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About Caller Input

This page contains information on how to use the API to list and modify Caller Input. Caller input settings define actions that Cisco Unity Connection takes in response to phone keys pressed by callers.

For more information on caller inputs, see

[Cisco Unity Connection Provisioning Interface \(CUPI\) API -- Caller Input Keys](#)

For information on minimum software required with this API, see

[Cisco Unity Connection Provisioning Interface \(CUPI\) API -- Basic User Template Information#Minimum Software](#)

Listing and Viewing Caller Input

The following is an example of a GET that lists all caller inputs of all types for the specified user template:

```
https://<connection_server>/vmrest/callhandlerprimarytemplates
```

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

```
<MenuEntries total="12">
<MenuEntry>
  <URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/*
  </URI>
  <CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
  </CallHandlerObjectId>
  <CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
  </CallhandlerURI>
  <TouchtoneKey>*
  </TouchtoneKey>
  <Locked>true</Locked>
  <Action>2</Action>
  <TargetConversation>SubSignIn</TargetConversation>
  <ObjectId>1d111b26-d50c-44a3-bfcc-0b60f2e3207a
  </ObjectId>
</MenuEntry>
<MenuEntry>
```

Cisco_Unity_Connection_Provisioning_Interface_(CUPI)_API_--_User_Template Caller_Input

```
<URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/#
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>#</TouchtoneKey>
<Locked>>true</Locked>
<Action>5</Action>
<ObjectId>3e3d796b-ffd3-4388-a2bf-b2cca2cf0b9c
</ObjectId>
</MenuEntry>
<MenuEntry>
<URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/0
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>0</TouchtoneKey>
<Locked>>false</Locked>
<Action>2</Action>
<TargetConversation>PHTransfer</TargetConversation>
<TargetHandlerObjectId>e4c32c78-42c6-495e-83c5-4a4a17c0cb7f</TargetHandlerObjectId>
<ObjectId>050b1a62-b237-457d-a027-d2c3289eab20
</ObjectId>
</MenuEntry>
<MenuEntry>
<URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/1
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>1</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
<ObjectId>31a8cba0-8deb-4266-b83b-57a6c1a33ebb
</ObjectId>
</MenuEntry>
<MenuEntry>
<URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/2
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>2</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
<ObjectId>f7e0cca3-e864-480b-bcd5-84f290587cbf
</ObjectId>
</MenuEntry>
<MenuEntry>
<URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/3
</URI><CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>3</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
<ObjectId>910a7722-5cc1-4f98-b6b5-d9ac0c11440f
</ObjectId>
```

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```
</MenuEntry>
<MenuEntry>
  <URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/4
</URI><CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>4</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
<ObjectId>da2588dc-557e-4671-892b-edde2987d4c0
</ObjectId>
</MenuEntry>
<MenuEntry>
  <URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/5
</URI><CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>5</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
<ObjectId>15c55592-df99-46d0-9a96-19a6ecff2bd5
</ObjectId>
</MenuEntry>
<MenuEntry>
  <URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/6
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>6</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
<ObjectId>bdb6a884-269e-4aab-9ff7-997453e69642
</ObjectId>
</MenuEntry>
<MenuEntry>
  <URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/7
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>7</TouchtoneKey>
<Locked>>false</Locked>
<Action>2</Action>
<TargetConversation>PHTransfer</TargetConversation>
<TargetHandlerObjectId>b659a96c-6949-4d78-a899-93a2407baf28
</TargetHandlerObjectId>
<ObjectId>11e69e5d-1223-4727-ad8c-1dbe3f8f8ce5
</ObjectId>
</MenuEntry>
<MenuEntry>
  <URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/8
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>8</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
```

Cisco_Unity_Connection_Provisioning_Interface_(CUPI)_API_--_User_Template Caller_Input

```
<ObjectId>333a6147-cd06-4d71-9def-417cb70c8ebf
</ObjectId>
</MenuEntry>
<MenuEntry>
<URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/9
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>9</TouchtoneKey>
<Locked>>false</Locked>
<Action>0</Action>
<ObjectId>eb66e91d-2a82-425a-88f5-f2c058c2491e</ObjectId>
</MenuEntry>
</MenuEntries>
```

Response Code: 200

Modifying a Caller Input

The following is an example of the PUT request that modifies the caller input as represented by `<callerinputId>`:

```
https://<connection_server>/vmrest/callhandlerprimarytemplates/<objectId>
```

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

```
<MenuEntry>
<URI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444/menuentries/*
</URI>
<CallHandlerObjectId>c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallHandlerObjectId>
<CallhandlerURI>/vmrest/handlers/callhandlers/c9069370-3631-4d36-a53a-1ac4e8d8f444
</CallhandlerURI>
<TouchtoneKey>*
</TouchtoneKey>
<Locked>>true</Locked>
<Action>2</Action>
<TargetConversation>SubSignIn</TargetConversation>
<ObjectId>1d111b26-d50c-44a3-bfcc-0b60f2e3207a
</ObjectId>
</MenuEntry>
```

Response Code: 204

Explanation of Data Fields

The following chart lists all of the data fields available on Caller.

Field Name	Writable?	Available Values	Explanation / Comments
ObjectId	All	Read-only	ObjectId of the Device
OneKeyDelay	Read/Write	0-10000	

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			Indicate the amount of time that Cisco Unity Connection waits for additional input after callers press a single key that is not locked. Default: 1500
EnablePrependDigits	Read/Write	true/false	Enable to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. Default: false
PrependDigits	Read/Write	Data length[40]	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the user.
TouchtoneKey	Read/Write	length (1)	Edit caller input settings.
Locked	Read/Write	true/false	Indicates whether Cisco Unity Connection allows additional input (Unlocked) or ignores additional input (Locked). Default: false
Action	Read/Write	2-Go to an object such as a call handler, directory handler or interview handler. 1- HangUp 0-ignore 6-RestartGreeting 8- Route from next calling route 5- Skip Greeting 4- Take message 7- Transfer to Alternate contact number	Indicates the action that Cisco Unity Connection takes when a caller presses the key.