will ring the extension before it considers the call a ring-no-answer (RNA), and pulls the call back to play the greeting. This value is only used when the TransferType is set to 1 (a supervised transfer).

UsePrimaryExtension is a boolean that is a bit of an oddity. When the value is set to true, the Extension is set to the primary extension of the user. However, note the following caveat when using this field: if UsePrimaryExtension is set to true and the Extension field is set to a value in the same PUT, an error will be thrown. Because setting UsePrimaryExtension to true causes the Extension field to be set to a specific value, you cannot also explicitly set the Extension field in the same PUT; one or the other can occur, but not both. An error will also be thrown if UsePrimaryExtension is set to false and no value is given for the Extension field in the same PUT. In other words, if you set UsePrimaryExtension to false, you must provide a new Extension in the same PUT.

PersonalCallTransfer is a boolean that determines whether personal call transfer rules will be used instead of the basic transfer rules. If PersonalCallTransfer is set to true, then instead of using any of the settings of this transfer rule, the call will be sent to the personal call transfer rules of the user to be acted on. If PersonalCallTransfer is set to false, then the basic transfer rule is used. If you are using personal call transfer rules, set this to true; otherwise, leave it set to false. It's that simple.

Creating

Note that you cannot use CUPI to create transfer options.

Updating

To enable the Alternate transfer option until March 9, 2020, you would use the following PUT request:

```
PUT https://fmstest4.cisco.com/vmrest/user/transferoptions/Alternate

<?xml version="1.0" encoding="UTF-8"?>
```

```
<TransferOption>
  <TimeExpires>2020-03-09 00:00:00.0</TimeExpires>
</TransferOption>
```

To disable the Alternate transfer option you would do a PUT request with the TimeExpires field set to a date in the past as in this example:

```
PUT https://fmstest4.cisco.com/vmrest/user/transferoptions/Alternate

<?xml version="1.0" encoding="UTF-8"?>
<TransferOption>
  <TimeExpires>1976-03-09 00:00:00.0</TimeExpires>
</TransferOption>
```

Call Holding

User access to the call holding setting is controlled by the user's COS.

The transfer option setting that controls call holding is **TransferHoldingMode**. It is a custom type that can be set to not hold (a value of 0), always put the call on hold when the extension is busy (a value of 1), or ask the caller if they wish to hold (a value of 2). Holding is applicable only when TransferType is set to supervised (a value of 1).

For example, if you wanted to set the alternate transfer option to always put the call on hold you would make the following PUT request:

```
PUT /vmrest/user/transferoptions/Alternate

<?xml version="1.0" encoding="UTF-8"?>
<TransferOption>
  <TransferHoldingMode>1</TransferHoldingMode>
</TransferOption>
```

Call Screening

User access to the call screening options is controlled by the user's COS.

There are four settings on a transfer option that control screening. They are all booleans. The various screening options are applicable only when TransferType is set to supervised (a value of 1).

TransferAnnounce indicates whether the transfer should be announced to the user when they answer the phone, via a simple pre-recorded prompt.

TransferConfirm indicates whether the user is prompted to accept the transfer or not. If the user does not accept the transfer, the caller is taken to the user's greeting.

TransferIntroduce indicates whether the user hears for whom the transfer was intended when he or she answers the phone.

TransferScreening indicates whether the caller is asked to speak his or her name before being transferred. The name spoken is then played back to the user when he or she answers the phone.

For example, if you wanted to turn on all of the screening options for the alternate transfer option you would make the following PUT request:

```
PUT /vmrest/user/transferoptions/Alternate

<?xml version="1.0" encoding="UTF-8"?>
<TransferOption>
  <TransferAnnounce>true</TransferAnnounce>
  <TransferConfirm>true</TransferConfirm>
  <TransferIntroduce>true</TransferIntroduce>
  <TransferScreening>true</TransferScreening>
</TransferOption>
```

Deleting

Note that you cannot use CUPI to delete transfer options.