

**Links to Other API pages:** [Cisco Unity Connection APIs](#)

<b>CUPI Guide Contents</b>
<a href="#">API Overview</a>
<a href="#">Index of All CUPI Documentation</a>

## Contents

- [1 User Template Caller Inputs](#)
  - ◆ [1.1 Updating Caller Input Parameters](#)
  - ◆ [1.2 Updating Caller Input Keys](#)
  - ◆ [1.3 Explanation of Data Fields](#)

## 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>
```

## Cisco\_Unity\_Connection\_Provisioning\_Interface\_(CUPI)\_API\_--\_User\_Template\_Caller\_Inputs

</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

## Cisco\_Unity\_Connection\_Provisioning\_Interface\_(CUPI)\_API\_--\_User\_Template\_Caller\_Inputs

```
<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). <b>Note:</b></p> <ul style="list-style-type: none"> <li>• This option is unavailable if Ignore Caller Input is enabled on the Greetings page.</li> <li>• OneKeyDelay can only accept integer with value 0 through 10000</li> </ul>
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"> <li>• False: Unlocked - Additional dialing after this choice is entered is allowed</li> <li>• True: Locked - Additional dialing is ignored</li> </ul>

Cisco\_Unity\_Connection\_Provisioning\_Interface\_(CUPI)\_API\_--\_User\_Template\_Caller\_Inputs

			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"> <li>• 0: Release to switch</li> <li>• 1: Supervise transfer</li> </ul>
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.