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Listing and Viewing

The following GET allows users templates to listen to and modify their personal greeting:

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

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:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<UserTemplateGreetings total="7">
<UserTemplateGreeting>
  <CallHandlerObjectId>a254488a-7f96-4737-9df4-886e3f4b88af</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/callhandlerprimarytemplates/a254488a-7f96-4737-9df4-886e3f4b88af</Callha
  <IgnoreDigits>>false</IgnoreDigits>
  <PlayWhat>1</PlayWhat>
  <RepromptDelay>20</RepromptDelay>
  <Reprompts>30</Reprompts>
  <TimeExpires>2012-10-06 09:25:00.0</TimeExpires>
  <GreetingType>Alternate</GreetingType>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>PHTransfer</AfterGreetingTargetConversation>
  <AfterGreetingTargetHandlerObjectId>9e96f34b-22bc-429a-8852-46fbceeff182</AfterGreetingTargetHar
  <PlayRecordMessagePrompt>>false</PlayRecordMessagePrompt>
  <EnableTransfer>>false</EnableTransfer>
  <EnAltGreetDontRingPhone>>true</EnAltGreetDontRingPhone>
  <EnAltGreetPreventSkip>>true</EnAltGreetPreventSkip>
  <EnAltGreetPreventMsg>>true</EnAltGreetPreventMsg>
  <LanguageCode>1033</LanguageCode>
</UserTemplateGreeting>
<UserTemplateGreeting>
  <CallHandlerObjectId>a254488a-7f96-4737-9df4-886e3f4b88af</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/callhandlerprimarytemplates/a254488a-7f96-4737-9df4-886e3f4b88af</Callha
  <IgnoreDigits>>false</IgnoreDigits>
  <PlayWhat>0</PlayWhat>
  <RepromptDelay>2</RepromptDelay>
  <Reprompts>0</Reprompts>
  <TimeExpires>2020-10-06 09:25:00.0</TimeExpires>
  <GreetingType>Busy</GreetingType>
```

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```
<AfterGreetingAction>4</AfterGreetingAction>
<PlayRecordMessagePrompt>>true</PlayRecordMessagePrompt>
<EnableTransfer>>true</EnableTransfer>
<LanguageCode>1033</LanguageCode>
</UserTemplateGreeting>
<UserTemplateGreeting>
  <CallHandlerObjectId>a254488a-7f96-4737-9df4-886e3f4b88af</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/callhandlerprimarytemplates/a254488a-7f96-4737-9df4-886e3f4b88af</Callha
  <IgnoreDigits>>false</IgnoreDigits>
  <PlayWhat>0</PlayWhat>
  <RepromptDelay>2</RepromptDelay>
  <Reprompts>0</Reprompts>
  <GreetingType>Error</GreetingType>
  <AfterGreetingAction>6</AfterGreetingAction>
  <AfterGreetingTargetConversation>PHGreeting</AfterGreetingTargetConversation>
  <AfterGreetingTargetHandlerObjectId>08313019-91db-4aed-8ef3-af13a4a72e22</AfterGreetingTargetHar
  <PlayRecordMessagePrompt>>true</PlayRecordMessagePrompt>
  <EnableTransfer>>false</EnableTransfer>
  <LanguageCode>1033</LanguageCode>
</UserTemplateGreeting>
<UserTemplateGreeting>
  <CallHandlerObjectId>a254488a-7f96-4737-9df4-886e3f4b88af</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/callhandlerprimarytemplates/a254488a-7f96-4737-9df4-886e3f4b88af</Callha
  <IgnoreDigits>>false</IgnoreDigits>
  <PlayWhat>0</PlayWhat>
  <RepromptDelay>2</RepromptDelay>
  <Reprompts>0</Reprompts>
  <TimeExpires>2013-01-01 00:00:00.0</TimeExpires>
  <GreetingType>Internal</GreetingType>
  <AfterGreetingAction>4</AfterGreetingAction>
  <PlayRecordMessagePrompt>>false</PlayRecordMessagePrompt>
  <EnableTransfer>>false</EnableTransfer>
  <LanguageCode>1033</LanguageCode>
</UserTemplateGreeting>
<UserTemplateGreeting>
  <CallHandlerObjectId>a254488a-7f96-4737-9df4-886e3f4b88af</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/callhandlerprimarytemplates/a254488a-7f96-4737-9df4-886e3f4b88af</Callha
  <IgnoreDigits>>false</IgnoreDigits>
  <PlayWhat>0</PlayWhat>
  <RepromptDelay>2</RepromptDelay>
  <Reprompts>0</Reprompts>
  <TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
  <GreetingType>Off Hours</GreetingType>
  <AfterGreetingAction>4</AfterGreetingAction>
  <PlayRecordMessagePrompt>>true</PlayRecordMessagePrompt>
  <EnableTransfer>>false</EnableTransfer>
  <LanguageCode>1033</LanguageCode>
</UserTemplateGreeting>
<UserTemplateGreeting>
  <CallHandlerObjectId>a254488a-7f96-4737-9df4-886e3f4b88af</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/callhandlerprimarytemplates/a254488a-7f96-4737-9df4-886e3f4b88af</Callha
  <IgnoreDigits>>false</IgnoreDigits>
  <PlayWhat>0</PlayWhat>
  <RepromptDelay>2</RepromptDelay>
  <Reprompts>0</Reprompts>
  <GreetingType>Standard</GreetingType>
  <AfterGreetingAction>4</AfterGreetingAction>
  <PlayRecordMessagePrompt>>true</PlayRecordMessagePrompt>
  <EnableTransfer>>false</EnableTransfer>
  <LanguageCode>1033</LanguageCode>
</UserTemplateGreeting>
<UserTemplateGreeting>
  <CallHandlerObjectId>a254488a-7f96-4737-9df4-886e3f4b88af</CallHandlerObjectId>
  <CallhandlerURI>/vmrest/callhandlerprimarytemplates/a254488a-7f96-4737-9df4-886e3f4b88af</Callha
```

