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Introduction

This document describes how to change the caller input key on a call handler to take different actions. This content is applicable to Cisco Unity Connection release 7.1(3) and later. These examples have not been verified with versions prior to 7.1(3).

In order to change a caller input key for a call handler, you need to know the object ID of the call handler.

In order to change a caller input key for a user, you need the object ID of that user's call handler. Every user who has caller input keys has a call handler, and if you are looking at the user data returned from a GET request like the following, the object ID is the element **CallHandlerObjectId**.

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

When you have obtained the object ID of the call handler you want to change, you can do any of the following actions.

Examples

Ignore

This is the default setting of most keys. To set a key to ignore you would 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 want to do. The 0 value denotes that this key should be ignored.

Hang Up

```
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

```
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

```
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

```
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

```
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 take the caller to record a message.

Alternate Contact Number (ACN)

```
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. Including a transfer number is optional; if you do not include a TransferNumber, and set a key to the Action of 7, users will have the option of configuring their own ACNs by phone, which provides a number to transfer callers to.

The API currently does not let you set the TransferNumber to an empty string. That means that when you have set the TransferNumber, you can only change it to a different number, but cannot empty it out. The API also currently does not give you read or write access to the type of transfer the ACN uses (release vs. supervised).

Transfer to a User or Call Handler

```
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>
```

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The Action field of 2 denotes that this key should take 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 to the call handler greeting, set it to PHGreeting instead.

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

Go to an Interview Handler

```
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 and the TargetHandlerObjectId is the object ID of the interview handler that you want to the caller input key to go to.

Go to a Directory Handler

```
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 and the TargetHandlerObjectId is the object ID of the directory handler you want to the caller input key to go to.

Go to the Broadcast Message Administrator Conversation

```
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>
```

Go to the Caller System Transfer Conversation

```
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>
```

Go to the Greetings Administrator Conversation

```
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>
```

Go to the Sign-In Conversation

```
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>
```

Go to the User System Transfer Conversation

```
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>
```