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Interview Handler APIs

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line. You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left. Administrator can use this API to create/update/delete/fetch the interview handler. You can update various attributes of interview handler using this API.

Listing the Interview Handlers

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

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

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

```
<InterviewHandlers total="1">
  <InterviewHandler>
    <URI>/vmrest/handlers/interviewhandlers/9153ef65-c38a-4588-b041-1cfac4ae0226</URI>
    <CreationTime>2013-01-10T12:02:20Z</CreationTime>
    <Language>1033</Language>
    <DisplayName>Texoma_IH2</DisplayName>
    <Undeletable>>false</Undeletable>
    <VoiceName>7b904f83-2b9c-4283-a22e-6e28028b2750.wav</VoiceName>
    <VoiceFileURI>/vmrest/voicefiles/ccb35746-d253-42ed-b481-4d906ae2e882</VoiceFileURI>
    <VoiceNameURI>/vmrest/handlers/interviewhandlers/9153ef65-c38a-4588-b041-1cfac4ae0226/voicename</VoiceNameURI>
    <LocationObjectId>312f6d60-f9e8-447a-b7d9-a25040fa0ca2</LocationObjectId>
    <LocationURI>/vmrest/locations/connectionlocations/312f6d60-f9e8-447a-b7d9-
```

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```
a25040fa0ca2</LocationURI>
<SendUrgentMsg>0</SendUrgentMsg>
<ObjectId>9153ef65-c38a-4588-b041-1cfac4ae0226</ObjectId>
<TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
<RecipientDistributionListObjectId>80b13e8d-1dbe-4389-ba97-
91aaa10512fe</RecipientDistributionListObjectId>
<RecipientDistributionListURI>/vmrest/distributionlists/80b13e8d-1dbe-4389-ba97-
91aaa10512fe</RecipientDistributionListURI>
<AfterMessageAction>1</AfterMessageAction>
<UseCallLanguage>>true</UseCallLanguage>
<UseDefaultLanguage>>true</UseDefaultLanguage>
<DispatchDelivery>>false</DispatchDelivery>
<PartitionObjectId>d3c659f3-27f7-43c8-bb25-778cec9fba21</PartitionObjectId>
<PartitionURI>/vmrest/partitions/d3c659f3-27f7-43c8-bb25-
778cec9fba21</PartitionURI>
<InterviewQuestionsURI>/vmrest/handlers/interviewhandlers/9153ef65-c38a-4588-b041-1cfac4ae0226
</InterviewHandler>
</InterviewHandlers>
```

Response Code: 200

JSON Example

To view the list of interview handlers, do the following:

```
Request URI:
GET https://<connection-server>/vmrest/handlers/interviewhandlers
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": "1",
  "InterviewHandler": [
    {
      "URI": "/vmrest/handlers/interviewhandlers/f1d0640b-f268-4725-87bb-e1762314fee6",
      "CreationTime": "2013-02-13T10:10:43Z",
      "Language": "1033",
      "DisplayName": "Taxoma_Interviewer_1",
      "Undeletable": "false",
      "LocationObjectId": "df46033e-0058-4f7e-b5fc-8346df0ffeel",
      "LocationURI": "/vmrest/locations/connectionlocations/df46033e-0058-4f7e-b5fc-
8346df0ffeel",
      "SendUrgentMsg": "0",
      "ObjectId": "f1d0640b-f268-4725-87bb-e1762314fee6",
      "TenantObjectId": "fe6541fb-b42c-44f2-8404-ded14cbf7438",
      "RecipientSubscriberObjectId": "47749981-5ceb-4674-a6b7-0b0afde4bfcc",
      "RecipientUserURI": "/vmrest/users/47749981-5ceb-4674-a6b7-0b0afde4bfcc",
      "AfterMessageAction": "4",
      "UseCallLanguage": "true",
      "UseDefaultLanguage": "true",
      "DispatchDelivery": "false",
      "PartitionObjectId": "30438c03-e8de-4584-bb5b-0dae05faf0af",
      "PartitionURI": "/vmrest/partitions/30438c03-e8de-4584-bb5b-0dae05faf0af",
      "InterviewQuestionsURI": "/vmrest/handlers/interviewhandlers/f1d0640b-f268-4725-
87bb-e1762314fee6/interviewquestions"
    }
  ],
}
```

Response Code: 200

Listing Specific Tenant Related Interview 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 interview handlers using the following URI:

```
GET https://<connection-server>/vmrest/handlers/interviewhandlers?query=(TenantObjectId is <TenantObjectID>)
```

To get the TenantObjectID, use the following URI:

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

Viewing the Details of Specific Interview Handler

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