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```
<IgnoreDigits>>false</IgnoreDigits>
<PlayWhat>0</PlayWhat>
<RepromptDelay>2</RepromptDelay>
<Reprompts>0</Reprompts>
<TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
<GreetingType>Holiday</GreetingType>
<AfterGreetingAction>4</AfterGreetingAction>
<PlayRecordMessagePrompt>>true</PlayRecordMessagePrompt>
<EnableTransfer>>false</EnableTransfer>
<LanguageCode>1033</LanguageCode>
</UserTemplateGreeting>
</UserTemplateGreetings>
```

Response Code: 200

The `<greeting type>` can be any one of the following:

- Standard
- Alternate
- Busy
- Closed
- Holiday
- Error
- Internal

Each greeting can be accessed through the following various GET requests:

- https://<connection_server>/vmrest/usertemplate/greetings/Alternate
- https://<connection_server>/vmrest/usertemplate/greetings/Busy
- https://<connection_server>/vmrest/usertemplate/greetings/Error
- https://<connection_server>/vmrest/usertemplate/greetings/Internal
- https://<connection_server>/vmrest/usertemplate/greetings/Off%20Hours
- https://<connection_server>/vmrest/usertemplate/greetings/Standard
- https://<connection_server>/vmrest/usertemplate/greetings/Holiday

Creating Greetings

Note that you cannot use CUPI to create Greetings.

Modifying Greetings

The following is an example of the PUT request that modifies the personal greeting as represented by `<greetingtype>`:

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

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:

```
<UserTemplateGreeting>
```

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```
<EnableTransfer>true</EnableTransfer>  
<RepromptDelay>454354</RepromptDelay>  
<Reprompts>30</Reprompts>  
</UserTemplateGreeting>
```

Response Code: 204

Deleting Greetings

Note that you cannot use CUPi to delete Greetings.

Minimum Software Version

For information on minimum software required with this API, see

[Cisco_Unity_Connection_Provisioning_Interface_\(CUPI\)_API_--_Basic_User_Template_Information#Minimum_Softwa](#)