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User Template Caller Inputs

The following URI can be used to view the user template object ID:

```
GET https://<connection-server>/vmrest/usertemplates/<usertemplateobjectid>
```

From the above URI, get the call handler primary template object ID:

```
GET https://<connection-server>/vmrest/callhandlerprimarytemplates/<Callhandlerprimarytemplateobjectid>
```

Updating Caller Input Parameters

The following is an example of the PUT request that updates caller input parameters:

```
PUT https://<connection-server>/vmrest/handlers/callhandlerprimarytemplates/<Callhandlerprimarytemplateobjectid>
```

All the parameters for caller inputs are present in callhandlerprimarytemplate.

Request Body:

```
<CallhandlerPrimaryTemplate>  
  <OneKeyDelay>9999</OneKeyDelay>  
  <EnablePrependDigits>true</EnablePrependDigits>  
  <PrependDigits>4545</PrependDigits>  
</CallhandlerPrimaryTemplate>
```

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: <PrependDigit> parameter must be having digits only (extension parameter)

Updating Caller Input Keys

The following is an example of the PUT request that updates the call input keys:

```
PUT https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObj>
```

The following is an example of the PUT request that edits the call input keys for (*):

```
PUT https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObj>
Request Body:
<MenuEntry>
    <Locked>true</Locked>
</MenuEntry>
```

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

Response Code: 204

| Values | Parameters |
|--------|--------------------------------------|
| 0 | Ignore |
| 1 | Hang Up |
| 4 | Take message |
| 5 | Skip Greeting |
| 6 | Restart Greeting |
| 7 | Transfer to alternate contact number |
| 8 | Route from next call routing rule |

Example 1: Edit call actions

```
Request Body:
<MenuEntry>
    <Action>7</Action>
    <TransferType>1</TransferType>
    <TransferNumber>2344</TransferNumber>
    <TransferRings>4</TransferRings>
</MenuEntry>
```

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

Response Code: 204

Example 2: Edit Call Handler

The following is an example of the PUT request that shows the call handler object ID:

```
PUT https://<connection-server>/vmrest/handlers/callhandlers
Request Body:
<MenuEntry>
    <Action>2</Action>
    <TargetConversation>PHGreeting</TargetConversation>
    <TargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</TargetHandlerObjectId>
```

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</MenuEntry>

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

Response Code: 204

Example 3: Interview handler

Request Body:

```
<MenuEntry>
  <Action>2</Action>
  <TargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</TargetHandlerObjectId>
</MenuEntry>
```

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

Response Code: 204

Example 4: Directory handler

Request Body:

```
<MenuEntry>
  <Action>2</Action>
  <TargetHandlerObjectId>c1fc1029-55f4-40dc-a553-40b75664ed8a</TargetHandlerObjectId>
</MenuEntry>
```

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

Response Code: 204

Example 5: Conversation

Request Body: for broadcast message administrator

```
</MenuEntry>
  <Action>2</Action>
  <TargetConversation>BroadcastMessageAdministrator</TargetConversation>
</MenuEntry>
```

The following is the response from the *PUT* request for broadcast message administrator and the actual response will depend upon the information given by you:

Response Code: 204

Request Body: for caller system transfer

```
<MenuEntry>
  <Action>2</Action>
  <TargetConversation>SystemTransfer</TargetConversation>
</MenuEntry>
```

The following is the response from the *PUT* request for caller system transfer and the actual response will depend upon the information given by you:

Response Code: 204

Request Body: for greeting administrator

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```
<MenuEntry>
  <Action>2</Action>
  <TargetConversation>GreetingAdministrator</TargetConversation>
</MenuEntry>
```

The following is the response from the *PUT* request for greeting administrator and the actual response will depend upon the information given by you:

Response Code: 204

Request Body: for sign in

```
<MenuEntry>
  <Action>2</Action>
  <TargetConversation>SubSignIn</TargetConversation>
</MenuEntry>
```

The following is the response from the *PUT* request for sign in and the actual response will depend upon the information given by you:

Response Code: 204

Request Body: for user system transfer

```
<MenuEntry>
  <Action>2</Action>
  <TargetConversation>SubSysTransfer</TargetConversation>
</MenuEntry>
```

The following is the response from the *PUT* request for user system transfer and the actual response will depend upon the information given by you:

Response Code: 204

Example 4: Users with Mailbox

Request Body:

```
<MenuEntry>
  <Action>2</Action>
  <TargetConversation>PHTransfer</TargetConversation>
  <TargetHandlerObjectId>71cb381b-fd16-4ba8-8a1d-e71684e57b0e</TargetHandlerObjectId>
</MenuEntry>
```

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

Response Code: 204

JSON Example

For conversation, do the following:

Request URI:

PUT https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesOb

Accept: application/json

Content-type: application/json

Connection: keep-alive

Request Body:

```
{
  "Action": "2",
  "TargetConversation": "SubSignIn"
```

}

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

Explanation of Data Fields

| Parameter | Operations | Data Type | Comments |
|---------------------|------------|------------|---|
| OneKeyDelay | Integer | Read/Write | <p>Indicate the amount of time that System waits for additional input after callers press a single key that is not locked. If there is no input within this time, system performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 milliseconds (one and one-half seconds). Note:</p> <ul style="list-style-type: none"> • This option is unavailable if Ignore Caller Input is enabled on the Greetings page. • OneKeyDelay can only accept integer with value 0 through 10000 |
| EnablePrependDigits | Boolean | Read/Write | <p>To simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.</p> <p>Default value: false.</p> |
| PrependDigits | Integer | Read/Write | <p>Digits that are prepended to any extension that a caller dials while listening to the greeting of the user.</p> |
| MenuEntriesURI | String(36) | Read Only | <p>Parameters for caller input keys are present in menu entries URI.</p> |
| TouchtoneKey | String(1) | Read Only | <p>Indicates the phone keypad key to which the settings apply.</p> |
| Locked | Boolean | Read/Write | <p>A locked menu entry does not allow additional dialing after this choice is entered.</p> <p>Values can be:</p> <ul style="list-style-type: none"> • False: Unlocked - Additional dialing after this choice is entered is allowed • True: Locked - Additional dialing is ignored |

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|-----------------------|------------|------------|---|
| | | | Default value: false. |
| Action | Integer | Read/Write | Takes values from 0-8. See table for values. |
| CallHandlerObjectId | String(36) | Read Only | Menu entries can only belong to call handlers. No other object can own a menu entry. |
| TargetConversation | String(36) | Read/Write | The name of the conversation to which the caller is routed. |
| TargetHandlerObjectId | String(36) | Read/Write | The unique identifier of the specific object to send along to the target conversation. |
| TransferNumber | Integer | Read/Write | Extension to which call is transferred. |
| TransferType | Integer | Read/Write | Values can be: <ul style="list-style-type: none"> • 0: Release to switch • 1: Supervise transfer |
| TransferRings | Integer | Read/Write | Applies only when the "TransferType" column is set to supervised (1). This value should never be less than 2 for a supervised transfer. |