```
GET https://< connection-server>/vmrest/handlers/interviewhandlers/<InterviewHandlerObject-Id>
```

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

```
<InterviewHandler>
  <URI>/vmrest/handlers/interviewhandlers/9153ef65-c38a-4588-b041-1cfac4ae0226</URI>
  <CreationTime>2013-01-10T12:02:20Z</CreationTime>
  <Language>1033</Language>
  <DisplayName>Texoma_IH2</DisplayName>
  <Undeletable>>false</Undeletable>
  <VoiceName>7b904f83-2b9c-4283-a22e-6e28028b2750.wav</VoiceName>
  <VoiceFileURI>/vmrest/voicefiles/ccb35746-d253-42ed-b481-4d906ae2e882</VoiceFileURI>
  <VoiceNameURI>/vmrest/handlers/interviewhandlers/9153ef65-c38a-4588-b041-1cfac4ae0226/voicename</VoiceNameURI>
  <LocationObjectId>312f6d60-f9e8-447a-b7d9-a25040fa0ca2</LocationObjectId>
  <LocationURI>/vmrest/locations/connectionlocations/312f6d60-f9e8-447a-b7d9-a25040fa0ca2</LocationURI>
  <SendUrgentMsg>0</SendUrgentMsg>
  <ObjectId>9153ef65-c38a-4588-b041-1cfac4ae0226</ObjectId>
  <RecipientDistributionListObjectId>80b13e8d-1dbe-4389-ba97-91aaa10512fe</RecipientDistributionListObjectId>
  <RecipientDistributionListURI>/vmrest/distributionlists/80b13e8d-1dbe-4389-ba97-91aaa10512fe</RecipientDistributionListURI>
  <AfterMessageAction>1</AfterMessageAction>
  <UseCallLanguage>>true</UseCallLanguage>
  <UseDefaultLanguage>>true</UseDefaultLanguage>
  <DispatchDelivery>>false</DispatchDelivery>
  <PartitionObjectId>d3c659f3-27f7-43c8-bb25-778cec9fba21</PartitionObjectId>
  <PartitionURI>/vmrest/partitions/d3c659f3-27f7-43c8-bb25-778cec9fba21</PartitionURI>
  <InterviewQuestionsURI>/vmrest/handlers/interviewhandlers/9153ef65-c38a-4588-b041-1cfac4ae0226/interviewquestions</InterviewQuestionsURI>
</InterviewHandler>
```

Response Code: 200

JSON Example

To view the list of interview handlers, do the following:

Request URI:

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```
GET https://< connection-server>/vmrest/handlers/interviewhandlers/<InterviewHandlerObject-Id>
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/interviewhandlers/f1d0640b-f268-4725-87bb-e1762314fee6",
  "CreationTime": "2013-02-13T10:10:43Z",
  "Language": "1033",
  "DisplayName": "Texoma_IH2",
  "Undeletable": "false",
  "LocationObjectId": "df46033e-0058-4f7e-b5fc-8346df0ffee1",
  "LocationURI": "/vmrest/locations/connectionlocations/df46033e-0058-4f7e-b5fc-8346df0ffee1",
  "SendUrgentMsg": "0",
  "ObjectId": "f1d0640b-f268-4725-87bb-e1762314fee6",
  "RecipientSubscriberObjectId": "47749981-5ceb-4674-a6b7-0b0afde4bfcc",
  "RecipientUserURI": "/vmrest/users/47749981-5ceb-4674-a6b7-0b0afde4bfcc",
  "AfterMessageAction": "4",
  "UseCallLanguage": "true",
  "UseDefaultLanguage": "true",
  "DispatchDelivery": "false",
  "PartitionObjectId": "30438c03-e8de-4584-bb5b-0dae05faf0af",
  "PartitionURI": "/vmrest/partitions/30438c03-e8de-4584-bb5b-0dae05faf0af",
  "InterviewQuestionsURI": "/vmrest/handlers/interviewhandlers/f1d0640b-f268-4725-87bb-e1762314fee6/interviewquestions"
}
```

Response Code: 200

<pre>

=== Creating a New Interview Handler ===

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

<pre>

```
POST https://<connection-server>/vmrest/handlers/interviewhandlers
Request Body:
<InterviewHandler>
  <DisplayName>Texoma_IH2</DisplayName>
  <RecipientDistributionListObjectId>80b13e8d-1dbe-4389-ba97-91aaa10512fe</RecipientDistributionListObjectId>
</InterviewHandler>
```

Response Code: 200

<pre>

'''JSON Example'''

To create a new interview handler:

<pre>

```
POST https://<connection-server>/vmrest/handlers/interviewhandlers
Accept: application/json
Content-Type: application/json
Connection: Keep-alive
{
  "DisplayName": "Taxoma_Interviewer",
  "RecipientDistributionListObjectId": "c596c45c-00a3-4714-a359-4ac45da38232"
}
```

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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

Delete the Interview Handler

This request can be used to delete an interview handler specified by an object ID.

```
DELETE: https://<connection-server>/vmrest/handlers/interviewhandlers/<interviewhandler-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 interview handler, do the following:

```
Request URI:  
DELETE https://<connection-server>/vmrest/handlers/interviewhandlers/<interviewhandler-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

Updating the Interview Handler

Example 1: Modify the Interview Handler The following is an example of the PUT request that can be used to modify the interview handler.

```
PUT https://<connection-server>/vmrest/handlers/interviewhandlers/<interviewhandler-objectid>  
Request Body:  
<InterviewHandler>  
  <UseCallLanguage>true</UseCallLanguage>  
  <UseDefaultLanguage>false</UseDefaultLanguage>  
  <Language>1033</Language>  
</InterviewHandler>
```

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

Note: The Inherit Language field from the call is selected and the UseDefaultLanguage field will get updated in the database as the Language field is specified.

JSON Example

To update the interview handler, do the following:

```
Request URI:
PUT https://<connection-server>/vmrest/handlers/interviewhandlers/<interviewhandler-objectid>
Accept: application/json
Content-Type: application/json
Connection: Keep-alive
Request Body:
{
  "Language": "1033",
  "UseCallLanguage": "true",
  "UseDefaultLanguage": "false"
}
```

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

Example 2: Recipient is switched from user with mailbox to Distribution List

```
Request Body:
<InterviewHandler>
  <RecipientDistributionListObjectId>68d149ff-59f6-4394-8103-
  f3c2bf75d8bb</RecipientDistributionListObjectId>
</InterviewHandler>
```

Response Code: 204

RecipientSubscriberObjectId and RecipientUserURI fields are replaced with RecipientDistributionListObjectId and RecipientDistributionListURI. The table given below lists the possible values of the After Interview Action:

| AfterMessageAction | AfterMessageTargetConversation | AfterMessageTargetHandlerObjectId |
|--------------------|--|--|
| -8 | NA | NA |
| | PHTransfer/PHGreeting | <object-id> of call handler having IsPrimary parameter as true. URI to get handlers: <a href="https://<connection-server>/vmrest/handlers/callhandlers?query">https://<connection-server>/vmrest/handlers/callhandlers?query |
| | PHInterview | <object-id> of interview handler. URI to get object id of Interview handlers: <a href="https://<connection-server>/vmrest/handlers/interviewhandlers">https://<connection-server>/vmrest/handlers/interviewhandlers . |
| | AD | <object-id> of directory handler. URI to get object id of directory handlers: <a href="https://<connection-server>/vmrest/handlers/directoryhandlers">https://<connection-server>/vmrest/handlers/directoryhandlers |
| | *BroadcastMessageAdministrator <ul style="list-style-type: none"> • SystemTransfer • GreetingsAdministrator • SubSignIn • SubSysTransfer | NA |
| | PHTransfer/PHGreeting | <object-id> which can be captured from /vmrest/users. |

| Name | Call Action Value | Description |
|--------------------|-------------------|--|
| Ignore | 0 | Ignore - no action taken. |
| Hangup | 1 | Hangup - the call is immediately terminated. |
| Goto | 2 | Goto - go to an object such as a call handler, directory handler or interview handler. |
| Error | 3 | Error - play the error greeting. |
| TakeMsg | 4 | Take a message. |
| SkipGreeting | 5 | Skip greeting. |
| RestartGreeting | 6 | RestartGreeting - restart greeting on current handler |
| TransferAltContact | 7 | Transfer to Alternate Contact Number |
| RouteFromNextRule | 8 | Route From Next Call Routing Rule |

Explanation of Data Fields

| Parameter | Operations | Data Type | Comments |
|--------------|------------|-------------|--|
| URI | Read Only | String | Interview Handler URI |
| CreationTime | Read Only | Datetime | Stores the time of creation of Interview Handler |
| Language | Read/Write | Integer | Stores code for language where valid values range from 1024 to 58378 and 0 is not allowed. All possible language code values can be fetched using

<a href="https://<connection-server>/vmrest/languagemap">https://<connection-server>/vmrest/languagemap
. |
| DisplayName | Read/Write | String (64) | Name of an interview handler |
| Undeletable | Read/Write | Boolean | A flag indicating whether this handler can be deleted via an administrative application such as Cisco Unity Connection Administration. It is used to prevent the deletion of factory defaults such as the "Opening Greeting" call handler.

Possible values:

<ul style="list-style-type: none"> • false: The handler can be deleted by an administrator (with the required privilege) via an administrative application such as Cisco Unity Connection Administration or Cisco Unity |

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| | | | |
|-----------------------------------|------------|-------------|---|
| | | | <p>Connection Bulk Administration Manager.</p> <ul style="list-style-type: none"> • true: The handler cannot be deleted by an administrator via Cisco Unity Connection Administration or Cisco Unity Connection Bulk Administration Manager. |
| VoiceName | Read/Write | string (40) | The name of the .wav file containing the recorded audio of the name of an interview handler. |
| VoiceFileURI | Read Only | string | Specifies the URI of voice file. |
| VoiceNameURI | Read Only | string | Specifies the URI of voice name. |
| 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 |
| SendUrgentMsg | Read/Write | Integer | <p>A flag indicating whether an unidentified caller is given a choice to mark a message as Urgent or Normal, or if not given the choice, whether the message is always marked Normal (default value) or Urgent.</p> <p>Possible values :-</p> <ul style="list-style-type: none"> • 2 Ask - Cisco Unity Connection asks unidentified callers whether to mark their interview messages normal or urgent. • 0 Normal - interview messages left by unidentified calls are always marked normal. • 1 Urgent - all interview messages left by unidentified calls are always marked urgent. |
| ObjectId | Read Only | String (36) | Object ID of interview handler. |
| TenantObjectId | Read Only | String (36) | The unique identifier of the tenant to which the interview handler belongs. This field is reflected in the response only if the interview handler belongs to a particular tenant. |
| RecipientDistributionListObjectId | Read/Write | String (36) | Object ID of distribution list if the recipient of interview handler is set to distribution list. |
| RecipientDistributionListURI | Read Only | String | URI of the distribution list. |
| RecipientSubscriberObjectId | Read/Write | String (36) | Object ID of the subscriber if the recipient of interview handler is set to a user. |
| RecipientSubscriberURI | Read Only | String | URI of the subscriber. |
| AfterMessageAction | Read/Write | Integer | <p>Possible types of call action to take, e.g., hang-up, go to another object, etc.</p> <ul style="list-style-type: none"> • 0 Ignore - no action taken. • 1 Hangup - the call is immediately terminated. |

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| | | | |
|-----------------------------------|------------|-------------|---|
| | | | <ul style="list-style-type: none"> • 2 Goto - go to an object such as a call handler, directory handler or interview handler. • 3 Error - play the error greeting. • 4 Take a message. • 5 Skip greeting. • 6 RestartGreeting • 7 Transfer to Alternate Contact Number • 8 Route From Next Call Routing Rule <p>Default value: 4</p> |
| AfterMessageTargetConversation | Read/Write | String (64) | The name of the conversation used to set up, send, and retrieve messages. |
| AfterMessageTargetHandlerObjectId | Read/Write | String (36) | Specifies the URI of the target specified. |
| UseCallLanguage | Read/Write | Boolean | <p>A flag indicating whether Cisco Unity Connection will use the language assigned to the call.</p> <p>Possible values:</p> <ul style="list-style-type: none"> • true: Use the language specified by the system call routing rule to play prompts for users. • false: Do not use the language specified by the system call routing rule to play prompts for users. <p>Default value: true</p> |
| UseDefaultLanguage | Read/Write | Boolean | <p>A flag that is dependent on the value of Language Field. If Language is set to Null, UseDefaultLanguage is set to true(1). If any language is specified, UseDefaultLanguage is set to false(0).</p> <p>Default value: true.</p> |
| DispatchDelivery | Read/Write | Boolean | <p>A flag indicating that all messages left for the interview handler is for dispatch delivery.</p> <p>Possible values:-</p> <ul style="list-style-type: none"> • true: Messages left for interview handler is for dispatch delivery. • false: Messages left for interview handler is not for dispatch delivery <p>Default value: false</p> |
| PartitionObjectId | Read/Write | String (36) | The unique identifier of the Partition to which the InterviewHandler is assigned. |
| PartitionURI | Read Only | String | Specifies the partition URI. |
| InterviewQuestionsURI | Read Only | String | Specifies the URI of interview questions of an interview handler |

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| | | | |
|--------------|------------|---------|---|
| DtmfAccessId | Read/Write | Integer | Specifies an extension number where minimum length can be 1 and maximum length can be 40. |
|--------------|------------|---------|---|